

ORACLE INFORMATION-DRIVEN SUPPORT

Oracle Lifetime Support Policy

Oracle Applications





Table of Contents

02	Oracle Lifetime Support: From Five Years to Forever
04	Lifetime Support Policy: Coverage for Oracle Applications
04	Oracle's PeopleSoft Enterprise Applications Releases
05	Oracle E-Business Suite Releases
06	Oracle's JD Edwards EnterpriseOne Releases
06	Oracle's JD Edwards World Releases
06	Oracle Communications Billing and Revenue Management (Formerly Portal) Releases
07	Oracle Communications (Formerly MetaSolv) Releases
08	Oracle Communications Service Fulfillment (Formerly Netsure) Releases
09	Oracle's Demantra Releases
09	Oracle Activity Based Management Releases
09	Oracle's JD Edwards EnterpriseOne Supply Chain Planning Releases
10	Oracle's Siebel Application Releases
12	Oracle Transportation Management Suite (Formerly Global Logistics) Releases
12	Oracle's Hyperion Releases
15	Oracle's Telephony@Work Releases
15	Oracle Financial Services Applications Releases
15	Oracle Financial Analyzer Releases
15	Oracle Sales Analyzer Releases
16	Oracle Utilities (Formerly SPL WorldGroup) Releases
17	Oracle Utilities (Formerly Lodestar) Releases
18	Oracle MarketPrice (Formerly Revenue Technologies) Releases
18	Oracle Life Science Releases
18	Oracle's Agile Product Lifecycle Management Releases
20	Oracle's Agile Product Lifecycle Management for Process (Formerly Prodika) Releases
21	Oracle Enterprise Visualization (Formerly Cimmetry) Releases
22	Oracle's LogicalApps Releases
22	Oracle Lifetime Support: Our Commitment to Deliver a Superior Ownership Experience



ORACLE IS THE **INFORMATION** COMPANY

Oracle Applications

Maximize your support investment, unlock the full value of your Oracle products, and control your upgrade strategy—with the industry's leading support policy.

Simple, predictable, flexible, and the most comprehensive support policy available, the Oracle Lifetime Support Policy helps drive your business success. Oracle's industry-leading support policy covers your entire technology environment, from database to middleware to applications—an industry first, only from Oracle.

Oracle's Lifetime Support Policy also puts you in control of your upgrade strategy. Our flexible support policy stages make it easier for you to plan and budget for Oracle's exclusive product upgrades. You'll enjoy continued peace of mind, knowing that we'll always be there to support your business. When it's time to upgrade, you'll have rights to major product releases, so you can benefit from Oracle's technology leadership and keep pace with the world of business.

Expect lifetime support. Expect control of your technology future—with Oracle's Lifetime Support Policy.

Oracle Lifetime Support: From Five Years to Forever

Expect Lifetime Support

With Oracle Support, you know up front and with certainty how long your Oracle products are supported. The Lifetime Support Policy provides access to technical experts for as long as you license your Oracle products and consists of three support stages: Premier Support, Extended Support, and Sustaining Support. It delivers maximum value by providing you with rights to major product releases so you can take full advantage of technology and product enhancements. Your technology and your business keep moving forward together.

Premier Support provides a standard five-year support policy for Oracle Technology and Oracle Applications products. You can extend support for an additional three years with Extended Support for specific releases or receive indefinite technical support with Sustaining Support.

Premier Support

As an Oracle customer, you can expect the best with Premier Support, our award-winning, next-generation support program. Premier Support provides you with maintenance and support of your Oracle Database, Oracle Fusion Middleware, and Oracle Applications for five years from their general availability date. You benefit from

- Major product and technology releases
- Technical support
- Updates, fixes, security alerts, data fixes, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts
- Certification with most new third-party products/versions
- Certification with most new Oracle products

Extended Support

Your technology future is assured with Oracle's Extended Support. Extended Support lets you stay competitive, with the freedom to upgrade on your timetable. If you take advantage of Extended Support, it provides you with an extra three years of support for specific Oracle releases for an additional fee. You benefit from

- . Major product and technology releases
- . Technical support
- . Updates, fixes, security alerts, data fixes, and critical patch updates
- . Tax, legal, and regulatory updates
- . Upgrade scripts
- . Certification with most existing third-party products/versions
- . Certification with most existing Oracle products

Extended Support may not include certification with some new third-party products/versions.

Sustaining Support

Sustaining Support puts you in control of your upgrade strategy. When Premier Support expires, if you choose not to purchase Extended Support, or when Extended Support expires, Sustaining Support will be available for as long as you license your Oracle products. With Sustaining Support, you receive technical support, including access to our online support tools, knowledgebases, and technical support experts. You benefit from

- . Major product and technology releases
- . Technical support
- . Access to Oracle *MetaLink*/PeopleSoft Customer Connection/Hyperion e-Support
- . Fixes, updates, and critical patch updates created during the Premier Support stage
- . Upgrade scripts created during the Premier Support stage

Sustaining Support does not include

- . New updates, fixes, security alerts, data fixes, and critical patch updates
- . New tax, legal, and regulatory updates
- . New upgrade scripts
- . Certification with new third-party products/versions
- . Certification with new Oracle products

For more specifics on Premier Support, Extended Support, and Sustaining Support, please refer to Oracle's "Technical Support Policies."

Oracle Applications Unlimited: The Choice Is Yours

Oracle Applications Unlimited and the Lifetime Support Policy represent our commitment to deliver an Oracle Superior Ownership Experience by protecting and extending your investment through enhancements to the products and solutions you have licensed. Oracle Applications Unlimited gives you the option to do what is best for your business: continue to derive value from your existing applications or upgrade to next-generation Oracle Applications, such as those built on Oracle Fusion Middleware, when it makes business sense.

The choice is yours.

Lifetime Support Policy: Coverage for Oracle Applications

Oracle's PeopleSoft Enterprise Applications Releases

Support does not follow the Lifetime Support Policy.

Release will have a direct upgrade to an application built on Oracle Fusion Middleware.

Unless otherwise noted, each stage of support is provided through the last day of the month noted on the included charts.

For further information regarding specific releases, please refer to Oracle *MetaLink*, PeopleSoft Customer Connection, or Hyperion eSupport.

Release	GA Date	Updates, Fixes, Security Alerts, and Upgrade Scripts	Tax, Legal, and Regulatory	Extended Support Ends	Sustaining Support Ends
SA 7.6 ANZ	Aug 1999	Aug 2008	Aug 2008	Not Offered	Indefinite
HRMS 8.0 SP1	Dec 2000	Mar 2007	Mar 2007	Not Offered	Indefinite
FMS 8.0 Argen	Aug 2001	Aug 2007	Aug 2007	Not Offered	Indefinite
FMS 8.0 Brazil	Dec 2001	Jun 2007	Jun 2007	Not Offered	Indefinite
SA/CR 8.0	Aug 2001	Aug 2008	Aug 2008	Not Offered	Indefinite
CRM 8.1	Dec 2001	Dec 2006	Dec 2007	Not Offered	Indefinite
EPM 8.3	Dec 2001	Dec 2006	N/A*	Not Offered	Indefinite
HRMS 8.3	Nov 2001	Mar 2007	Mar 2008	Not Offered	Indefinite
FMS 8.4	Mar 2002	Mar 2007	Mar 2008	Not Offered	Indefinite
SCM 8.4	Mar 2002	Mar 2007	Mar 2008	Not Offered	Indefinite
CRM 8.4	Mar 2002	Mar 2007	Mar 2008	Not Offered	Indefinite
Portal Solutions 8.4	Mar 2002	Mar 2007	Mar 2008	Not Offered	Indefinite
ESA 8.4	Jul 2002	Jul 2007	Jul 2008	Not Offered	Indefinite
CRM 8.8	Dec 2002	Dec 2007	Dec 2008	Dec 2010	Indefinite
EPM 8.8	Dec 2002	Dec 2007	N/A*	Dec 2010	Indefinite
HRMS 8.8	Dec 2002	Dec 2007	Dec 2008	Dec 2010	Indefinite
SCM 8.8	Dec 2003	Dec 2008	Dec 2009	Dec 2011	Indefinite
FMS/ESA 8.8	Dec 2003	Dec 2008	Dec 2009	Dec 2011	Indefinite
Portal Solutions 8.8	Mar 2003	Mar 2008	Mar 2009	Mar 2011	Indefinite
ELS 8.81	Sep 2003	Sep 2008	Sep 2009	Sep 2011	Indefinite
CRM 8.9	Jun 2004	Jun 2009	Jun 2010	Jun 2012	Indefinite
HRMS/CS 8.9	Dec 2004	Dec 2009	Dec 2010	Dec 2012	Indefinite
Portal Solutions 8.9	Mar 2005	Mar 2010	Mar 2011	Mar 2013	Indefinite
FMS/ESA 8.9	Aug 2005	Aug 2010	Aug 2011	Aug 2013	Indefinite
SCM 8.9	Aug 2005	Aug 2010	Aug 2011	Aug 2013	Indefinite
EPM 8.9	Apr 2005	Apr 2010	N/A*	Apr 2013	Indefinite
HRMS/CS 8.9 ANZ	Sep 2005	Sep 2010	Sep 2011	Sep 2013	Indefinite
FMS 8.9 Brazil	Dec 2005	Dec 2010	Dec 2011	Dec 2013	Indefinite
FMS 8.9 Argen	Feb 2006	Feb 2011	Feb 2012	Feb 2014	Indefinite
ELS 9.0	Apr 2006	Apr 2011	Apr 2012	Apr 2014	Indefinite
EPM 9.0	Aug 2006	Aug 2011	N/A*	Aug 2014	Indefinite
CRM 9.0	Aug 2006	Aug 2011	Aug 2012	Aug 2014	Indefinite
FMS/ESA 9.0	Sep 2006	Sep 2011	Sep 2012	Sep 2014	Indefinite
SCM 9.0	Sep 2006	Sep 2011	Sep 2012	Sep 2014	Indefinite
Portal Solutions 9.0	Oct 2006	Oct 2011	Oct 2012	Oct 2014	Indefinite

Oracle's PeopleSoft Enterprise Applications Releases—*Continued*

Release	GA Date	Updates, Fixes, Security Alerts, and Upgrade Scripts	Tax, Legal, and Regulatory	Extended Support Ends	Sustaining Support Ends
HRMS/CS 9.0	Dec 2006	Dec 2011	Dec 2012	Dec 2014	Indefinite
Oracle Fusion Campus Solutions Intelligence for PeopleSoft	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Financial Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Human Resources Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Public Sector Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Supply Chain Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Intelligence for JD Edwards EnterpriseOne	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite

PeopleSoft Enterprise SA 7.6 ANZ, PeopleSoft Enterprise HRMS 8.0 SP1, PeopleSoft Enterprise FMS 8.0 Brazil, PeopleSoft Enterprise FMS 8.0 Argentina, PeopleSoft Enterprise SA/CR 8.0, and PeopleSoft Enterprise HRMS 8.3 reflect extensions to their Premier Support periods. PeopleSoft Enterprise releases 8.8, 8.9, and 9.0 will each have a direct path to applications built on Oracle Fusion Middleware. Oracle Fusion Intelligence products follow the same support time frame as the PeopleSoft EPM 9.0 application. Oracle's PeopleTools program, which was purchased in conjunction with an application program release, will be supported for as long as such application program release is supported. For PeopleTools, as in the past, you will need to continue to apply minor upgrades to stay current and under Premier Support. Patches and platform certifications for a PeopleTools minor release will only be created from when that release is generally available until 12 months after the next minor release is generally available.

*Tax, legal, and regulatory updates not applicable for EPM releases.

Oracle E-Business Suite Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
11.0.3	May 1999	Feb 2007	Not Offered	Jan 2009
11/1	May 2000	Jul 2006	Not Offered	Indefinite
11/2	Oct 2000	Jul 2006	Not Offered	Indefinite
11/3	Jan 2001	Jul 2006	Not Offered	Indefinite
11/4	Jun 2001	Jul 2006	Not Offered	Indefinite
11/5	Sep 2001	Jul 2006	Not Offered	Indefinite
11/6	Jan 2002	Jul 2006	Not Offered	Indefinite
11/7	May 2002	May 2007	Not Offered	Indefinite
11/8	Nov 2002	Nov 2007	Not Offered	Indefinite
11/9	Jun 2003	Jun 2008	Not Offered	Indefinite
11/10	Nov 2004	Nov 2010	Nov 2013	Indefinite
12	Jan 2007	Jan 2012	Jan 2015	Indefinite

Support retirement dates have already been announced for Releases 11.0.3 and 11/1 through 11/6. Oracle E-Business Suite Releases 11/10 and 12 will each have a direct path to the applications built on Oracle Fusion Middleware. For the first year of Sustaining Support for release 11/9, Oracle will provide fixes for Severity 1 production bugs. The only legislative update that will be provided is for U.S. Tax Form 1099 for the 2008 tax year.

Oracle's JD Edwards EnterpriseOne Releases

Release	GA Date	Updates, Fixes, Security Alerts, and Upgrade Scripts	Tax, Legal, and Regulatory	Extended Support Ends	Sustaining Support Ends
Xe	Sep 2000	Dec 2013	Dec 2013	Not Offered	Indefinite
8	Jun 2002	Dec 2013	Dec 2013	Not Offered	Indefinite
8.9	Sep 2003	Sep 2008	Sep 2009	Not Offered	Indefinite
8.10	Jun 2004	Jun 2009	Jun 2010	Not Offered	Indefinite
8.11	Dec 2004	Dec 2009	Dec 2010	Dec 2012	Indefinite
8.12	Apr 2006	Apr 2011	Apr 2012	Apr 2014	Indefinite

JD Edwards EnterpriseOne Xe and 8 will receive Premier Support until 2013. JD Edwards EnterpriseOne Releases 8.11 and 8.12 will each have a direct path to applications built on Oracle Fusion Middleware. The support time frames for the 8.11 release also include Release 8.11SP1. Each JD Edwards EnterpriseOne Tools release expires no sooner than three months after a new JD Edwards EnterpriseOne Tools release becomes generally available. The last patch release date for an expired JD Edwards EnterpriseOne Tools release is noted in the Retirement Roadmap posted on Customer Connection. Customers may be required to update their JD Edwards EnterpriseOne Tools release to maintain support throughout the Applications support lifecycle. A chart indicating compatibility between JD Edwards EnterpriseOne Applications releases and JD Edwards EnterpriseOne Tools releases is maintained on Customer Connection.

Oracle's JD Edwards World Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
A7.3	N/A	Dec 2013	Not Available	Indefinite
A8.1	N/A	Dec 2013	Not Available	Indefinite
A9.1	Apr 2007	Apr 2012	Apr 2015	Indefinite

JD Edwards World Releases A7.3, A8.1, and A9.1 will each have a direct path to applications built on Oracle Fusion Middleware. Oracle will enhance and support JD Edwards World products on IBM System i.

Oracle Communications Billing and Revenue Management (Formerly Portal) Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
6.2 SP1–3, 5–6	Dec 2001	Jun 2003	Jul 2007	Indefinite
6.2 SP4	Dec 2001	Jun 2003	Oct 2008	Indefinite
6.5 SP1	Apr 2003	Apr 2004	Dec 2007	Indefinite
6.5 SP2	Jul 2003	Apr 2004	May 2010	Indefinite
6.5 FP3	Dec 2003	Jun 2005	Jun 2008	Indefinite
6.7 Charter Release	Feb 2004	Jun 2006	Jun 2007	Indefinite
6.7 GA Release	May 2004	Jun 2006	Feb 2011	Indefinite
7.0	Feb 2005	Jun 2009	May 2011	Indefinite
7.2	Aug 2005	Feb 2010	Not Offered	Indefinite
7.2.1	May 2006	Feb 2010	Not Offered	Indefinite
7.3	Sep 2006	Sep 2011	Sep 2014	Indefinite
7.3.1	Nov 2007	Nov 2012	Nov 2015	Indefinite

Oracle Communications (Formerly MetaSolv) Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
MetaSolv Solution 5.2.19	Jul 2006	Jan 2010	Not Offered	Indefinite
MetaSolv Solution 6.0.x	Jun 2004	Jun 2012	Not Offered	Indefinite
MetaSolv Solution 6.0.2	Jun 2004	Sep 2007	Not Offered	Indefinite
MetaSolv Solution 6.0.5	Jun 2005	Dec 2007	Not Offered	Indefinite
MetaSolv Solution 6.0.6	Sep 2005	Sep 2007	Not Offered	Indefinite
MetaSolv Solution 6.0.7	Dec 2005	Sep 2007	Not Offered	Indefinite
MetaSolv Solution 6.0.8	Apr 2006	Sep 2007	Not Offered	Indefinite
MetaSolv Solution 6.0.10	Jun 2006	Dec 2007	Not Offered	Indefinite
MetaSolv Solution 6.0.11	Sep 2006	Jun 2008	Not Offered	Indefinite
MetaSolv Solution 6.0.12	Dec 2006	Jun 2008	Not Offered	Indefinite
MetaSolv Solution 6.0.13	Mar 2007	Jun 2008	Not Offered	Indefinite
MetaSolv Solution 6.0.14	Jul 2007	Current -1	Not Offered	Indefinite
MetaSolv Solution 6.0.15	Dec 2007	Current -1	Not Offered	Indefinite
MetaSolv Solution ASR 33.1*	Sep 2006	Sep 2007	Not Offered	Indefinite
MetaSolv Solution ASR 34.0*	Dec 2006	Current-1	Not Offered	Indefinite
MetaSolv Solution ASR 35.0*	Jul 2007	Current-1 (Flash Cut)	Current-1 (Flash Cut)	Indefinite
MetaSolv Solution ASR 36.0*	Dec 2007	Current-1 (Flash Cut)	Current-1 (Flash Cut)	Indefinite
MetaSolv Solution LSR 6.11*	Jan 2006	May 2009	Not Offered	Indefinite
MetaSolv Solution LSR 9.2*	Feb 2006	Dec 2007	Not Offered	Indefinite
MetaSolv Solution LSR 9.3*	Dec 2006	May 2009	Not Offered	Indefinite
MetaSolv Solution LSR 10.0*	Jul 2007	Dec 2010	Dec 2010	Indefinite
Subscriber and Service Management 3.1.x	Dec 2006	Dec 2011	Not Offered	Indefinite
Subscriber and Service Management 3.1.5	Jul 2007	Jul 2009	Not Offered	Indefinite
Subscriber and Service Management 3.1.6	Sep 2007	Current-1	Not Offered	Indefinite
Subscriber and Service Management 3.1.7	Dec 2007	Current-1	Not Offered	Indefinite
ASAP 4.1	Jan 2000	Jun 2007	Not Offered	Indefinite
ASAP 4.2	Jan 2001	Jun 2007	Not Offered	Indefinite
ASAP 4.3	Jun 2001	Jun 2007	Not Offered	Indefinite
ASAP 4.4	Jun 2001	Jun 2007	Not Offered	Indefinite
ASAP 4.5	Jun 2002	Sep 2007	Not Offered	Indefinite
ASAP 4.6	Jun 2003	Dec 2008	Not Offered	Indefinite
ASAP 4.7	Jun 2004	Jun 2009	Jun 2010	Indefinite
ASAP 5.0	Jan 2006	Jan 2010	Not Offered	Indefinite
ASAP 5.2	Nov 2006	Nov 2011	Nov 2012	Indefinite
IPSA 4.0	Mar 2004	Mar 2008	Not Offered	Indefinite
IPSA 4.1	Jul 2004	Jul 2008	Not Offered	Indefinite
IPSA 4.2	Dec 2005	Dec 2009	Not Offered	Indefinite
IPSA 5.0	Mar 2006	Mar 2010	Not Offered	Indefinite
IPSA 5.1	Dec 2006	Dec 2010	Not Offered	Indefinite
Policy Services 4.2	Dec 2001	Dec 2007	Not Offered	Indefinite
Policy Services 5.2	Dec 2002	Dec 2008	Not Offered	Indefinite
Policy Services 5.4	Oct 2004	Oct 2009	Not Offered	Indefinite
Policy Services 5.5	Mar 2006	Mar 2011	Not Offered	Indefinite

Oracle Communications (Formerly MetaSolv) Releases— *Continued*

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
RADIUS Server 3.0	Aug 2002	Jun 2007	Not Offered	Indefinite
RADIUS Server 4.0	Oct 2002	Jun 2007	Not Offered	Indefinite
RADIUS Server 4.5	Mar 2003	Jun 2007	Not Offered	Indefinite
RADIUS Server 4.6	Nov 2003	Jun 2007	Not Offered	Indefinite
RADIUS Server 4.7	Apr 2005	Jun 2007	Not Offered	Indefinite
RADIUS Server 5.0	Jun 2005	Aug 2007	Not Offered	Indefinite
RADIUS Server 5.3	Apr 2006	May 2008	Not Offered	Indefinite
RADIUS Server 5.4	Jul 2006	Sep 2008	Not Offered	Indefinite
Objectel 2.7	Jul 2003	Dec 2008	Not Offered	Indefinite
Objectel 2.8	Aug 2005	Jun 2007	Not Offered	Indefinite
Objectel 2.9	Nov 2006	Dec 2009	Not Offered	Indefinite
Objectel 2.10	Feb 2007	Dec 2009	Not Offered	Indefinite
OMS 2.5	Dec 2002	Jun 2007	Not Offered	Indefinite
OMS 2.6	Dec 2003	Dec 2008	Not Offered	Indefinite
OMS 2.8	Sep 2005	Sep 2010	Not Offered	Indefinite
Provisioning 5.0	Dec 2005	Dec 2008	Not Offered	Indefinite
Provisioning 6.1	Dec 2006	Jun 2007	Not Offered	Indefinite
Provisioning 6.2	Feb 2007	Feb 2010	Not Offered	Indefinite
Network Discovery 5.1	Nov 2006	Dec 2010	Not Offered	Indefinite
Configuration Management 1.1.1	May 2007	May 2011	Not Offered	Indefinite
Network Mediation 4.0.1	Jul 2003	Sep 2008	Not Offered	Indefinite
Network Mediation 5.0.1	Jul 2006	Jul 2009	Not Offered	Indefinite
Network Mediation 5.1.1	Dec 2006	Dec 2011	Not Offered	Indefinite
ASAP Module – Service Creation Environment 2.6	Oct 2006	Nov 2011	Nov 2012	Indefinite
Oracle Communications Unified Inventory Management 7.0.x	Dec 2007	Dec 2012	Dec 2014	Indefinite

Oracle Communications MetaSolv Solution service packs will be supported for customers as Current-2. Oracle Communications MetaSolv Solution ASR will be supported for customers as Current-1. Oracle Communications MetaSolv Solution LSR will be supported for customers based on industry uptake. Oracle Communications Subscriber and Service Management will be supported as Current-1 following the release after 3.1.4. Earlier releases not defined above will receive indefinite Sustaining Support.

*ASR—Lifetime Support does not apply. These are regulatory releases and only valid until ASOGs flash cut, which occurs semiannually.

*LSR—Lifetime Support is driven by the LSOG governing body and the acceptance of service providers in the level of order they will accept.

Oracle Communications Service Fulfillment (Formerly Netsure)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Communications Network Intelligence 3.x	Apr 2007	Oct 2011	Not Offered	Indefinite
Oracle Communications Network Integrity 2.x	Jun 2007	May 2009	Not Offered	Indefinite
Oracle Communications Network Integrity 3.x	Jun 2007	Oct 2011	Not Offered	Indefinite
Oracle Communications Network Capman 2.x	Jun 2004	May 2009	Not Offered	Indefinite

Oracle's Demantra Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Demantra suite 5.3.x	Dec 2002	Dec 2008	Not Offered	Indefinite
Demantra spectrum 6.1.x	Aug 2003	Dec 2008	Not Offered	Indefinite
Demantra spectrum 6.2.x	May 2004	May 2009	Not Offered	Indefinite
Demantra spectrum 7.0.x	Sep 2005	Sep 2010	Not Offered	Indefinite
Demantra spectrum 7.1.x	May 2006	May 2011	Not Offered	Indefinite
Demantra spectrum 7.2.x	Nov 2007	Nov 2012	Not Offered	Indefinite

Earlier releases of the Demantra Suite products will be covered under indefinite Sustaining Support.

Oracle Activity Based Management Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
11i	Dec 2000	Jun 2006	Not Offered	Indefinite

Oracle's JD Edwards EnterpriseOne Supply Chain Planning Releases

Release	GA Date	Updates, Fixes, Security Alerts, and Upgrade Scripts	Tax, Legal, and Regulatory	Extended Support Ends	Sustaining Support Ends
Advanced Planning Agent 3.3	Dec 2001	Dec 2005	Dec 2007	Not Offered	Indefinite
Demand Consensus 2.2	Jul 2003	Jul 2007	Jul 2009	Not Offered	Indefinite
Demand Consensus 3.0	Jan 2004	Jan 2008	Jan 2010	Not Offered	Indefinite
Demand Forecasting 1.2	Jul 2003	Jul 2007	Jul 2009	Not Offered	Indefinite
Demand Forecasting 2.0	Jan 2004	Jan 2008	Jan 2010	Not Offered	Indefinite
Order Processing 3.0	Jul 2003	Jul 2007	Jul 2009	Not Offered	Indefinite
PDP Collaborative Web Client 2.1	Oct 2003	Oct 2007	Oct 2009	Not Offered	Indefinite
PDP Collaborative Web Client 2.2	Feb 2004	Feb 2008	Feb 2010	Not Offered	Indefinite
PDP Microsoft Excel Client 1.2	Sep 2002	Sep 2006	Sep 2008	Not Offered	Indefinite
PDP Microsoft Excel Client 1.3	Feb 2004	Feb 2008	Feb 2010	Not Offered	Indefinite
Production and Distribution Planning 4.0 (Windows)	Dec 2001	Feb 2006	Feb 2006	Not Offered	Indefinite
Production and Distribution Planning 4.0 (AIX)	Dec 2001	Feb 2007	Feb 2007	Not Offered	Indefinite
Production and Distribution Planning 4.0 (Sun Solaris, HP)	Dec 2001	Feb 2008	Feb 2008	Not Offered	Indefinite
Production and Distribution Planning 5.0	Jul 2003	Sep 2006	Sep 2006	Not Offered	Indefinite
Production Scheduling – Discrete 3.3	Apr 2003	Apr 2007	Apr 2009	Not Offered	Indefinite
Production Scheduling – Discrete 3.4	Oct 2003	Oct 2007	Oct 2009	Not Offered	Indefinite
Production Scheduling – Discrete 4.0	Mar 2004	Mar 2008	Mar 2010	Not Offered	Indefinite
Strategic Network Optimization 7.2	Apr 2002	Apr 2006	Apr 2008	Not Offered	Indefinite

Oracle's JD Edwards EnterpriseOne Supply Chain Planning Releases—Continued

Release	GA Date	Updates, Fixes, Security Alerts, and Upgrade Scripts	Tax, Legal, and Regulatory	Extended Support Ends	Sustaining Support Ends
Strategic Network Optimization 7.3	Jan 2004	Jan 2008	Jan 2010	Not Offered	Indefinite
Strategic Network Optimization 8.0	Mar 2004	Mar 2009	Mar 2010	Not Offered	Indefinite
Supply Chain Management Integration 4.1	Jan 2003	Jan 2007	Jan 2009	Not Offered	Indefinite
Supply Chain Management Integration 5.0	Dec 2003	Dec 2008	Dec 2009	Not Offered	Indefinite
Supply Chain Management Integration 5.1	May 2004	May 2009	May 2010	Not Offered	Indefinite
APS 2.0	Jul 2002	Jul 2006	Jul 2008	Not Offered	Indefinite
APS 8.10	Jun 2004	Jun 2009	Jun 2010	Not Offered	Indefinite
APS 8.11	Dec 2004	Dec 2009	Dec 2010	Not Offered	Indefinite
APS 8.11 (Enterprise)	Feb 2006	Dec 2009	Dec 2010	Dec 2012	Indefinite

JD Edwards EnterpriseOne Production and Distribution Planning 4.0 for AIX, Sun Solaris, and HP reflect extensions to the Premier Support period. Lifetime Support for JD Edwards EnterpriseOne Supply Chain Planning products will begin with Release 8.10; earlier releases will follow the former PeopleSoft support policy. Support for Releases 8.11.1 and 8.11.2 will follow the support time frame for Release 8.11.

Oracle's Siebel Applications Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
CRM 6.x	Dec 2000	Jun 2005	Dec 2007	Indefinite
CRM 7.0.x	Nov 2001	Dec 2008	Not Offered	Not Offered
CRM 7.5.3	Jul 2003	Dec 2008	Dec 2010	Dec 2012
CRM 7.7.x	Sep 2004	Sep 2009	Sep 2012	Indefinite
CRM 7.8.x	May 2005	May 2010	May 2013	Indefinite
CRM 8.0.x	Jan 2007	Jan 2012	Jan 2015	Indefinite
Business Analytics Real-Time Decisions 2.1.x	Oct 2005	Oct 2010	Oct 2013	Indefinite
Business Analytics Platform 7.0.x	Dec 2001	Dec 2008	Not Offered	Not Offered
Business Analytics Applications 7.0.x	Dec 2001	Dec 2008	Not Offered	Not Offered
Business Analytics Platform 7.5.x	Aug 2002	Dec 2008	Not Offered	Not Offered
Business Analytics Applications 7.5.x	Aug 2002	Dec 2008	Not Offered	Not Offered
Business Analytics Platform 7.7.x	Jun 2004	Sep 2009	Sep 2012	Indefinite
Business Analytics Applications 7.7.x	Jun 2004	Sep 2009	Sep 2012	Indefinite
Business Analytics Platform 7.8.x	Jun 2005	May 2010	May 2013	Indefinite
Business Analytics Applications 7.8.x	Nov 2005	May 2010	May 2013	Indefinite
Motiva 8.x	Dec 2001	Apr 2006	Not Offered	Not Offered
Motiva 9.x	May 2003	Apr 2006	Not Offered	Not Offered
Incentive Compensation 7.5.x	Jul 2003	Dec 2007	Not Offered	Not Offered
Incentive Compensation Management 7.5.x	Dec 2003	Dec 2008	Dec 2010	Not Offered
Incentive Compensation Management 7.7.x	Dec 2004	Sep 2009	Sep 2012	Indefinite
Incentive Compensation Management 7.8.x	Jan 2006	May 2010	May 2013	Indefinite

Oracle's Siebel Applications Releases –Continued

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Self-Service Aggregation Manager (eaExchange) All Versions	N/A	May 2007	Not Offered	May 2012
Self-Service Syndication Manager (eaPost) All Versions	N/A	May 2007	Not Offered	May 2012
Self-Service Rate Plan Advisor All Versions	N/A	May 2007	Not Offered	May 2012
Self-Service ePayment Manager (eaPay) pre-4.3.x	N/A	Mar 2009	Mar 2012	Not Offered
Self-Service ePayment Manager (eaPay) 4.3.x	May 2004	Mar 2010	Mar 2013	Indefinite
Self-Service eStatement Manager (eaDirect) pre-4.3.x	N/A	Mar 2009	Mar 2012	Not Offered
Self-Service eStatement Manager (eaDirect) 4.3.x	May 2004	Mar 2010	Mar 2013	Indefinite
Self-Service Communications Billing Analytics pre-5.1.x	N/A	Mar 2009	Mar 2012	Not Offered
Self-Service Communications Billing Analytics 5.1.x	Dec 2005	Mar 2011	Mar 2014	Indefinite
Self-Service Communications Service Manager 5.x	Mar 2006	Mar 2009	Mar 2012	Not Offered
Self-Service eBilling Manager/Communications Billing Manager pre-5.1.x	N/A	Mar 2009	Mar 2012	Not Offered
Self-Service eBilling Manager/Communications Billing Manager 5.1.x	Mar 2006	Mar 2011	Mar 2014	Indefinite
Brightware 6.x	N/A	Not Offered	Not Offered	Indefinite
Brightware 8.0	N/A	Not Offered	Not Offered	Indefinite
Brightware 8.1	N/A	Not Offered	Not Offered	Indefinite
Brightware 8.1.1	N/A	Not Offered	Not Offered	Indefinite
Brightware 8.1.2	N/A	Not Offered	Not Offered	Indefinite
Brightware 8.1.3	N/A	Not Offered	Not Offered	Indefinite
Brightware 8.1.4	Mar 2005	Mar 2008	Dec 2010	Jan 2013
Brightware 8.1.6	Jan 2007	Jan 2012	Jan 2015	Indefinite
Retail Finance 3.0.3	Jul 2001	Jul 2006	Jul 2009	Indefinite
Retail Finance 3.5.1	Mar 2002	Mar 2007	Mar 2010	Indefinite
Retail Finance 4.2.5	Aug 2003	Aug 2008	Aug 2011	Indefinite
Retail Finance 6.1	Jun 2004	Jun 2009	Jun 2012	Indefinite
Retail Finance 2004.3	Aug 2004	Aug 2009	Aug 2012	Indefinite
Retail Finance 2004.5	Oct 2004	Oct 2009	Oct 2012	Indefinite
Retail Finance 2004.5.2	Nov 2004	Nov 2009	Nov 2012	Indefinite
Retail Finance 2004.5.3	Dec 2004	Dec 2009	Dec 2012	Indefinite
Retail Finance 2004.5.4	Jan 2005	Jan 2010	Jan 2013	Indefinite
Retail Finance 2005	May 2005	May 2010	May 2013	Indefinite

The general availability dates for some Siebel Self-Service and Siebel Brightware applications are not available. Customers running Brightware releases older than 8.1.4 should upgrade to the latest release.

Oracle Transportation Management Suite (Formerly Global Logistics) Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
G-Log GC ³ 4.0	May 2003	Sep 2005	Jun 2006	Indefinite
G-Log GC ³ 4.5	Jun 2004	Oct 2006	Not Offered	Indefinite
Transportation Management 5.0	Jul 2005	Jul 2007	Not Offered	Indefinite
Transportation Operational Planning 5.0	Jul 2005	Jul 2007	Not Offered	Indefinite
Freight Payment, Billing, and Claims 5.0	Jul 2005	Jul 2007	Not Offered	Indefinite
Logistics Inventory Visibility 5.0	Jul 2005	Jul 2007	Not Offered	Indefinite
Forwarding and Brokerage Operations 5.0	Jul 2005	Jul 2007	Not Offered	Indefinite
Transportation Sourcing 5.0	Jul 2005	Jul 2007	Not Offered	Indefinite
Transportation Management 5.5	May 2006	Nov 2009	Nov 2012	Indefinite
Transportation Operational Planning 5.5	May 2006	Nov 2009	Nov 2012	Indefinite
Freight Payment, Billing, and Claims 5.5	May 2006	Nov 2009	Nov 2012	Indefinite
Logistics Inventory Visibility 5.5	May 2006	Nov 2009	Nov 2012	Indefinite
Forwarding and Brokerage Operations 5.5	May 2006	Nov 2009	Nov 2012	Indefinite
Transportation Sourcing 5.5	May 2006	Nov 2009	Nov 2012	Indefinite
Transportation Collaborative Routing 5.5	May 2006	Nov 2009	Nov 2012	Indefinite

Please note that the products in the Oracle Transportation Management Suite 5.5 are aligned with the support time frames of Oracle E-Business Suite Release 11i/10. Future releases will align with the support time frames of the corresponding Oracle E-Business Suite releases.

Oracle's Hyperion Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Pre-System 9 Products				
Analyzer 7.2.1	Apr 2005	Sep 2008	Not Offered	Indefinite
Analyzer 7.2.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Application Link 7	Jun 2004	Sep 2008	Not Offered	Jun 2010
Hub 7.2.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Remote Authentication Module 7.2.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Application Builder (J2EE and .NET) 7.2	Jan 2005	Sep 2008	Not Offered	Indefinite
Business Modeling 4.0.5	Jun 2006	Sep 2008	Not Offered	Indefinite
Business Rules 4.0.2	Dec 2005	Sep 2008	Not Offered	Indefinite
Central 7	Jul 2004	Not Offered	Not Offered	Indefinite
Essbase (includes EAS, EIS, EDS, and ESS) 7.1.6	Aug 2006	Sep 2008	Not Offered	Indefinite
Financial Management 4.0.2	Dec 2005	Sep 2008	Not Offered	Indefinite
Financial Management 4.0.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Intelligence 8.5.0	Feb 2006	Sep 2008	Not Offered	Indefinite
Metrics Builder 7.3	Jan 2005	Sep 2008	Not Offered	Indefinite
Objects 7.0.2	Oct 2004	Sep 2008	Not Offered	Indefinite
Planning Standard Edition 4.0.2	Dec 2005	Sep 2008	Not Offered	Indefinite
Planning Standard Edition 4.0.5	Mar 2006	Sep 2008	Not Offered	Indefinite

Oracle's Hyperion Releases—Continued

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Pre-System 9 Products				
Planning 4.0.2	Dec 2005	Sep 2008	Not Offered	Indefinite
Planning 4.0.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Performance Scorecard 4.0.1	Apr 2005	Sep 2008	Not Offered	Indefinite
Performance Scorecard 4.0.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Reports 7.2.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Reports 7.2.1	Apr 2005	Sep 2008	Not Offered	Indefinite
SQR 8.5.0	Feb 2006	Sep 2008	Not Offered	Indefinite
System 9 Products				
Shared Services 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Smart View 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
License Server 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Application Link 9.0.x	Sep 2005	Not Offered	Not Offered	Jun 2010
BI+ 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
BI+ Analytic Services (including AIS, AAS, High Availability Services) 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
BI+ Application Builder (J2EE and .NET) 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Data Integration Management 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Enterprise Metrics 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Financial Data Quality Management 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Financial Management 4.1	Sep 2005	Not Offered	Not Offered	Indefinite
Master Data Management 9.0	Sep 2005	Not Offered	Not Offered	Indefinite
Performance Scorecard 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Capital Expense Planning 4.1	Sep 2005	Not Offered	Not Offered	Indefinite
Workforce Planning 4.1	Sep 2005	Not Offered	Not Offered	Indefinite
Planning Standard Edition 4.1	Sep 2005	Not Offered	Not Offered	Indefinite
Strategic Finance 4.1	Sep 2005	Not Offered	Not Offered	Indefinite
Shared Services 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Smart View 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
License Server 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Application Link 9.2	Jun 2006	Jun 2009	Not Offered	Jun 2010
BI+ 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
BI+ Analytic Services (including AIS, AAS, High Availability Services) 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
BI+ Application Builder (J2EE and .NET) 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Data Integration Management 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Enterprise Metrics 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Financial Data Quality Management 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Financial Management 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Master Data Management 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Performance Scorecard 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite

Oracle's Hyperion Releases— *Continued*

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Capital Expense Planning 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Workforce Planning 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Planning Standard Edition 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Strategic Finance 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Shared Services 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Smart View 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
License Server 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
BI+ 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
BI+ Analytic Services (including AIS, AAS, High Availability Services) 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Data Integration Management 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Enterprise Metrics 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Financial Data Quality Management 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Financial Management 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Master Data Management 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Performance Scorecard 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Capital Expense Planning 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Workforce Planning 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Planning Standard Edition 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Strategic Finance 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Other Products				
Enterprise 6.3.1	Aug 2004	Sep 2008	Not Offered	Indefinite
Enterprise 6.4	Aug 2005	Aug 2010	Not Offered	Indefinite
Enterprise Reporting 6.3.1	Aug 2004	Sep 2008	Not Offered	Indefinite
Enterprise Reporting 6.4	Aug 2005	Aug 2010	Not Offered	Indefinite
Enterprise Financial Data Quality Management 7.2	Nov 2006	Aug 2010	Not Offered	Indefinite
Pillar 5.7.11	Jun 2007	Sep 2008	Not Offered	Indefinite

Unless otherwise noted, indefinite Sustaining Support will continue to be provided for the latest maintenance update release of all product versions not listed above. Previous maintenance releases will be supported for six months after the release date of a new maintenance update. Service pack updates will be supported for three months after the release of a new service pack update.

Oracle's Telephony@Work Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
CallCenterAnywhere Service Provider Edition 6	Mar 2002	Mar 2007	Not Offered	Indefinite
CallCenterAnywhere Enterprise Edition 6	Mar 2002	Mar 2007	Not Offered	Indefinite
CallCenterAnywhere Service Provider Edition 7.1x	Dec 2003	Jun 2008	Not Offered	Indefinite
CallCenterAnywhere Enterprise Edition 7.1x	Dec 2003	Jun 2008	Not Offered	Indefinite
CallCenterAnywhere Outsourcer Edition 7.2	Sep 2005	Jun 2007	Not Offered	Indefinite
CallCenterAnywhere Enterprise Edition 7.2	Sep 2005	Jun 2007	Not Offered	Indefinite

Earlier releases of Telephony@Work CallCenterAnywhere will be covered under indefinite Sustaining Support. Service packs will be supported for three months after the release of a new service pack.

Oracle Financial Services Applications Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Financial Data Manager 4.5	Jul 2000	Jul 2010	Jul 2011	Indefinite
Oracle Transfer Pricing 4.5	Jul 2000	Jul 2010	Jul 2011	Indefinite
Oracle Risk Manager 4.5	Jul 2000	Jul 2010	Jul 2011	Indefinite
Oracle Performance Analyzer 4.5	Jul 2000	Jul 2010	Jul 2011	Indefinite
Oracle Budgeting and Planning 4.5	Jul 2000	Jul 2010	Jul 2011	Indefinite
Oracle Transfer Pricing Online 4.5	Jul 2000	Jul 2005	Not Offered	Indefinite

Oracle Financial Analyzer Release

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
6.4	Jun 2002	Dec 2009	Not Offered	Dec 2010

Oracle Sales Analyzer Release

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
6.4	Jun 2002	Dec 2009	Not Offered	Dec 2010

Oracle Utilities (Formerly SPL WorldGroup) Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Customer Care and Billing 1.4.x	Jul 2002	Jul 2007	Not Offered	Indefinite
Customer Care and Billing 1.5.10	Apr 2004	Jun 2008	Not Offered	Indefinite
Customer Care and Billing 1.5.15	Mar 2005	Jun 2009	Not Offered	Indefinite
Customer Care and Billing 1.5.20	Apr 2006	Jun 2011	Not Offered	Indefinite
Customer Care and Billing 2.0.x	Sep 2006	Sep 2011	Not Offered	Indefinite
Customer Care and Billing 2.1.x	May 2007	May 2012	Not Offered	Indefinite
Business Intelligence 2.0.x	Dec 2006	Dec 2011	Not Offered	Indefinite
Network Management 1.6.1.x	Sep 2002	Mar 2008	Not Offered	Indefinite
Network Management 1.6.5.x	Jul 2003	Mar 2010	Not Offered	Indefinite
Network Management 1.7.x	Aug 2006	Aug 2011	Not Offered	Indefinite
Mobile Workforce Management 1.2.x	Dec 1997	Dec 2008	Not Offered	Indefinite
Mobile Workforce Management 1.3.x	Nov 2003	Dec 2009	Not Offered	Indefinite
Mobile Workforce Management 1.4.2.4	Jan 2006	Jun 2008	Not Offered	Indefinite
Mobile Workforce Management 1.4.2.5	Sep 2006	Sep 2009	Not Offered	Indefinite
Mobile Workforce Management 1.4.5	Mar 2007	Jan 2011	Not Offered	Indefinite
Work and Asset Management 1.6.x	May 2003	May 2008	Not Offered	Indefinite
Work and Asset Management 1.7.x	Oct 2005	Oct 2010	Not Offered	Indefinite
Enterprise Realtime Scheduling Planner 6.1.x	Sep 2004	Jun 2009	Not Offered	Indefinite
Enterprise Realtime Scheduling Planner 8.2.x	Nov 2004	Jun 2010	Not Offered	Indefinite
Enterprise Realtime Scheduling Planner 8.3.x	Jan 2005	Jun 2009	Not Offered	Indefinite
Enterprise Realtime Scheduling Planner 9.1.x	Jun 2005	Jun 2011	Not Offered	Indefinite
Enterprise Realtime Scheduling Planner 9.2.x	Mar 2006	Jun 2010	Not Offered	Indefinite
Enterprise Realtime Scheduling Resource Manager 2.3.x	Feb 2006	Jul 2011	Not Offered	Indefinite
Enterprise Realtime Scheduling Resource Manager 3.0.x	Feb 2006	Jul 2011	Not Offered	Indefinite
Enterprise Realtime Scheduling Resource Manager 3.1.x	Nov 2006	Jul 2011	Not Offered	Indefinite
Enterprise Realtime Scheduling Resource Manager 4.0.x	Feb 2007	Jul 2012	Not Offered	Indefinite
Enterprise Realtime Scheduling Map Editor 1.0.x	Apr 2004	Jul 2009	Not Offered	Indefinite
Enterprise Realtime Scheduling Map Editor 1.1.x	Feb 2007	Jul 2012	Not Offered	Indefinite
Enterprise Realtime Scheduling Geo Code Server 3.1.x	Jul 2005	Jul 2010	Not Offered	Indefinite
Enterprise Realtime Scheduling Geo Code Server 3.2.x	Feb 2007	Jul 2012	Not Offered	Indefinite
Enterprise Realtime Scheduling 1.10.0.x	Jul 2006	Jul 2011	Not Offered	Indefinite
Enterprise Realtime Scheduling 1.10.1.x	Mar 2007	Jul 2011	Not Offered	Indefinite
PeopleSoft Enterprise Revenue Management 8.8	Mar 2003	Mar 2008	Not Offered	Indefinite
PeopleSoft Enterprise Revenue Management 8.9	Jun 2004	Jun 2009	Not Offered	Indefinite
PeopleSoft Enterprise Revenue Management 8.95	Jun 2005	Jun 2010	Not Offered	Indefinite

Unless otherwise noted, support is provided for the latest maintenance update release. Previous maintenance releases will be supported for six months after the release date of a new maintenance update. Releases not detailed within the above chart will receive indefinite Sustaining Support.

Oracle Utilities (Formerly Lodestar) Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Billing Component 3.5	Nov 2002	Nov 2008	Not Offered	Indefinite
Billing Component 3.7	Aug 2003	Nov 2008	Not Offered	Indefinite
Billing Component 4.0	Jul 2004	Jul 2009	Not Offered	Indefinite
Billing Component 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite
Quotations Management 3.5	Nov 2002	Nov 2008	Not Offered	Indefinite
Quotations Management 3.7	Aug 2003	Nov 2008	Not Offered	Indefinite
Quotations Management 4.0	Jul 2004	Jul 2009	Not Offered	Indefinite
Quotations Management 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite
Rate Management 3.5	Nov 2002	Nov 2008	Not Offered	Indefinite
Rate Management 3.7	Aug 2003	Nov 2008	Not Offered	Indefinite
Rate Management 4.0	Jul 2004	Jul 2009	Not Offered	Indefinite
Rate Management 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite
Load Analysis 9.0	Oct 2004	Oct 2009	Not Offered	Indefinite
Load Analysis 9.1	Sep 2006	Sep 2011	Not Offered	Indefinite
Meter Data Management 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite
Portfolio Management 4.10	Oct 2005	Jul 2009	Not Offered	Indefinite
Portfolio Management 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite
Load Profiling and Settlement 3.5	Nov 2002	Nov 2008	Not Offered	Indefinite
Load Profiling and Settlement 3.7	Aug 2003	Nov 2008	Not Offered	Indefinite
Load Profiling and Settlement 4.0	Jul 2004	Jul 2009	Not Offered	Indefinite
Load Profiling and Settlement 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite
Transaction Management 3.5	Nov 2002	Nov 2008	Not Offered	Indefinite
Transaction Management 3.7	Aug 2003	Nov 2008	Not Offered	Indefinite
Transaction Management 4.0	Jul 2004	Jul 2009	Not Offered	Indefinite
Transaction Management 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite

Oracle Utilities (formerly Lodestar) 2.2 releases not noted above will receive indefinite Sustaining Support.

Oracle MarketPrice (Formerly Revenue Technologies) Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Agreements 5.2	Feb 2007	Feb 2009	Not Offered	Feb 2009
Composer 5.2	Feb 2007	Feb 2009	Not Offered	Feb 2009
Adapter 5.2	Feb 2007	Feb 2009	Not Offered	Feb 2009
Analytics 5.2	Feb 2007	Feb 2009	Not Offered	Feb 2009

Oracle Life Sciences Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Clinical TrialMinder 2.0.x	Dec 2003	Jun 2006	Not Offered	Jun 2009
Clinical TrialMinder 2.1	Apr 2005	Dec 2008	Not Offered	Dec 2010
Clinical SiteMinder 2.0.x	Dec 2003	Jun 2006	Not Offered	Jun 2009
Clinical SiteMinder 2.1	Apr 2005	Dec 2008	Not Offered	Dec 2010
Clinical 4.0	Aug 2000	Sep 2005	Not Offered	Sep 2008
Clinical 4.1	Aug 2001	Sep 2005	Not Offered	Sep 2008
Clinical 4.5.0	Nov 2003	Dec 2008	Not Offered	Dec 2010
Adverse Event Reporting System (AERS) 4.3	Jan 2003	Apr 2005	Not Offered	Apr 2008
Adverse Event Reporting System (AERS) 4.5.0, 4.5.1	Jul 2004	Dec 2008	Not Offered	Dec 2010
Adverse Event Reporting System (AERS) 4.5.2	Jul 2005	Jul 2009	Not Offered	Jul 2011
Thesaurus Management System (TMS) 4.0.x	Aug 2000	Sep 2005	Not Offered	Sep 2008
Thesaurus Management System (TMS) 4.5.0	Oct 2003	Dec 2008	Not Offered	Dec 2010
Thesaurus Management System (TMS) 4.5.1	Mar 2005	Dec 2008	Not Offered	Dec 2010
Life Sciences Data Hub 2.0	Jul 2006	Mar 2007	Not Offered	Not Offered
Life Sciences Data Hub 2.1	Mar 2007	Jul 2009	Not Offered	Jul 2011

Oracle's Agile Product Lifecycle Management Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
PLM 9.2.2	Mar 2007	Mar 2009	Not Offered	Indefinite
PLM 9.2.2.1	Jul 2007	Jul 2012	Not Offered	Indefinite
Engineering Collaboration 1.3	Oct 2007	Oct 2010	Not Offered	Indefinite
PLM 9.2.1.3	Jan 2007	Jan 2009	Aug 2011	Indefinite
PLM 9.2.1.4 (English)	Jan 2007	Jan 2009	Aug 2011	Indefinite
PLM 9.2.1.4 (French, German, Chinese, Japanese)	Apr 2007	Apr 2009	Aug 2011	Indefinite
PLM 9.2.1.5 (English)	May 2007	May 2009	Aug 2011	Indefinite
PLM 9.2.1.6	Oct 2007	Oct 2012	Not Offered	Indefinite
AutoVue Electro-Mechanical Professional Version 19.2 for Agile 9.2.2.1	Sep 2007	Jul 2009	Not Offered	Indefinite
Tradec 5.6.0.2	N/A	Mar 2006	Not Offered	Jan 2010

Oracle's Agile Product Lifecycle Management Releases—*Continued*

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Tradec 5.7.0.0	N/A	Mar 2006	Not Offered	Jan 2010
Tradec 5.7.1.0	N/A	Mar 2006	Not Offered	Jan 2010
Tradec 5.8.1	N/A	Mar 2006	Not Offered	Jan 2010
PC Portlets UI Framework 9.0.x	Jan 2004	Jul 2010	Not Offered	Indefinite
PPM Portlets 9.0.x	Jan 2004	Jul 2010	Not Offered	Indefinite
PPM Analytics 9.2.1 LA2	Jul 2006	Oct 2007	Not Offered	Indefinite
PPM Analytics 2.1	Apr 2007	Oct 2007	Not Offered	Indefinite
PPM Analytics 2.1.1	Jul 2007	Apr 2008	Not Offered	Indefinite
PQM Analytics 9.2.1 LA3	Oct 2006	Oct 2008	Not Offered	Indefinite
PQM Analytics 2.1	Apr 2007	Oct 2007	Not Offered	Indefinite
PQM Analytics 2.1.1	Jul 2007	Oct 2008	Not Offered	Indefinite
PPM, PQM, PC Datamarts 9.2.1 LA2	Jul 2006	Oct 2007	Not Offered	Indefinite
PPM, PQM, PC Datamarts 9.2.1 LA3	Oct 2006	Oct 2008	Not Offered	Indefinite
PPM, PQM, PC Datamarts 2.1	Apr 2007	Oct 2007	Not Offered	Indefinite
PPM, PQM, PC Datamarts 2.1.1	Jul 2007	Oct 2008	Not Offered	Indefinite
Engineering Data Management axalant2000	Aug 2000	Not Offered	Not Offered	Indefinite
Engineering Data Management 5.0.1	Nov 2002	Not Offered	Not Offered	Indefinite
Engineering Data Management 5.1.x	Apr 2004	Not Offered	Not Offered	Indefinite
Engineering Data Management 6.0.1, 6.0.2, 6.0.3	Jul 2005	Not Offered	Not Offered	Indefinite
Engineering Data Management 6.0.x (6.0.4 and 6.0.4+)	Jul 2005	Jul 2010	Not Offered	Indefinite
Engineering Data Management MCAD Connector for Pro/Engineer 3.7.x	Sep 2007	Jul 2009	Dec 2010	Indefinite
Engineering Data Management MCAD Connector for Unigraphics NX 3.9.x	Sep 2007	Jul 2009	Dec 2010	Indefinite
Engineering Data Management MCAD Connector for Solid Edge 3.3.x	Sep 2007	Jul 2009	Dec 2010	Indefinite
Engineering Data Management MCAD Connector for CATIA V4 4.2.x	N/A	Jul 2009	Dec 2010	Indefinite
Engineering Data Management MCAD Connector for CATIA V5 6.5.x	Sep 2007	Jul 2009	Dec 2010	Indefinite
Engineering Data Management MCAD Connector for I-DEAS 4.2.x	NA	Jul 2009	Dec 2010	Indefinite
Engineering Data Management MCAD Connector for Solid Works 2.8.x	Sep 2007	Jul 2009	Dec 2010	Indefinite
Advantage 2006 SP2 MP2	Jul 2007	Dec 2010	Not Offered	Indefinite

Oracle's Agile Product Lifecycle Management for Process (Formerly Prodika) Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Global Specifications Management 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Global Specifications Management 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Supply Chain Relationship Management 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Supply Chain Relationship Management 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Reporting 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Reporting 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Content Synchronization and Syndication 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Content Synchronization and Syndication 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Document Reference Library 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Document Reference Library 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Design Workbench 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Design Workbench 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Computer-Aided Compliance Screening 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Computer-Aided Compliance Screening 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Product Quality Scorecard 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Product Quality Scorecard 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Nutrition Surveillance Management 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Nutrition Surveillance Management 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
eQuestionnaire 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
eQuestionnaire 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Supplier Portal 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Supplier Portal 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
New Product Development 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
New Product Development 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite

For Agile Product Lifecycle Management for Process products, previous service pack releases will be supported for six months after the release date of a new service pack. Releases not detailed in the above chart will receive indefinite Sustaining Support.

Oracle Enterprise Visualization (Formerly Cimmetry) Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
AutoVue 19.0	Sep 2005	Dec 2007	Not Offered	Indefinite
AutoVue 19.1	Jun 2006	Jun 2008	Not Offered	Indefinite
AutoVue 19.2	Jul 2007	Jul 2009	Not Offered	Indefinite
AutoVue VueLink for Documentum 19.0	Oct 2005	Dec 2007	Not Offered	Indefinite
AutoVue VueLink for Documentum 19.1	Nov 2006	Nov 2008	Not Offered	Indefinite
AutoVue VueLink for Documentum 19.2	Oct 2007	Oct 2009	Not Offered	Indefinite
AutoVue VueLink for Matrix 19.0	Feb 2006	Feb 2008	Not Offered	Indefinite
AutoVue VueLink for Matrix 19.1c1	Apr 2007	Apr 2009	Not Offered	Indefinite
AutoVue VueLink for Matrix 19.2	Aug 2007	Aug 2009	Not Offered	Indefinite
AutoVue VueLink for OpenText 19.1	Sep 2006	Sep 2008	Not Offered	Indefinite
AutoVue VueLink for SAP cFolders 19.0	Dec 2005	Dec 2007	Not Offered	Indefinite
AutoVue VueLink for SAP PLM 19.1	Dec 2006	Dec 2008	Not Offered	Indefinite
AutoVue VueLink for SAP PLM 19.2	Aug 2007	Aug 2009	Not Offered	Indefinite
AutoVue VueLink for SharePoint 19.1	Nov 2006	Nov 2008	Not Offered	Indefinite
AutoVue VueLink for SharePoint 19.1c1	Jan 2007	Jan 2009	Not Offered	Indefinite
AutoVue VueLink for SharePoint 19.2	Dec 2007	Dec 2009	Not Offered	Indefinite

Oracle's LogicalApps Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Integra Codebase/Oracle Configuration Controls Governor + PeopleSoft Enterprise Configuration Controls Governor 4.2	Jan 2007	Dec 2010	Not Offered	Indefinite
Integra Apps/Oracle Configuration Controls Governor + Oracle Configuration Controls for OracleE-Business Suite + PeopleSoft Enterprise Configuration Controls Governor + PeopleSoft Enterprise Configuration Controls for PeopleSoft Enterprise 5.1	Dec 2005	Dec 2010	Not Offered	Indefinite
Integra Metabuilder/Oracle Configuration Controls Governor + PeopleSoft Enterprise Configuration Controls Governor 5.1	Jun 2006	Dec 2010	Not Offered	Indefinite
AppsForm 6.5.8.x	Sep 2006	Sep 2008	Not Offered	Indefinite
AppsFlow 6.5.8.x	Sep 2006	Sep 2008	Not Offered	Indefinite
AppsAudit 6.5.8.x	Sep 2006	Sep 2008	Not Offered	Indefinite
AppsControl 6.5.8.x	Sep 2006	Sep 2008	Not Offered	Indefinite
AppsRules Engine 6.5.8.x	Sep 2006	Sep 2008	Not Offered	Indefinite
AppsRules Suite (Form, Flow and Audit) 6.5.8.x	Sep 2006	Sep 2008	Not Offered	Indefinite
AppsAccess 6.5.8.x	Sep 2006	Sep 2009	Not Offered	Indefinite
Access Governor (without prebuilt Controls Library) 7.1.2	Oct 2006	Sep 2008	Not Offered	Indefinite
Access Governor Content Library 7.1.2	Oct 2006	Not Offered	Not Offered	Indefinite
Policy Governor 7.1.2	Oct 2006	Sep 2009	Not Offered	Indefinite
Data Governor 7.1.2	Oct 2006	Sep 2009	Not Offered	Indefinite
Embedded Agent 7.1.x	Oct 2006	Sep 2008	Not Offered	Indefinite
Access Governor Content Library/Oracle Application Access Controls for Oracle E-Business Suite 7.2.2	Mar 2007	Not Offered	Not Offered	Indefinite
Policy Governor/Oracle Transaction Controls Governor 7.2	Mar 2007	Sep 2010	Not Offered	Indefinite
Data Governor/Oracle Preventive Controls Governor 7.2	Mar 2007	Sep 2010	Not Offered	Indefinite
Embedded Agent/Oracle Preventive Controls Governor 7.2	Mar 2007	Sep 2010	Not Offered	Indefinite
Access Governor (without prebuilt Controls Library)/Oracle Applications Access Controls Governor 7.2	Mar 2007	Sep 2009	Not Offered	Indefinite

Oracle Lifetime Support: Our Commitment to Deliver a Superior Ownership Experience

Now, you can have even greater peace of mind knowing that your business strategy is driving your upgrade strategy with more control, more choice, and more certainty. It all amounts to an Oracle Superior Ownership Experience—available only with the industry’s most advanced support offering, Oracle Lifetime Support.

CONTACT US

For more information on the Oracle Lifetime Support policy, please visit oracle.com/support

This document is for informational purposes only and may not be incorporated into a contract. Technical Support Services are provided in accordance with Oracle’s Technical Support Policies, which can be accessed at oracle.com/support/policies.html
Oracle is under no obligation to develop any future programs or functionality.



Oracle Corporation

Worldwide Headquarters

500 Oracle Parkway
Redwood Shores, CA
94065
U.S.A.

Worldwide Inquiries

Phone

+1.650.506.7000

+1.800.ORACLE1

Fax

+1.650.506.7200

oracle.com

Copyright © 2008, Oracle and/or its affiliates. All rights reserved. Published in the U.S.A. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Copyright © 2008, Oracle and/or its affiliates. All rights reserved. Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.
08012200

C16238-01