

# **ORACLE** INFORMATION-DRIVEN SUPPORT

Oracle Lifetime Support Policy

Oracle Applications



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**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

### Oracle Lifetime Support Policy

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.

Note: unless otherwise noted, each stage of support is provided through the last day of the month.

### 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
- Access to My Oracle 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
- Access to My Oracle 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 My Oracle 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.

## Oracle Lifetime Support: Coverage for Oracle Applications

### Oracle Fusion Applications Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Oracle Fusion Customer Relationship Management (CRM) 11.1.x        | Sep 2011 | Sep 2019             | Not Available         | Indefinite              |
| Oracle Fusion Financials (Financials) 11.1.x                       | Sep 2011 | Sep 2019             | Not Available         | Indefinite              |
| Oracle Fusion Human Capital Management (HCM) 11.1.x                | Sep 2011 | Sep 2019             | Not Available         | Indefinite              |
| Oracle Fusion Incentive Compensation (OIC) 11.1.x                  | Sep 2011 | Sep 2019             | Not Available         | Indefinite              |
| Oracle Fusion Procurement (PRC) 11.1.x                             | Sep 2011 | Sep 2019             | Not Available         | Indefinite              |
| Oracle Fusion Projects (PRJ) 11.1.x                                | Sep 2011 | Sep 2019             | Not Available         | Indefinite              |
| Oracle Fusion Supply Chain Management (SCM) 11.1.x                 | Sep 2011 | Sep 2019             | Not Available         | Indefinite              |
| Oracle Fusion Governance, Risk and Compliance Manager (GRC) 11.1.x | Sep 2011 | Sep 2019             | Not Available         | Indefinite              |

Customers running Oracle Fusion Middleware 11gR1 in the Oracle Fusion Applications internal technology stack will remain supported for the duration of the support period for Oracle Fusion Applications.



## Oracle's PeopleSoft Continuous Delivery Releases

| Release                | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|------------------------|----------|----------------------|-----------------------|-------------------------|
| CRM 9.2                | Jun 2013 | Jun 2019             | Jun 2022              | Indefinite              |
| CS 9.2                 | Dec 2015 | Dec 2020             | Dec 2023              | Indefinite              |
| ELM 9.2                | Mar 2013 | Dec 2024             | Dec 2027              | Indefinite              |
| FMS/ESA/SCM 9.2        | Mar 2013 | Dec 2024             | Dec 2027              | Indefinite              |
| HCM 9.2 <sup>1,2</sup> | Mar 2013 | Dec 2024             | Dec 2027              | Indefinite              |
| Portal Solutions 9.1   | Oct 2009 | Oct 2019             | Oct 2022              | Indefinite              |

These PeopleSoft applications follow a Continuous Delivery model, where new functionality is delivered as updates to the existing release; upgrades are not required to gain access to new features and capabilities. As a result, Support dates are evaluated for update annually, and will be provided through at least the dates above.

Continuous Delivery releases may contain individual products that Oracle will not extend support for beyond the already committed dates. In these cases, the products will be noted in the Oracle PeopleSoft Continuous Delivery Exceptions Table (below). For additional details see the PeopleSoft Lifetime Support Summary on MyOracleSupport Doc Id1348959.1

## Oracle PeopleSoft Continuous Delivery Exceptions Table

| Release              | Products   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends | Last Supported PeopleTools Version |
|----------------------|--|----------|----------------------|-----------------------|-------------------------|------------------------------------|
| CRM 9.2              | Personal Information Management Server Sync  | Jun 2013 | Feb 2017             | Not Available         | Indefinite              | Not Applicable                     |
| CRM 9.2              | Online Marketing<br>Workforce Communications<br>Workforce Communications for Help Desk                                       | Jun 2013 | Jun 2018             | Jun 2021              | Indefinite              | Not Applicable                     |
| EPM 9.1              | Balanced Scorecard/Scorecard<br>Healthcare Scorecard<br>Customer Scorecard<br>Manufacturing Scorecard<br>Workforce Scorecard | Apr 2010 | Apr 2015             | Not Available         | Indefinite              | 8.53                               |
| EPM 9.1              | Project Portfolio Management<br>Supplier Rating System   | Apr 2010 | Apr 2015             | Not Available         | Indefinite              | 8.53                               |
| EPM 9.1              | Activity Based Management<br>Funds Transfer Pricing  | Apr 2010 | Apr 2016             | Not Available         | Indefinite              | 8.54                               |
| EPM 9.1              | Workforce Rewards<br>Workforce Planning<br>Risk Weighted Capital<br>Global Consolidations                                    | Apr 2010 | Apr 2016             | Not Available         | Indefinite              | Not Applicable                     |
| EPM 9.1              | All products not noted above   | Apr 2010 | Apr 2018             | Not Available         | Indefinite              | Not Applicable                     |
| FMS/ESA/SCM 9.2      | Catalog Management<br>Supply Planning  | Mar 2013 | Mar 2018             | Mar 2021              | Indefinite              | Not Applicable                     |
| Portal Solutions 9.1 | Internal Controls Enforcer<br>Investor Portal  | Oct 2009 | Oct 2014             | Oct 2017              | Indefinite              | Not Applicable                     |

These PeopleSoft applications have been removed from Continuous Delivery. Please see MyOracleSupport Doc Id1348959.1 for details.

## Oracle's PeopleSoft Enterprise Applications Releases

| Release                              | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--------------------------------------|----------|----------------------|-----------------------|-------------------------|
| CRM 9.1 <sup>3</sup>                 | Oct 2009 | Oct 2014             | Oct 2017              | Indefinite              |
| CRM 9.0 <sup>5</sup>                 | Aug 2006 | Aug 2011             | Jun 2015              | Indefinite              |
| CRM 8.9                              | Jun 2004 | Jun 2009             | Jun 2012              | Indefinite              |
| CRM 8.8                              | Dec 2002 | Dec 2007             | Dec 2010              | Indefinite              |
| CRM 8.4                              | Mar 2002 | Mar 2007             | Not Available         | Indefinite              |
| CRM 8.1                              | Dec 2001 | Dec 2006             | Not Available         | Indefinite              |
| CS 9.0                               | Dec 2006 | Dec 2016             | Dec 2019              | Indefinite              |
| ELS 9.1                              | Oct 2009 | Oct 2014             | Jan 2018              | Indefinite              |
| ELS 9.0                              | Apr 2006 | Apr 2011             | Jun 2015              | Indefinite              |
| ELS 8.81                             | Sep 2003 | Sep 2008             | Sep 2011              | Indefinite              |
| EPM 9.1 <sup>11</sup>                | Apr 2010 | Apr 2018             | Not Available         | Indefinite              |
| EPM 9.0                              | Aug 2006 | Aug 2011             | Jun 2015              | Indefinite              |
| EPM 8.9                              | Apr 2005 | Apr 2010             | Apr 2013              | Indefinite              |
| EPM 8.8                              | Dec 2002 | Dec 2007             | Dec 2010              | Indefinite              |
| EPM 8.3                              | Dec 2001 | Dec 2006             | Not Available         | Indefinite              |
| ESA 8.4                              | Jul 2002 | Jul 2007             | Not Available         | Indefinite              |
| FMS/ESA/SCM 9.1                      | Nov 2009 | Nov 2014             | Jan 2018              | Indefinite              |
| FMS/ESA/SCM 9.0                      | Sep 2006 | Sep 2011             | Jun 2015              | Indefinite              |
| FMS/ESA/SCM 8.9                      | Aug 2005 | Aug 2010             | Aug 2013              | Indefinite              |
| FMS/ESA/SCM 8.8                      | Dec 2003 | Dec 2008             | Dec 2011              | Indefinite              |
| FMS/SCM 9.1 Argentina <sup>4</sup>   | Apr 2011 | Apr 2020             | Not Available         | Indefinite              |
| FMS/SCM 8.9 Argentina                | Feb 2006 | Jul 2012             | Feb 2014              | Indefinite              |
| FMS/SCM 8.0 Argentina                | Aug 2001 | Aug 2007             | Not Available         | Indefinite              |
| FMS/SCM 9.1 Brazil <sup>4</sup>      | Mar 2011 | Apr 2020             | Not Available         | Indefinite              |
| FMS/SCM 8.9 Brazil                   | Dec 2005 | May 2012             | Dec 2013              | Indefinite              |
| FMS/SCM 8.0 Brazil                   | Dec 2001 | Jun 2007             | Not Available         | Indefinite              |
| FMS/SCM 8.4                          | Mar 2002 | Mar 2007             | Not Available         | Indefinite              |
| HCM 9.1 (Formerly HRMS) <sup>2</sup> | Sep 2009 | Sep 2014             | Jan 2018              | Indefinite              |
| HCM 9.0 (Formerly HRMS)              | Dec 2006 | Dec 2011             | Jun 2015              | Indefinite              |
| HCM/CS 8.9 ANZ (Formerly HRMS)       | Sep 2005 | Sep 2010             | Sep 2013              | Indefinite              |
| HCM/CS 8.9 (Formerly HRMS)           | Dec 2004 | Dec 2009             | Dec 2012              | Indefinite              |
| HCM 8.8 (Formerly HRMS)              | Dec 2002 | Dec 2007             | Dec 2011              | Indefinite              |

## Oracle's PeopleSoft Enterprise Applications Releases (continued)

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| HCM-8.3 (Formerly HRMS)  | Nov 2001 | Mar 2007             | Not Available         | Indefinite              |
| HCM 8.0 SP1 (Formerly HRMS)  | Dec 2000 | Mar 2007             | Not Available         | Indefinite              |
| Oracle Fusion Campus Solutions Intelligence for PeopleSoft           | Feb 2007 | Aug 2011             | Aug 2014              | Indefinite              |
| Oracle Fusion Financial Intelligence for PeopleSoft Enterprise       | Feb 2007 | Aug 2011             | Aug 2014              | Indefinite              |
| Oracle Fusion Human Resources Intelligence for PeopleSoft Enterprise | Feb 2007 | Aug 2011             | Aug 2014              | Indefinite              |
| Oracle Fusion Public Sector Intelligence for PeopleSoft Enterprise   | Feb 2007 | Aug 2011             | Aug 2014              | Indefinite              |
| Oracle Fusion Supply Chain Intelligence for PeopleSoft Enterprise    | Feb 2007 | Aug 2011             | Aug 2014              | Indefinite              |
| Oracle Fusion Intelligence for JD Edwards EnterpriseOne              | Feb 2007 | Aug 2011             | Aug 2014              | Indefinite              |
| Portal Solutions 9.0   | Oct 2006 | Oct 2011             | Oct 2014              | Indefinite              |
| Portal Solutions 8.9   | Mar 2005 | Mar 2010             | Mar 2013              | Indefinite              |
| Portal Solutions 8.8   | Mar 2003 | Mar 2008             | Mar 2011              | Indefinite              |
| Portal Solutions 8.4   | Mar 2002 | Mar 2007             | Not Available         | Indefinite              |
| SA/CR 8.0  | Aug 2001 | Aug 2008             | Not Available         | Indefinite              |
| SA 7.6 ANZ   | Aug 1999 | Aug 2008             | Not Available         | Indefinite              |

\*1: These PeopleSoft applications have been removed from Continuous Delivery. Please see the Oracle PeopleSoft Continuous Delivery Exceptions Table for support dates by product and MyOracleSupport Doc Id1348959.1 for details.

\* 2: Extended Support for Global Payroll Germany and Global Payroll Netherlands ends effective December 31st, 2015 for 9.1 customers. For 9.2 customers, Premier Support for Global Payroll Germany and Global Payroll Netherlands ends effective October 16th, 2014 with no Extended Support. Indefinite Sustaining Support will continue to be available.

\*3: Extended Support for PeopleSoft CRM Personal Information Management Server Sync for CRM 9.1 ends February 2017. Indefinite Sustaining Support is available.

\*4: The Premier Support end date was not extended for the following products and features of the FMS/SCM 9.1 Argentina, Brazil release, and will end April 2017: PeopleSoft Resource Management, PeopleSoft Staffing Front Office, and some search functionality. Please see MyOracle Support Doc Id 1348959.1 for details.

\* 5: Effective November 30, 2015 Sustaining Support ended for PeopleSoft Infosync Client and Infosync Server products which are used with CRM 9.0 release.

Oracle's PeopleTools patch and other support policies can be found in the Oracle Software Technical Support document <http://www.oracle.com/us/support/policies/index.html>. Additional details regarding the PeopleTools Support Policy can also be found in the KM document Lifetime Support Summary for PeopleSoft Releases (<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1348959.1>).

For PeopleSoft HCM Payroll for North America customers in Sustaining Support and needing additional time to upgrade, Oracle may offer services to provide Tax Updates for at least two additional years. Currently we offer this service for PeopleSoft HCM Releases 8.8, 8.9 and 9.0. For more information please read [http://www.oracle.com/us/support/library/north-american-payroll-tax-updates\\_069273.pdf](http://www.oracle.com/us/support/library/north-american-payroll-tax-updates_069273.pdf).

## 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 Available         | Jan 2009                |
| 11.5.1  | May 2000 | Jul 2006             | Not Available         | Indefinite              |
| 11.5.2  | Oct 2000 | Jul 2006             | Not Available         | Indefinite              |
| 11.5.3  | Jan 2001 | Jul 2006             | Not Available         | Indefinite              |
| 11.5.4  | Jun 2001 | Jul 2006             | Not Available         | Indefinite              |
| 11.5.5  | Sep 2001 | Jul 2006             | Not Available         | Indefinite              |
| 11.5.6  | Jan 2002 | Jul 2006             | Not Available         | Indefinite              |
| 11.5.7  | May 2002 | May 2007             | Not Available         | Indefinite              |
| 11.5.8  | Nov 2002 | Nov 2007             | Not Available         | Indefinite              |
| 11.5.9  | Jun 2003 | Jun 2008             | Not Available         | Indefinite              |
| 11.5.10 | Nov 2004 | Nov 2010             | Nov 2013*             | Indefinite              |
| 12      | Jan 2007 | Jan 2012**           | Jan 2015              | Indefinite              |
| 12.1    | May 2009 | Dec 2021 **          | Not Available         | Indefinite              |
| 12.2    | Sep 2013 | Sep 2023             | Not Available         | Indefinite              |

\*For Sustaining Support for Oracle E-Business Suite 11.5.10, provided from December 2013 – December 2015, Oracle will continue to provide: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the 2013, 2014 and 2015 tax years. During this period, payroll regulatory tax updates will only be provided for the countries and tax years specified below.

| Country                  | 2013 Tax Year                       | 2014 Tax Year                       |
|--------------------------|-------------------------------------|-------------------------------------|
| United States and Canada | January 1, 2013 – December 31, 2014 | January 1, 2014 – December 31, 2014 |
| United Kingdom           | N/A                                 | April 6, 2013 – April 5, 2014       |
| Australia                | N/A                                 | July 1, 2013 – June 30, 2014        |

Customers must have the indicated baseline patches (or above) for new Severity 1 production bug fixes as per Patch Requirements for Extended Support of Oracle E-Business Suite Release 11.5.10 (see Doc ID 883202.1).

\*\* For more detailed information on EBS 12.0 and 12.1 bug fixing and for Extended Support minimum patch pre-requisites, please refer to the EBS Error Correction Support Policy (Doc ID 1195034.1) For additional information regarding the above points, please see the EBS Support Policies FAQ ([Doc ID 1494891.1](#)).

Customers running Oracle Fusion Middleware 10gR2 and 10gR3 in the Oracle E-Business Suite version 12 internal technology stack will remain supported for the duration of the support period for Oracle E-Business Suite 12.

E-Business Suite Applications Extensions for Oracle Endeca Products and EBS Mobile applications follow the Lifetime Support Policy of the E-Business Suite Release they utilize.

### Oracle's Product Hub Options for E-Business Suite

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Demand Side Product Data Synchronization for GDSN 12.1    | May 2009 | May 2014             | Not Available         | Indefinite              |
| Supply Side Product Data Synchronization for GDSN 11.5.10 | Nov 2004 | Nov 2010             | Nov 2013              | Indefinite              |
| Supply Side Product Data Synchronization for GDSN 12      | Jan 2007 | Jan 2012             | Jan 2014              | Indefinite              |

### Oracle iLearning Releases

| Release       | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------------|----------|----------------------|-----------------------|-------------------------|
| iLearning 5.0 | Jan 2005 | Jan 2010             | Not Available         | Indefinite              |
| iLearning 5.2 | Sep 2008 | Sep 2013             | Sep 2016              | Indefinite              |
| iLearning 6.0 | Dec 2011 | Dec 2016             | Dec 2019              | Indefinite              |
| iLearning 6.1 | Sep 2013 | Sep 2018             | Sep 2021              | Indefinite              |

### Oracle Student Learning Releases

| Release                | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|------------------------|----------|----------------------|-----------------------|-------------------------|
| Student Learning 3.1.x | Jan 2009 | Jul 2014             | Not Available         | Indefinite              |
| Student Learning 3.2.x | Sep 2012 | Jul 2014             | Not Available         | Indefinite              |

## Oracle's JD Edwards EnterpriseOne Releases

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Xe  | Sep 2000 | Dec 2013             | Not Available         | Indefinite              |
| 8   | Jun 2002 | Dec 2013             | Not Available         | Indefinite              |
| 8.9   | Sep 2003 | Sep 2008             | Not Available         | Indefinite              |
| 8.10  | Jun 2004 | Jun 2009             | Not Available         | Indefinite              |
| 8.11  | Dec 2004 | Dec 2009             | Dec 2012              | Indefinite              |
| 8.11 CRM Mobile Sales(both i-Series and non i-Series) | Dec 2004 | Dec 2009             | Dec 2010              | Indefinite              |
| 8.12  | Apr 2006 | Apr 2011             | Apr 2014              | Indefinite              |
| 8.12 CRM Mobile Sales(both i-Series and non i-Series) | Apr 2006 | Apr 2011             | Dec 2010              | Indefinite              |
| 9.0 <sup>*2</sup>                                     | Sep 2008 | Nov 2015             | Nov 2018              | Indefinite              |
| 9.0.2 <sup>*1</sup>                                   | Nov 2010 | Nov 2015             | Nov 2018              | Indefinite              |
| 9.0.2 Technology Foundation (IBM)                     | Nov 2010 | Nov 2015             | Sep 2016              | Indefinite              |
| 9.1 <sup>*1</sup>                                     | Mar 2012 | Mar 2017             | Mar 2020              | Indefinite              |
| 9.1 Technology Foundation (IBM)                       | Mar 2012 | Sep 2016             | Not Available         | Indefinite              |
| 9.2   | Oct 2015 | Oct 2020             | Oct 2023              | Indefinite              |

Each JD Edwards EnterpriseOne Tools release or update expires six months after a new JD Edwards EnterpriseOne Tools release or update becomes generally available.

<sup>\*1</sup> Excludes JD Edwards EnterpriseOne Technology Foundation (IBM)

<sup>\*2</sup> Effective November 30th 2015, all support (including Sustaining Support) ended for JD Edwards EnterpriseOne PIM Sync product which is used with JD Edwards EnterpriseOne 9.0 Release.

## Oracle's JD Edwards World Releases

| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| A7.3    | Jun 1996 | Dec 2013             | Not Available         | Indefinite              |
| A8.1    | Oct 1997 | Dec 2013             | Not Available         | Indefinite              |
| A9.1    | Apr 2007 | Apr 2012             | Apr 2015              | Indefinite              |
| A9.2    | Apr 2009 | Apr 2014             | Apr 2017              | Indefinite              |
| A.9.2.1 | May 2010 | May 2015             | May 2018              | Indefinite              |
| A9.3    | Mar 2012 | Mar 2017             | Mar 2020              | Indefinite              |
| A9.4    | Apr 2015 | Apr 2020             | Apr 2023              | Indefinite              |

## 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             | Dec 2010              | Indefinite              |
| 6.5 SP1                            | Apr 2003 | Apr 2004             | Dec 2007              | Indefinite              |
| 6.5 SP2                            | Jul 2003 | Apr 2004             | Dec 2012              | 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             | Dec 2012              | Indefinite              |
| 7.2                                | Aug 2005 | Feb 2010             | Not Available         | Indefinite              |
| 7.2.1                              | May 2006 | Feb 2010             | Feb 2013              | Indefinite              |
| 7.3                                | Sep 2006 | Sep 2011             | Sep 2014              | Indefinite              |
| Report Scheduler for 7.3 *         | Sep 2006 | Sep 2011             | Jun 2014              | Not Available           |
| Report Viewer/Designer for 7.3 *   | Sep 2006 | Sep 2011             | Jun 2014              | Not Available           |
| 7.3.1                              | Nov 2007 | Nov 2012             | Nov 2015              | Indefinite              |
| Report Scheduler for 7.3.1 *       | Nov 2007 | Nov 2012             | Jun 2014              | Not Available           |
| Report Viewer/Designer for 7.3.1 * | Nov 2007 | Nov 2012             | Jun 2014              | Not Available           |
| 7.4                                | Sep 2009 | Sep 2014             | Sep 2017              | Indefinite              |
| 7.5                                | Nov 2011 | Nov 2018             | Nov 2019              | Indefinite              |

\*Applies to entire product family (e.g. Business Objects for Portal, Crystal Enterprise Reports for Portal, Crystal Enterprise Software for Portal, Portal Infranet Reports, and Portal Reports). Sustaining Support for older versions of all products ends June 30th, 2014

For information on error correction policies, please refer to the "Patch Set Process and Error Correction End Dates" listed on MyOracle Support Doc ID 959605.1. Effective April 2nd 2015, Oracle Communications Taxation Manager for Taxware, an optional component of Oracle Communications Billing and Revenue Management, is being de-supported.



### Oracle Communications Pricing Design Center Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Oracle Communications Pricing Design Center 11.1 | Dec 2011 | Dec 2016             | Dec 2019              | Indefinite              |

### Oracle Communications Cross Portfolio Releases

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Application Management Pack for Communications 12.1 | Nov 2013 | Nov 2018             | Not Available         | Indefinite              |

### Oracle Communications Service Fulfillment (Formerly Netsure) Releases

| Release                  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--------------------------|----------|----------------------|-----------------------|-------------------------|
| Network Intelligence 3.x | Apr 2007 | Oct 2011             | Not Available         | Indefinite              |
| Network Intelligence 7.2 | Jan 2013 | Jan 2018             | Jan 2021              | Indefinite              |
| Network Intelligence 7.3 | Jul 2015 | Jul 2020             | Jul 2023              | Indefinite              |
| Network Integrity 2.x    | Jun 2007 | May 2009             | Not Available         | Indefinite              |
| Network Integrity 3.5    | Jun 2007 | Oct 2011             | Not Available         | Indefinite              |
| Network Integrity 3.6    | Dec 2008 | Dec 2013             | Dec 2016              | Indefinite              |
| Network Integrity 7.0    | Sep 2010 | Sep 2015             | Sep 2018              | Indefinite              |
| Network Integrity 7.1    | Feb 2012 | Feb 2017             | Feb 2020              | Indefinite              |
| Network Integrity 7.2    | Jan 2013 | Jan 2018             | Jan 2021              | Indefinite              |
| Network Integrity 7.3    | Jul 2015 | Jul 2020             | Jul 2023              | Indefinite              |
| Network Capman 2.x       | Jun 2004 | May 2009             | Not Available         | Indefinite              |

### Oracle Communications (Formerly MetaSolv) Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| ASAP 4.1                                       | Jan 2000 | Jun 2007             | Not Available         | Indefinite              |
| ASAP 4.2                                       | Jan 2001 | Jun 2007             | Not Available         | Indefinite              |
| ASAP 4.3                                       | Jun 2001 | Jun 2007             | Not Available         | Indefinite              |
| ASAP 4.4                                       | Jun 2001 | Jun 2007             | Not Available         | Indefinite              |
| ASAP 4.5                                       | Jun 2002 | Sep 2007             | Not Available         | Indefinite              |
| ASAP 4.6                                       | Jun 2003 | Jun 2010             | Not Available         | Indefinite              |
| ASAP 4.7                                       | Jun 2004 | Jun 2009             | Jun 2010              | Indefinite              |
| ASAP 5.0                                       | Jan 2006 | Jan 2010             | Not Available         | Indefinite              |
| ASAP 5.2                                       | Nov 2006 | Nov 2011             | Nov 2012              | Indefinite              |
| ASAP 7.0                                       | May 2009 | May 2014             | May 2017              | Indefinite              |
| ASAP 7.2                                       | Apr 2012 | Apr 2017             | Apr 2020              | Indefinite              |
| ASAP 7.3                                       | Jul 2015 | Jul 2020             | Jul 2023              | Indefinite              |
| ASAP Module – Service Creation Environment 2.6 | Oct 2006 | Nov 2011             | Nov 2012              | Indefinite              |
| Configuration Management 1.1.1                 | May 2007 | May 2011             | Not Available         | Indefinite              |
| Configuration Management 5.2                   | Jan 2008 | Jan 2013             | Jan 2016              | Indefinite              |
| Configuration Management 7.2                   | Aug 2012 | Aug 2017             | Aug 2020              | Indefinite              |
| Design Studio 3.0                              | Mar 2008 | Mar 2013             | Mar 2016              | Indefinite              |
| Design Studio 3.1                              | Jan 2010 | Jan 2015             | Not Available         | Indefinite              |
| Design Studio 7.2                              | Apr 2012 | Apr 2017             | Apr 2020              | Indefinite              |
| Design Studio 7.3                              | Jul 2015 | Jul 2020             | Jul 2023              | Indefinite              |
| IP Service Activator 4.0                       | Mar 2004 | Mar 2008             | Not Available         | Indefinite              |
| IP Service Activator 4.1                       | Jul 2004 | Jul 2008             | Not Available         | Indefinite              |
| IP Service Activator 4.2                       | Dec 2005 | Dec 2009             | Not Available         | Indefinite              |
| IP Service Activator 5.0                       | Mar 2006 | Mar 2010             | Not Available         | Indefinite              |
| IP Service Activator 5.1                       | Dec 2006 | Dec 2010             | Not Available         | Indefinite              |
| IP Service Activator 5.2                       | Jan 2008 | Jan 2013             | Jan 2016              | Indefinite              |
| IP Service Activator 7.0                       | Jun 2011 | Jun 2016             | Jun 2019              | Indefinite              |
| IP Service Activator 7.2                       | Aug 2012 | Aug 2017             | Aug 2020              | Indefinite              |
| IP Service Activator 7.3                       | Jul 2015 | Jul 2020             | Jul 2023              | Indefinite              |
| MetaSolv Solution 5.2.19                       | Jul 2006 | Jan 2010             | Not Available         | Indefinite              |
| MetaSolv Solution 6.0.10                       | Jun 2006 | Dec 2007             | Not Available         | Indefinite              |
| MetaSolv Solution 6.0.11                       | Sep 2006 | Jun 2008             | Not Available         | Indefinite              |

## Oracle Communications (Formerly MetaSolv) Releases (continued)

| Release                     | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-----------------------------|----------|----------------------|-----------------------|-------------------------|
| MetaSolv Solution 6.0.12    | Dec 2006 | Jun 2008             | Not Available         | Indefinite              |
| MetaSolv Solution 6.0.13    | Mar 2007 | Jun 2008             | Not Available         | Indefinite              |
| MetaSolv Solution 6.0.14    | Jul 2007 | Dec 2008             | Not Available         | Indefinite              |
| MetaSolv Solution 6.0.15    | Dec 2007 | Dec 2013             | Not Available         | Indefinite              |
| MetaSolv Solution 6.0.16    | Sep 2008 | Dec 2013             | Not Available         | Indefinite              |
| MetaSolv Solution 6.2       | Apr 2011 | Apr 2018             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 33.1* | Sep 2006 | Sep 2007             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 34.0* | Dec 2006 | Aug 2008             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 35.0* | Jul 2007 | Dec 2008             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 36.0* | Dec 2007 | Mar 2009             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 37.0  | Jul 2008 | Sep 2009             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 38.0* | Jan 2009 | Mar 2010             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 39.0* | Jul 2009 | Sep 2010             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 40.0* | Dec 2009 | Mar 2011             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 41.0* | Jul 2010 | Sep 2011             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 42.0* | Jan 2011 | Mar 2012             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 43.0* | Jul 2011 | Sep 2012             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 44.0* | Jan 2012 | Mar 2013             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 45.0* | Jul 2012 | Sep 2013             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 46.0* | Jan 2013 | Mar 2014             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 47.0* | Jul 2013 | Sep 2014             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 48.0* | Jan 2014 | Mar 2015             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 49.0* | Jul 2014 | Sep 2015             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 50.0* | Jan 2015 | Jan 2016             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 51.0* | Aug 2015 | Sep 2016             | Not Available         | Indefinite              |
| MetaSolv Solution ASR 52.0* | Jan 2016 | Mar 2017             | Not Available         | Indefinite              |
| MetaSolv Solution LSR 10.0* | Jul 2007 | Dec 2012             | Not Available         | Indefinite              |
| MetaSolv Solution LSR 10.1* | Apr 2011 | Apr 2016             | Not Available         | Indefinite              |
| MetaSolv Solution LSR 6.11* | Jan 2006 | May 2011             | Not Available         | Indefinite              |
| MetaSolv Solution LSR 9.2*  | Feb 2006 | May 2009             | Not Available         | Indefinite              |
| MetaSolv Solution LSR 9.3*  | Dec 2006 | Dec 2012             | Not Available         | Indefinite              |
| MetaSolv Solution LSR 9.4*  | Apr 2011 | Apr 2016             | Not Available         | Indefinite              |

### Oracle Communications (Formerly MetaSolv) Releases (continued)

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Network Discovery 5.1   | Nov 2006 | Dec 2013             | Dec 2016              | Indefinite              |
| Network Mediation 4.0.1   | Jul 2003 | Sep 2008             | Not Available         | Indefinite              |
| Network Mediation 5.0.1   | Jul 2006 | Jul 2009             | Not Available         | Indefinite              |
| Network Mediation 5.1.1   | Dec 2006 | Dec 2011             | Dec 2013              | Indefinite              |
| Oracle Communications Offline Mediation Control 6.0                                       | Apr 2012 | Apr 2017             | Apr 2020              | Indefinite              |
| Objectel 2.7  | Jul 2003 | Jan 2014             | Not Available         | Indefinite              |
| Objectel 2.8  | Aug 2005 | Jun 2007             | Not Available         | Indefinite              |
| Objectel 2.9  | Nov 2006 | Jan 2014             | Not Available         | Indefinite              |
| Objectel 2.10   | Feb 2007 | Jan 2014             | Not Available         | Indefinite              |
| Oracle Communications Unified Inventory Management 7.0.x                                  | Dec 2007 | Dec 2012             | Dec 2014              | Indefinite              |
| Oracle Communications Unified Inventory Management 7.1                                    | Apr 2009 | Apr 2015             | Apr 2017              | Indefinite              |
| Oracle Communications Unified Inventory Management 7.2                                    | Apr 2012 | Apr 2017             | Apr 2020              | Indefinite              |
| Oracle Communications Unified Inventory Management 7.3                                    | Jul 2015 | Jul 2020             | Jul 2023              | Indefinite              |
| Oracle Communications Internet Name and Address Management 6.1 (Formerly Policy Services) | Mar 2008 | Sep 2015             | Mar 2016              | Indefinite              |
| Order and Service Management 2.5  | Dec 2002 | Jun 2007             | Not Available         | Indefinite              |
| Order and Service Management 2.6  | Dec 2003 | Jun 2010             | Not Available         | Indefinite              |
| Order and Service Management 2.8  | Sep 2005 | Sep 2010             | Not Available         | Indefinite              |
| Order and Service Management 6.3  | Mar 2008 | Mar 2013             | Mar 2016              | Indefinite              |
| Order and Service Management 7.0  | Jan 2010 | Jan 2015             | Jan 2018              | Indefinite              |
| Order and Service Management 7.2  | Apr 2012 | Apr 2017             | Apr 2020              | Indefinite              |
| Order and Service Management 7.3  | Jul 2015 | Jul 2020             | Jul 2023              | Indefinite              |
| Policy Services 4.2   | Dec 2001 | Dec 2007             | Not Available         | Indefinite              |
| Policy Services 5.2   | Dec 2002 | Dec 2008             | Not Available         | Indefinite              |
| Policy Services 5.4   | Oct 2004 | Oct 2009             | Not Available         | Indefinite              |
| Policy Services 5.5   | Mar 2006 | Mar 2011             | Not Available         | Indefinite              |
| Policy Services 6.1   | Mar 2008 | Mar 2013             | Mar 2016              | Indefinite              |
| Provisioning 5.0  | Dec 2005 | Dec 2008             | Not Available         | Indefinite              |
| Provisioning 6.1  | Dec 2006 | Jun 2007             | Not Available         | Indefinite              |
| Provisioning 6.2  | Feb 2007 | Feb 2010             | Not Available         | 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 Available         | Indefinite              |
| RADIUS Server 4.0                       | Oct 2002 | Jun 2007             | Not Available         | Indefinite              |
| RADIUS Server 4.5                       | Mar 2003 | Jun 2007             | Not Available         | Indefinite              |
| RADIUS Server 4.6                       | Nov 2003 | Jun 2007             | Not Available         | Indefinite              |
| RADIUS Server 4.7                       | Apr 2005 | Jun 2007             | Not Available         | Indefinite              |
| RADIUS Server 5.0                       | Jun 2005 | Aug 2007             | Not Available         | Indefinite              |
| RADIUS Server 5.3                       | Apr 2006 | May 2008             | Not Available         | Indefinite              |
| RADIUS Server 5.4                       | Jul 2006 | Sep 2008             | Not Available         | Indefinite              |
| Subscriber and Service Management 3.1.5 | Jul 2007 | Jul 2009             | Not Available         | Indefinite              |
| Subscriber and Service Management 3.1.6 | Sep 2007 | Dec 2012             | Not Available         | Indefinite              |
| Subscriber and Service Management 3.1.9 | Jul 2008 | Jul 2010             | Not Available         | Indefinite              |
| Subscriber and Service Management 3.1.x | Dec 2006 | Dec 2011             | Not Available         | Indefinite              |

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.

Earlier releases not defined above will receive indefinite Sustaining Support.

\*ASR—Lifetime Support does not apply. Release will be supported for the date noted or current -1 release, whichever is longer.

\*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 Unified Communications

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Oracle Communications Calendar Server 7.0                    | Sep 2009 | Oct 2016             | Not Available         | Indefinite              |
| Oracle Communications Calendar Server 8.0                    | Aug 2015 | Aug 2020             | Not Available         | Indefinite              |
| Oracle Communications Calendar Server for CALDAV Clients 7.0 | Sep 2009 | Oct 2016             | Not Available         | Indefinite              |
| Oracle Communications Instant Messaging Server 9             | Oct 2011 | Oct 2016             | Not Available         | Indefinite              |
| Oracle Communications Instant Messaging Server 10            | Sep 2015 | Sep 2020             | Not Available         | Indefinite              |
| Oracle Communications Messaging Server 7.0                   | Jul 2008 | Oct 2016             | Not Available         | Indefinite              |
| Oracle Communications Messaging Server 8.0                   | Jul 2015 | Jul 2020             | Not Available         | Indefinite              |
| Oracle Communications Mobile Synchronization Server 1.0      | Dec 2008 | Dec 2013             | Not Available         | Indefinite              |
| Oracle Communications Unified Communication Suite 7          | Sep 2009 | Oct 2016             | Not Available         | Indefinite              |

### Oracle Communications Analytics Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Oracle Communications Analytics Big Data Platform 12.x             | Sep 2015 | Sep 2020             | Not Available         | Indefinite              |
| Oracle Communications Customer Experience Analytics 12.x           | Sep 2015 | Sep 2020             | Not Available         | Indefinite              |
| Oracle Communications Network Assurance Analytics 12.x             | Sep 2015 | Sep 2020             | Not Available         | Indefinite              |
| Oracle Communications Analytics Diameter Adapter 12.x              | Sep 2015 | Sep 2020             | Sep 2023              | Indefinite              |
| Oracle Communications Analytics Policy and Charging Analytics 12.x | Sep 2015 | Sep 2020             | Sep 2023              | Indefinite              |
| Oracle Communications Analytics Policy Management Adapter 12.x     | Sep 2015 | Sep 2020             | Sep 2023              | Indefinite              |

### Oracle Communications Session Border Controller (Formerly Acme Packet Net-Net Session Director)

| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| S-Cx6.x | Jul 2008 | Jun 2016             | Not Available         | Indefinite              |
| S-Cz7.x | Dec 2012 | Dec 2017             | Not Available         | Indefinite              |
| S-D7.x  | Jun 2009 | Aug 2019             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

### Oracle Communications Tunneled Session Controller (Formerly Acme Packet Net-Net Tunneled Session Manager)

| Release     | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-------------|----------|----------------------|-----------------------|-------------------------|
| S-Cx6.4.6*  | Mar 2014 | Jun 2016             | Not Available         | Indefinite              |
| TSM/SDK 1.x | May 2012 | Mar 2017             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product. The Oracle Communications Session Border Controller will become the parent product of the Tunneled Session Controller following the S-Cx6.x release.

### Oracle Communications Application Session Controller (Formerly Acme Packet Net-Net Application Session Controller)

| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| E3.x    | Jun 2013 | Jun 2018             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

### Oracle Communications Unified Session Manager (Formerly Acme Packet Net-Net SIP Multimedia Express)

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-----------|----------|----------------------|-----------------------|-------------------------|
| S-C[x]6.x | Aug 2012 | Jan 2016             | Not Available         | Indefinite              |
| S-Cz7.x   | Apr 2014 | Apr 2019             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

### Oracle Communications Subscriber Aware Load Balancer (Formerly Acme Packet Net-Net Session Aware Load Balancer)

| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| L-Cx1.x | Aug 2010 | May 2016             | Not Available         | Indefinite              |
| S-Cz7.x | Feb 2015 | Feb 2020             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

### Oracle Communications Border Gateway (Formerly Acme Packet Net-Net Border Gateway)

| Release | GA Date   | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|-----------|----------------------|-----------------------|-------------------------|
| C4.5.x  | Aug 2007  | Jun 2016             | Not Available         | Indefinite              |
| S-Cx6.x | Sept 2008 | Jun 2016             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.



## Oracle Communications Core Session Manager

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-----------|----------|----------------------|-----------------------|-------------------------|
| S-C[z]6.x | Aug 2012 | Jan 2016             | Not Available         | Indefinite              |
| S-Cz7.x   | Apr 2014 | Apr 2019             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#), (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

## Oracle Communications Session Router (Formerly Acme Packet Net-Net Session Router)

| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| S-Cx6.x | Jul 2008 | Jun 2016             | Not Available         | Indefinite              |
| S-Cz7.x | Dec 2012 | Dec 2017             | Not Available         | Indefinite              |
| S-D7.x  | Jun 2009 | Aug 2019             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#), (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

## Oracle Communications Security Gateway (Formerly Acme Packet Net-Net Security Gateway)

| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| M-Cx1.x | Jun 2009 | Dec 2011             | Not Available         | Indefinite              |
| M-Cx2.x | Jun 2012 | Dec 2014             | Not Available         | Indefinite              |
| M-Cx3.x | Jan 2013 | Jul 2015             | Not Available         | Indefinite              |
| M-Cx4.x | Sep 2015 | Sep 2020             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#), (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

### Oracle Communications Session Monitor Family of Products (Formerly Acme Packet Palladion Products)

| Release        | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|----------------|----------|----------------------|-----------------------|-------------------------|
| Palladion 2.x  | Jun 2008 | Dec 2013             | Not Available         | Indefinite              |
| OCSM 3.0 - 3.3 | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product; Oracle Communications Operations Monitor, Oracle Communications Fraud Monitor, Oracle Communications Control Plan Monitor and Oracle Enterprise Operations Monitor. The same option may be available with multiple products however, the option will still follow the same support timeframe as the parent product.

Extensions will follow the support timeframe of the product: Media Quality Extension, SIGTRAN Protocol Extension. Mediation Engine Connector Extension

### Oracle Communications Interactive Session Recorder (Formerly Acme Packet Net-Net Interactive Session Recorder)

| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| ISR 4.x | May 2012 | Nov 2014             | Not Available         | Indefinite              |
| ISR 5.x | Aug 2012 | Aug 2017             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

### Oracle Communications Session Delivery Management Suite (Formerly Acme Packet Net-Net Central)

| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| EMS 6.x | Dec 2009 | Feb 2013             | Not Available         | Indefinite              |
| NNC 7.x | Jun 2011 | Dec 2017             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. Oracle Fraud Monitor, Oracle Session Element Manager, Oracle Session Route Manager, Oracle Enterprise Trunk Manager, Oracle Enterprise Trunk Manager and Oracle Session Report Manager.

The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

## Oracle Communications Enterprise Trunk Manager (Formerly Acme Packet Net-Net Central SIP Trunk Express)

| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| 7.x     | Sep 2012 | Sep 2017             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product. 7.3 is the final stand-alone release of the Enterprise Trunk Manager. All future releases are integrated into the Oracle Communications Session Delivery Management Suite.

## Oracle Enterprise Session Border Controller (Formerly Acme Packet Net-Net Enterprise Session Director)

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-----------|----------|----------------------|-----------------------|-------------------------|
| EC[xz]6.x | May 2012 | Oct 2016             | Not Available         | Indefinite              |
| 7.x (ECz) | Jul 2014 | Jul 2019             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products and those options follow the same support timeframe as the parent product.

## Oracle Enterprise Communications Broker (Formerly Acme Packet Net-Net Enterprise Communications Broker)

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-----------|----------|----------------------|-----------------------|-------------------------|
| PCz1.x    | Oct 2013 | Oct 2018             | Not Available         | Indefinite              |
| 2.x (PCz) | Jul 2014 | Jul 2019             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

### Acme Packet Net-Net Diameter Director

| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| D-Cx1.x | Apr 2012 | Oct 2014             | Not Available         | Indefinite              |
| D-Cz2.x | May 2012 | Apr 2017             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

### Oracle Communications Application Orchestrator

| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| 1.x     | May 2014 | May 2019             | Not Available         | Indefinite              |

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on [MyOracle Support](#). (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

## Oracle Global Signaling Products (Formerly Tekelec EAGLE)

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| <b>Oracle Communications EAGLE Software</b>           |          |                      |                       |                         |
| EAGLE Software 41.1.x                                 | Dec 2009 | Jan 2013             | Not Available         | Not Available           |
| EAGLE Software 42.0                                   | Oct 2010 | Jul 2013             | Not Available         | Not Available           |
| EAGLE Software 43.0                                   | Mar 2011 | Jul 2014             | Not Available         | Indefinite              |
| EAGLE Software 43.1                                   | Jan 2011 | Jul 2015             | Not Available         | Indefinite              |
| EAGLE Software 44.0                                   | Jun 2011 | Jul 2015             | Not Available         | Indefinite              |
| EAGLE Software 45.0                                   | Nov 2013 | Jan 2017             | Not Available         | Indefinite              |
| EAGLE Software 46.x                                   | Aug 2014 | Aug 2019             | Not Available         | Indefinite              |
| LSMS Software 10.x                                    | Oct 2007 | Jul 2012             | Not Available         | Not Available           |
| LSMS Software 11.0                                    | Sep 2008 | Jul 2012             | Not Available         | Not Available           |
| LSMS Software 11.1                                    | Jul 2009 | Jan 2013             | Not Available         | Not Available           |
| LSMS Software 12.x                                    | Sep 2010 | Jan 2015             | Not Available         | Indefinite              |
| LSMS Software 13.x                                    | Oct 2014 | Oct 2019             | Not Available         | Indefinite              |
| LSMS Query Server 13.x                                | Jun 2014 | June 2019            | Not Available         | Indefinite              |
| ELAP Software 7.x                                     | Dec 2007 | Jan 2015             | Not Available         | Indefinite              |
| ELAP Software 8.0                                     | Sep 2008 | Jan 2013             | Not Available         | Not Available           |
| ELAP Software 9.x                                     | Aug 2011 | Jan 2015             | Not Available         | Indefinite              |
| ELAP Software 10.x                                    | Aug 2013 | Aug 2018             | Not Available         | Indefinite              |
| EPAP Software 13.x                                    | May 2010 | Jan 2015             | Not Available         | Indefinite              |
| EPAP Software 14.x                                    | Dec 2011 | Jul 2016             | Not Available         | Indefinite              |
| EPAP Software 15.0                                    | Nov 2012 | Jan 2017             | Not Available         | Indefinite              |
| EPAP Software 16.x                                    | Dec 2014 | Dec 2019             | Not Available         | Indefinite              |
| EAGLE Element Management System 45.x                  | Nov 2013 | Jan 2017             | Not Available         | Indefinite              |
| EAGLE Element Management System 46.x                  | Oct 2014 | Aug 2019             | Not Available         | Indefinite              |
| EAGLE Element Management System Reporting Studio 45.x | Nov 2013 | Jan 2017             | Not Available         | Indefinite              |
| EAGLE Element Management System Reporting Studio 46.x | Oct 2014 | Aug 2019             | Not Available         | Indefinite              |
| EAGLE EMS Software 41.1.x                             | Dec 2009 | Jan 2013             | Not Available         | Not Available           |
| EAGLE EMS Software 42.0                               | Sep 2010 | Jul 2013             | Not Available         | Not Available           |
| EAGLE EMS Software 43.0                               | Jan 2011 | Jul 2014             | Not Available         | Not Available           |
| EAGLE EMS Software 44.0                               | Jun 2011 | Jul 2014             | Not Available         | Not Available           |

### Oracle Global Signaling Products (Formerly Tekelec EAGLE) (continued)

| Release                        | GA Date       | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--------------------------------|---------------|----------------------|-----------------------|-------------------------|
| Netboss Harris Smart Agent 7.x | Not Available | Jul 2012             | Not Available         | Not Available           |
| FTP Table Base Retrieve 4.4    | Jun 2012      | Jan 2017             | Not Available         | Indefinite              |
| FTP Table Base Retrieve 4.5    | Dec 2014      | Dec 2019             | Not Available         | Indefinite              |
| SCS Software 6.3               | Not Available | Jan 2013             | Not Available         | Not Available           |
| SCS Software 8.10              | Not Available | Jan 2013             | Not Available         | Not Available           |

Product options will follow the same support time frame as the parent product they are licensed with.

## Oracle Broadband Network Solutions Products (Formerly Tekelec DSR - Diameter Signaling Router)

| Release  | GA Date       | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|---------------|----------------------|-----------------------|-------------------------|
| <b>Oracle Communications Diameter Signaling Router</b> |               |                      |                       |                         |
| Diameter Signaling Router 3.0                          | Jun 2012      | Jan 2016             | Not Available         | Indefinite              |
| Diameter Signaling Router 4.0                          | Dec 2012      | Jan 2016             | Not Available         | Indefinite              |
| Diameter Signaling Router 4.1                          | Aug 2013      | Jan 2016             | Not Available         | Indefinite              |
| Diameter Signaling Router 5.0                          | Dec 2013      | Jul 2016             | Not Available         | Indefinite              |
| Diameter Signaling Router 5.1                          | Jul 2014      | Jul 2016             | Not Available         | Indefinite              |
| Diameter Signaling Router 6.0                          | Sep 2014      | Sep 2016             | Not Available         | Indefinite              |
| Diameter Signaling Router 7.x                          | Mar 2015      | Dec 2018             | Not Available         | Indefinite              |
| SSR SIP Signaling Router 2.5                           | Not Available | Mar 2015             | Not Available         | Indefinite              |
| SSR SIP Signaling Router 3.0                           | Not Available | Jul 2015             | Not Available         | Indefinite              |
| Service Broker Software 2.0                            | Not Available | Mar 2015             | Not Available         | Indefinite              |
| Service Broker Software 3.1                            | Not Available | Mar 2015             | Not Available         | Indefinite              |
| Diameter Intelligence Hub 1.1                          | Not Available | Jul 2016             | Not Available         | Indefinite              |
| Diameter Intelligence Hub 1.2                          | Not Available | Jul 2016             | Not Available         | Indefinite              |

Product options will follow the same support time frame as the parent product they are licensed with.

## Oracle Communications Performance Intelligence Center (Formerly Tekelec GSS PIC- IAS Software)

| Release     | GA Date       | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-------------|---------------|----------------------|-----------------------|-------------------------|
| PIC 7.0.x   | Jun 2011      | Jan 2014             | Not Available         | Not Available           |
| PIC 7.1.x   | Oct 2011      | Jan 2014             | Not Available         | Not Available           |
| PIC 7.5.x   | Aug 2012      | Jul 2014             | Not Available         | Indefinite              |
| PIC 9.0.3   | Aug 2013      | Aug 2018             | Not Available         | Indefinite              |
| PIC 10.0.x  | Aug 2014      | Aug 2019             | Not Available         | Indefinite              |
| PIC 10.1.x  | Oct 2014      | Oct 2019             | Not Available         | Indefinite              |
| IAS 6.6.x   | Not Available | Jan 2014             | Not Available         | Not Available           |
| IAS 6.0/6.1 | Not Available | Jan 2013             | Not Available         | Not Available           |

Product options will follow the same support time frame as the parent product they are licensed with.

### Oracle Communications Policy Management (Formerly Tekelec Policy Management)

| Release                | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|------------------------|----------|----------------------|-----------------------|-------------------------|
| Policy Management 11.0 | Dec 2013 | Dec 2015             | Not Available         | Indefinite              |
| Policy Management 10.5 | Dec 2013 | Dec 2016             | Not Available         | Indefinite              |
| Policy Management 10.4 | Oct 2013 | Dec 2016             | Not Available         | Indefinite              |
| Policy Management 10.0 | Jul 2013 | Jul 2016             | Not Available         | Indefinite              |
| Policy Management 9.8  | Dec 2013 | Dec 2016             | Not Available         | Indefinite              |



## Oracle Communications Policy Management (Formerly Tekelec Policy Management) (continued)

| Release                 | GA Date       | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-------------------------|---------------|----------------------|-----------------------|-------------------------|
| Policy Management 9.6   | Aug 2013      | Aug 2016             | Not Available         | Indefinite              |
| Policy Management 9.4   | Oct 2013      | Oct 2016             | Not Available         | Indefinite              |
| Policy Management 9.1   | Apr 2013      | Apr 2016             | Not Available         | Indefinite              |
| Policy Management 8.0   | Aug 2012      | Aug 2015             | Not Available         | Indefinite              |
| Policy Management 7.5   | Jan 2012      | Jan 2015             | Not Available         | Indefinite              |
| Policy Management 6.4   | Jan 2012      | Jan 2015             | Not Available         | Indefinite              |
| Policy Management 6.3   | May 2012      | May 2015             | Not Available         | Indefinite              |
| Policy Management 6.2.x | Not Available | Jun 2013             | Not Available         | Not Available           |
| Policy Management 6.1.x | Not Available | Jun 2013             | Not Available         | Not Available           |
| Policy Management 6.0.x | Not Available | Jun 2013             | Not Available         | Not Available           |
| Policy Management 5.x   | Not Available | Jun 2013             | Not Available         | Not Available           |

Product options will follow the same support time frame as the parent product they are licensed with.

## Oracle's User Data Repository Releases

| Release                   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------------------------|----------|----------------------|-----------------------|-------------------------|
| User Data Repository 10.0 | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| User Data Repository 10.2 | Oct 2015 | Jan 2020             | Not Available         | Indefinite              |
| User Data Repository 12.1 | Apr 2016 | Apr 2021             | Not Available         | Indefinite              |

## Oracle Communications Subscriber Data Management (Formerly Tekelec Subscriber Data Management)

| Release                                 | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Subscriber Data Management 9.3          | Aug 2014 | Dec 2017             | Not Available         | Indefinite              |
| Subscriber Data Management 9.0,9.1,9.2, | Dec 2013 | Jun 2016             | Not Available         | Indefinite              |
| Subscriber Data Management 8.0          | Sep 2012 | Jan 2016             | Not Available         | Indefinite              |
| Subscriber Data Management 7.7          | Jul 2012 | Jan 2016             | Not Available         | Indefinite              |

### Oracle Communications Subscriber Data Management (Formerly Tekelec Subscriber Data Management) (continued)

| Release                          | GA Date       | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|----------------------------------|---------------|----------------------|-----------------------|-------------------------|
| Subscriber Data Management 7.1   | Dec 2011      | Jun 2015             | Not Available         | Indefinite              |
| Subscriber Data Management 7.0   | Apr 2011      | Jan 2015             | Not Available         | Indefinite              |
| Subscriber Data Management 6.3.x | Not Available | Jan 2014             | Not Available         | Not Available           |
| Subscriber Data Management 6.2.x | Not Available | Jun 2013             | Not Available         | Not Available           |
| Subscriber Data Management 5.4.x | Not Available | Jun 2013             | Not Available         | Not Available           |
| Subscriber Data Management 5.2   | Not Available | Jan 2013             | Not Available         | Not Available           |
| Subscriber Data Management 4.2   | Not Available | Jan 2013             | Not Available         | Not Available           |

Product options will follow the same support time frame as the parent product they are licensed with.

### Oracle Communications HLRR (Formerly Tekelec HLRR)

| Release                        | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--------------------------------|----------|----------------------|-----------------------|-------------------------|
| Oracle Communications HLRR 4.x | Jun 2014 | Jun 2019             | Not Available         | Indefinite              |
| Oracle Communications HLRR 3.1 | Nov 2013 | Jan 2016             | Not Available         | Indefinite              |
| Oracle Communications HLRR 3.0 | Apr 2013 | Jan 2016             | Not Available         | Indefinite              |
| Oracle Communications HLRR 2.0 | Jun 2011 | Jan 2015             | Not Available         | Indefinite              |

Product options will follow the same support time frame as the parent product they are licensed with.

### 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 Available         | Indefinite              |
| Demantra spectrum 6.1.x | Aug 2003 | Dec 2008             | Not Available         | Indefinite              |
| Demantra spectrum 6.2.x | May 2004 | May 2009             | Not Available         | Indefinite              |
| Demantra spectrum 7.0.x | Sep 2005 | Sep 2010             | Not Available         | Indefinite              |
| Demantra spectrum 7.1.x | May 2006 | May 2011             | Not Available         | Indefinite              |
| Demantra spectrum 7.2.x | Nov 2007 | Nov 2012             | Not Available         | Indefinite              |
| Demantra spectrum 7.3.0 | Aug 2009 | Aug 2014             | Not Available         | Indefinite              |

|                           |          |          |               |            |
|---------------------------|----------|----------|---------------|------------|
| Demantra spectrum 7.3.1 * | Sep 2011 | Sep 2016 | Not Available | Indefinite |
|---------------------------|----------|----------|---------------|------------|

\*Premier Support for the patch set terminal release 7.3.1.5 has been extended to Dec 2019.

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

We are committed to providing upgrade paths to the latest release of Oracle Fusion Applications (starting with 11g R2) from the latest major release of Oracle's Demantra applications.

For releases earlier than the latest release, customers can use upgrade scripts to move to the latest release that has a direct path to Oracle Fusion Applications. We will evaluate all other upgrade path requests based on customer requirements. Demantra 12.2 adheres to same support schedule as EBS 12.2. Please refer to the E-Business Suite table.

### Oracle Activity Based Management Releases

| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| 11i     | Dec 2000 | Jun 2006             | Not Available         | 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 Available         | Indefinite              |
| Demand Consensus 2.2                                       | Jul 2003 | Jul 2007   | Jul 2009                   | Not Available         | Indefinite              |
| Demand Consensus 3.0                                       | Jan 2004 | Jan 2008   | Jan 2010                   | Not Available         | Indefinite              |
| Demand Forecasting 1.2                                     | Jul 2003 | Jul 2007   | Jul 2009                   | Not Available         | Indefinite              |
| Demand Forecasting 2.0                                     | Jan 2004 | Jan 2008   | Jan 2010                   | Not Available         | Indefinite              |
| Order Processing 3.0                                       | Jul 2003 | Jul 2007   | Jul 2009                   | Not Available         | Indefinite              |
| PDP Collaborative Web Client 2.1                           | Oct 2003 | Oct 2007   | Oct 2009                   | Not Available         | Indefinite              |
| PDP Collaborative Web Client 2.2                           | Feb 2004 | Feb 2008   | Feb 2010                   | Not Available         | Indefinite              |
| PDP Microsoft Excel Client 1.2                             | Sep 2002 | Sep 2006   | Sep 2008                   | Not Available         | Indefinite              |
| PDP Microsoft Excel Client 1.3                             | Feb 2004 | Feb 2008   | Feb 2010                   | Not Available         | Indefinite              |
| Production and Distribution Planning 4.0 (Windows)         | Dec 2001 | Feb 2006   | Feb 2006                   | Not Available         | Indefinite              |
| Production and Distribution Planning 4.0 (AIX)             | Dec 2001 | Feb 2007   | Feb 2007                   | Not Available         | Indefinite              |
| Production and Distribution Planning 4.0 (Sun Solaris, HP) | Dec 2001 | Feb 2008   | Feb 2008                   | Not Available         | Indefinite              |
| Production and Distribution Planning 5.0                   | Jul 2003 | Sep 2006   | Sep 2006                   | Not Available         | Indefinite              |
| Production Scheduling – Discrete 3.3                       | Apr 2003 | Apr 2007   | Apr 2009                   | Not Available         | Indefinite              |
| Production Scheduling – Discrete 3.4                       | Oct 2003 | Oct 2007   | Oct 2009                   | Not Available         | Indefinite              |
| Production Scheduling – Discrete 4.0                       | Mar 2004 | Mar 2008   | Mar 2010                   | Not Available         | Indefinite              |
| Strategic Network Optimization 7.2                         | Apr 2002 | Apr 2006   | Apr 2008                   | Not Available         | Indefinite              |
| Strategic Network Optimization 7.3                         | Jan 2004 | Jan 2008   | Jan 2010                   | Not Available         | Indefinite              |
| Strategic Network Optimization 8.0                         | Mar 2004 | Mar 2009   | Mar 2010                   | Not Available         | Indefinite              |
| Supply Chain Management Integration 4.1                    | Jan 2003 | Jan 2007   | Jan 2009                   | Not Available         | Indefinite              |
| Supply Chain Management Integration 5.0                    | Dec 2003 | Dec 2008   | Dec 2009                   | Not Available         | Indefinite              |
| Supply Chain Management Integration 5.1                    | May 2004 | May 2009   | May 2010                   | Not Available         | Indefinite              |
| APS 2.0  | Jul 2002 | Jul 2006   | Jul 2008                   | Not Available         | Indefinite              |
| APS 8.10   | Jun 2004 | Jun 2009   | Jun 2010                   | Not Available         | Indefinite              |
| APS 8.11   | Dec 2004 | Dec 2009   | Dec 2010                   | Not Available         | Indefinite              |
| APS 8.11 (Enterprise)                                      | Feb 2006 | Dec 2009   | Dec 2010                   | Dec 2012              | Indefinite              |
| APS 9.0  | Sep 2008 | Sep 2013   | Sep 2014                   | Sep 2016              | 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 Available         | Not Available           |
| 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              |
| CRM 8.1.x *1 *2 *4                      | Nov 2008            | Nov 2020             | Nov 2023              | Indefinite              |
| CRM 8.2.x *1 *3 *4                      | Nov 2011            | Nov 2020             | Nov 2023              | Indefinite              |
| Siebel CRM Client Synch 6.x             | Dec 2000            | Jun 2005             | Dec 2007              | Jun 2013                |
| Siebel CRM Client Synch 7.x             | Nov 2001 - May 2005 | May 2010             | May 2012              | Jun 2013                |
| Siebel CRM Client Synch 8.x             | Jan 2007 - Nov 2011 | May 2012             | Not Available         | Jun 2013                |
| Motiva 8.x                              | Dec 2001            | Apr 2006             | Not Available         | Not Available           |
| Motiva 9.x                              | May 2003            | Apr 2006             | Not Available         | Not Available           |
| Incentive Compensation 7.5.x            | Jul 2003            | Dec 2007             | Not Available         | Not Available           |
| Incentive Compensation Management 7.5.x | Dec 2003            | Dec 2008             | Dec 2010              | Not Available           |
| 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              |

\*1: All support for Siebel Store and Forward Messaging ends January 31, 2015 (including Sustaining).

\*2: Siebel Collaboration, Siebel Handheld, Siebel Medical Inventory, Siebel Prescription Analysis and Siebel Wireless Premier Support end Dec 2016, Extended is Not Available and Sustaining is Indefinite.

\*3: Siebel Handheld, Siebel Medical Inventory, Siebel Prescription Analysis, Siebel Wireless and Siebel References Premier Support end Dec 2016, Extended is Not Available and Sustaining is Indefinite.

\*4: Siebel Signature Capture Premier Support ends June 2018, Extended is Not Available and Sustaining is Indefinite.

Siebel provides support via Patchset and Innovation Pack releases. Patchsets provide regular, predictable delivery of small groups of fixes that have undergone thorough testing. Innovation Packs are targeted for release annually and are used to deliver incremental feature enhancements and new functionality. Additional details can be found in Siebel's Error Correction Policy.

### 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             | Not Available | May 2007             | Not Available         | May 2012                |
| Self-Service Syndication Manager (eaPost) All Versions                 | Not Available | May 2007             | Not Available         | May 2012                |
| Self-Service Rate Plan Advisor All Versions                            | Not Available | May 2007             | Not Available         | May 2012                |
| Self-Service ePayment Manager (eaPay) pre-4.3.x                        | Not Available | Mar 2009             | Mar 2012              | Not Available           |
| Self-Service ePayment Manager (eaPay) 4.3.x                            | May 2004      | Mar 2010             | Mar 2013              | Indefinite              |
| Self-Service ePayment Manager (eaPay) 4.7                              | Sep 2007      | Sep 2012             | Sep 2015              | Indefinite              |
| Self-Service eStatement Manager (eaDirect) pre-4.3.x                   | Not Available | Mar 2009             | Mar 2012              | Not Available           |
| Self-Service eStatement Manager (eaDirect) 4.3.x                       | May 2004      | Mar 2010             | Mar 2013              | Indefinite              |
| Self-Service eStatement Manager (eaDirect) 4.7                         | Sep 2007      | Sep 2012             | Sep 2015              | Indefinite              |
| Self-Service Communications Billing Analytics pre-5.1.x                | Not Available | Mar 2009             | Mar 2012              | Not Available           |
| 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 Available           |
| Self-Service eBilling Manager/Communications Billing Manager pre-5.1.x | Not Available | Mar 2009             | Mar 2012              | Not Available           |
| Self-Service eBilling Manager/Communications Billing Manager 5.1.x     | Mar 2006      | Mar 2011             | Mar 2014              | Indefinite              |
| Brightware 6.x   | Not Available | Not Available        | Not Available         | Indefinite              |
| Brightware 8.0   | Not Available | Not Available        | Not Available         | Indefinite              |
| Brightware 8.1   | Not Available | Not Available        | Not Available         | Indefinite              |
| Brightware 8.1.1   | Not Available | Not Available        | Not Available         | Indefinite              |
| Brightware 8.1.2   | Not Available | Not Available        | Not Available         | Indefinite              |
| Brightware 8.1.3   | Not Available | Not Available        | Not Available         | Indefinite              |
| Brightware 8.1.4   | Mar 2005      | Mar 2008             | Dec 2010              | Jan 2013                |
| Brightware 8.1.6   | Jan 2007      | Jan 2012             | Jan 2015              | Indefinite              |

## Oracle's Siebel Applications Releases (continued)

| Release                 | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-------------------------|----------|----------------------|-----------------------|-------------------------|
| 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.

We are committed to providing upgrade paths to the latest release of Oracle Fusion Applications from the latest two major releases of Siebel CRM starting with 8.1.

For releases earlier than the latest two releases, customers can use upgrade scripts to move to the latest release that has a direct path to Oracle Fusion Applications. We will evaluate all other upgrade path requests based on customer requirements.

## Oracle Billing Insight (Formerly E-Billing) Releases

| Release                                     | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Self-Service E-Billing Consumer Edition 6.0 | Feb 2008 | Feb 2013             | Feb 2016              | Indefinite              |
| Self-Service E-Billing Consumer Edition 6.1 | Oct 2012 | Oct 2017             | Oct 2020              | Indefinite              |
| Self-Service E-Billing Consumer Edition 6.2 | Nov 2013 | Nov 2018             | Oct 2021              | Indefinite              |
| Self-Service E-Billing Business Edition 6.0 | Feb 2008 | Feb 2013             | Feb 2016              | Indefinite              |
| Self-Service E-Billing Business Edition 6.1 | Oct 2012 | Oct 2017             | Oct 2020              | Indefinite              |
| Self-Service E-Billing Business Edition 6.2 | Nov 2013 | Nov 2018             | Oct 2021              | Indefinite              |
| Billing Insight for Self-Service 7.0        | Aug 2015 | Aug 2020             | Aug 2023              | Indefinite              |
| Billing Insight for Assisted-Service 7.0    | Aug 2015 | Aug 2020             | Aug 2023              | Indefinite              |
| Billing Insight for Applications 7.0        | Aug 2015 | Aug 2020             | Aug 2023              | Indefinite              |

## Oracle's Hyperion Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| <b>Oracle Enterprise Performance Management Releases</b>                             |          |                      |                       |                         |
| Essbase Analytics Link for Hyperion Financial Management (11.1.1.4 and higher)       | May 2011 | Apr 2018             | Apr 2021              | Indefinite              |
| Essbase Analytics Link for Hyperion Financial Management Link (11.1.2..2 and higher) | Apr 2012 | Apr 2018             | Apr 2021              | Indefinite              |
| Essbase 11.1.1.x   | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Essbase 11.1.2.x   | Apr 2010 | Apr 2018             | Apr 2021              | Indefinite              |
| Visual Explorer 11.1.2   | Apr 2010 | Feb 2013             | Not Available         | Indefinite              |
| Hyperion Application Builder for .NET 11.1.1.x                                       | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Hyperion BI+ 11.1.1.x  | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Hyperion BI+ 11.1.2.x  | Apr 2010 | Apr 2015             | Apr 2018              | Indefinite              |
| Hyperion Business Rules 11.1.1.x   | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Hyperion Capital Asset Planning 11.1.1.x   | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Hyperion Capital Asset Planning 11.1.2.x   | Apr 2010 | Apr 2018             | Apr 2021              | Indefinite              |
| Hyperion Data Integration Management 11.1.1.x  | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Hyperion Data Relationship Management 11.1.1.x                                       | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Hyperion Data Relationship Management 11.1.2.x                                       | Apr 2010 | Apr 2018             | Apr 2021              | Indefinite              |
| Hyperion Disclosure Management 11.1.2.x  | Apr 2010 | Apr 2018             | Apr 2021              | Indefinite              |
| Hyperion Financial Close Analytics Dashboard 11.1.2.x                                | Oct 2011 | Apr 2018             | Apr 2021              | Indefinite              |
| Hyperion Financial Close Management 11.1.2.x   | Apr 2010 | Apr 2018             | Apr 2021              | Indefinite              |
| Hyperion Financial Data Quality Management 11.1.1.x                                  | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Hyperion Financial Data Quality Management 11.1.2.x                                  | Apr 2010 | Apr 2018             | Apr 2021              | Indefinite              |
| Hyperion Financial Management 11.1.1.x   | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Hyperion Financial Management 11.1.2.x   | Apr 2010 | Apr 2018             | Apr 2021              | Indefinite              |
| Hyperion Financial Data Management Enterprise Edition 11.1.2.x                       | Apr 2013 | Apr 2018             | Apr 2021              | Indefinite              |
| Hyperion Performance Scorecard 11.1.1.x  | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Hyperion Performance Scorecard 11.1.2.x  | Apr 2010 | Apr 2015             | Apr 2018              | Indefinite              |



## Oracle's Hyperion Releases (continued)

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Hyperion Planning 11.1.1.x   | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Hyperion Planning 11.1.2.x   | Apr 2010 | Apr 2018             | Apr 2021              | Indefinite              |
| Hyperion Project Financial Planning 11.1.2.x   | Apr 2012 | Apr 2018             | Apr 2021              | Indefinite              |
| Hyperion Profitability and Cost Management 11.1.1.x  | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Hyperion Profitability and Cost Management 11.1.2.x  | Apr 2010 | Apr 2018             | Apr 2021              | Indefinite              |
| Hyperion Public Sector Planning and Budgeting 11.1.2.x   | Apr 2010 | Apr 2018             | Apr 2021              | Indefinite              |
| Quantitative Management and Reporting for Solvency II 2.1.x                                      | Apr 2012 | Dec 2016             | Not Available         | Not Available           |
| Quantitative Management and Reporting for Solvency II 2.2.x                                      | Apr 2014 | Dec 2016             | Not Available         | Not Available           |
| Quantitative Management and Reporting for Solvency II 2.3.x                                      | Sep 2015 | Dec 2016             | Not Available         | Not Available           |
| Hyperion Strategic Finance 11.1.1.x  | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Hyperion Strategic Finance 11.1.2.x  | Apr 2010 | Apr 2018             | Apr 2021              | Indefinite              |
| Hyperion Tax Provision 11.1.2.x  | Feb 2013 | Apr 2018             | Apr 2021              | Indefinite              |
| Hyperion Workforce Planning 11.1.1.x   | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Hyperion Workforce Planning 11.1.2.x   | Apr 2010 | Apr 2018             | Apr 2021              | Indefinite              |
| Crystal Ball 11.1.1.x  | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| Crystal Ball 11.1.2.x *  | Apr 2010 | Apr 2018             | Apr 2021              | Indefinite              |
| Oracle Integrated Margin Planning 11.1.2.x   | Apr 2010 | Apr 2015             | Apr 2018              | Indefinite              |
| Oracle Strategic Operational Planning 11.1.2.x   | Apr 2010 | Apr 2015             | Apr 2018              | Indefinite              |
| <b>System 9 Products</b>   |          |                      |                       |                         |
| Application Link 9.0.x   | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Application Link 9.2.x   | Jun 2006 | Jun 2009             | Not Available         | Indefinite              |
| Business Intelligence + 9.0.x  | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Business Intelligence + 9.2.x  | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Business Intelligence 9.3.x  | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Business Intelligence Analytic Services (including AIS, AAS, High Availability Services) 9.0.x   | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Business Intelligence + Analytic Services (including AIS, AAS, High Availability Services) 9.2.x | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Business Intelligence + Analytic Services (including AIS, AAS, High Availability Services) 9.3.x | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Business Intelligence + Application Builder (J2EE and .NET) 9.0.x                                | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Business Intelligence + Application Builder (J2EE and .NET) 9.2.x                                | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |

\* Premier Support for "PSI Technology Extreme Speed feature" of Crystal Ball 11.1.2.x products ends April 2018 and no Extended Support is available. This includes, but is not limited to, Crystal Ball Professional, Crystal Ball Premium, Oracle Crystal Ball Decision Optimizer, Oracle Crystal Ball Suite, Crystal Ball Classroom Student Edition, and Crystal Ball Classroom Faculty Edition.

### Oracle's Hyperion Releases (continued)

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Capital Expense Planning 4.1.x                  | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Capital Expense Planning 9.2.x                  | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Capital Expense Planning 9.3.x                  | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Data Integration Management 9.0.x               | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Data Integration Management 9.2.x               | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Data Integration Management 9.3.x               | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Enterprise Metrics 9.0.x                        | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Enterprise Metrics 9.2.x                        | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Enterprise Metrics 9.3.x                        | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Essbase (includes EAS, EIS, EDS, and ESS) 9.0.x | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Essbase (includes EAS, EIS, EDS, and ESS) 9.2.x | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Essbase (includes EAS, EIS, EDS, and ESS) 9.3.x | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Financial Data Quality Management 9.0.x         | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Financial Data Quality Management 9.2.x         | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Financial Data Quality Management 9.3.x         | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Financial Management 4.1.x                      | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Financial Management 9.2.x                      | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Financial Management 9.3.x                      | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| License Server 9.0.x                            | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| License Server 9.2.x                            | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| License Server 9.3.x                            | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Master Data Management 9.0.x                    | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Master Data Management 9.2.x                    | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Master Data Management 9.3.x                    | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Performance Scorecard 9.0.x                     | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Performance Scorecard 9.2.x                     | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Performance Scorecard 9.3.x                     | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |

## Oracle's Hyperion Releases (continued)

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Planning Standard Edition 4.1.x                   | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Planning Standard Edition 9.2.x                   | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Planning Standard Edition 9.3.x                   | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Shared Services 9.0.x                             | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Shared Services 9.2.x                             | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Shared Services 9.3.x                             | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Smart View 9.0.x                                  | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Smart View 9.2.x                                  | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Smart View 9.3.x                                  | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Strategic Finance 4.1.x                           | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Strategic Finance 9.2.x                           | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Strategic Finance 9.3.x                           | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Workforce Planning 4.1.x                          | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Workforce Planning 9.2.x                          | Jun 2006 | Jun 2010             | Not Available         | Indefinite              |
| Workforce Planning 9.3.x                          | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| <b>Pre-System 9 Products</b>                      |          |                      |                       |                         |
| Analyzer 7.2.1.x                                  | Apr 2005 | Sep 2008             | Sep 2009              | Indefinite              |
| Analyzer 7.2.5.x                                  | Mar 2006 | Sep 2008             | Sep 2009              | Indefinite              |
| Application Link 7.x                              | Jun 2004 | Sep 2008             | Sep 2009              | Jun 2010                |
| Hub 7.2.5.x                                       | Mar 2006 | Sep 2008             | Sep 2009              | Indefinite              |
| Remote Authentication Module 7.2.5.x              | Mar 2006 | Sep 2008             | Sep 2009              | Indefinite              |
| Application Builder (J2EE and .NET) 7.2.x         | Jan 2005 | Sep 2008             | Sep 2009              | Indefinite              |
| Business Modeling 4.0.5.x                         | Jun 2006 | Sep 2008             | Not Available         | Indefinite              |
| Business Rules 4.0.2.x                            | Dec 2005 | Sep 2008             | Sep 2009              | Indefinite              |
| Central 7.x                                       | Jul 2004 | Not Available        | Not Available         | Indefinite              |
| Essbase (includes EAS, EIS, EDS, and ESS) 7.1.6.x | Aug 2006 | Sep 2008             | Sep 2009              | Indefinite              |

## Oracle's Hyperion Releases (continued)

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Financial Management 4.0.2.x                       | Dec 2005 | Sep 2008             | Sep 2009              | Indefinite              |
| Financial Management 4.0.5.x                       | Mar 2006 | Sep 2008             | Sep 2009              | Indefinite              |
| Intelligence 8.5.0.x                               | Feb 2006 | Sep 2008             | Sep 2009              | Indefinite              |
| Metrics Builder 7.3.x                              | Jan 2005 | Sep 2008             | Sep 2009              | Indefinite              |
| Objects 7.0.2.x                                    | Oct 2004 | Sep 2008             | Sep 2009              | Indefinite              |
| Planning Standard Edition 4.0.2.x                  | Dec 2005 | Sep 2008             | Sep 2009              | Indefinite              |
| Planning Standard Edition 4.0.5.x                  | Mar 2006 | Sep 2008             | Sep 2009              | Indefinite              |
| Planning 4.0.2.x                                   | Dec 2005 | Sep 2008             | Sep 2009              | Indefinite              |
| Planning 4.0.5.x                                   | Mar 2006 | Sep 2008             | Sep 2009              | Indefinite              |
| Performance Scorecard 4.0.1.x                      | Apr 2005 | Sep 2008             | Sep 2009              | Indefinite              |
| Performance Scorecard 4.0.5.x                      | Mar 2006 | Sep 2008             | Sep 2009              | Indefinite              |
| Reports 7.2.5.x                                    | Mar 2006 | Sep 2008             | Sep 2009              | Indefinite              |
| Reports 7.2.1.x                                    | Apr 2005 | Sep 2008             | Sep 2009              | Indefinite              |
| SQR 8.5.0.x  | Feb 2006 | Sep 2008             | Sep 2009              | Indefinite              |
| <b>Other Products</b>                              |          |                      |                       |                         |
| Enterprise 6.3.1.x                                 | Aug 2004 | Sep 2008             | Not Available         | Indefinite              |
| Enterprise 6.4.x                                   | Aug 2005 | Aug 2010             | Not Available         | Indefinite              |
| Enterprise 6.5.x                                   | Apr 2008 | Apr 2013             | Not Available         | Indefinite              |
| Enterprise Reporting 3.9.1.x                       | Aug 2004 | Sep 2008             | Not Available         | Indefinite              |
| Enterprise Reporting 6.4.x                         | Aug 2005 | Aug 2010             | Not Available         | Indefinite              |
| Enterprise Reporting 6.5.x                         | Apr 2008 | Apr 2013             | Not Available         | Indefinite              |
| Enterprise Financial Data Quality Management 7.2.x | Nov 2006 | Aug 2010             | Not Available         | Indefinite              |
| Pillar 5.7.11.x                                    | Jun 2007 | Sep 2008             | Not Available         | Indefinite              |

For more-detailed information on bug fix and patch release policies, please refer to the Oracle Enterprise Performance Management Software Error Correction Policy (Oracle Support Document 1617238.1).

Unless otherwise noted, indefinite Sustaining Support will continue to be provided for the latest service pack update of all product releases not listed above.

Hyperion components (including, but not limited to, components such as Hyperion Foundation Services, Oracle Hyperion Enterprise Performance Management Architect, Oracle Hyperion Smart View for Office, and Oracle Smart Space) are supported according to the timeline noted above for the release of the product with which the component(s) were shipped.

For additional information, please visit <http://www.oracle.com/us/support/lifetime-support/index.html>

## Oracle's HyperRoll Releases

| Release                       | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-------------------------------|----------|----------------------|-----------------------|-------------------------|
| HyperRoll 4.2.3.x             | Jun 2006 | Nov 2011             | Not Available         | Jul 2012                |
| HyperRoll 5.1.1.x             | Dec 2007 | Nov 2011             | Not Available         | Jul 2012                |
| HyperRoll 5.1.3.x             | Dec 2008 | Nov 2011             | Not Available         | Jul 2012                |
| HyperRoll Financial Suite 1.x | Dec 2008 | Nov 2011             | Not Available         | Jul 2012                |

## Oracle's Crystal Ball Releases

| Release   | GA Date       | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|---------------|----------------------|-----------------------|-------------------------|
| Crystal Ball 5.x and earlier                    | Not Available | Not Available        | Not Available         | Not Available           |
| Crystal Ball 7.0.0                              | Sep 2004      | Not Available        | Not Available         | Jun 2009                |
| Crystal Ball 7.0.1                              | Sep 2004      | Not Available        | Not Available         | Jun 2009                |
| Crystal Ball 7.1.0                              | Mar 2005      | Not Available        | Not Available         | Jun 2009                |
| Crystal Ball 7.1.1                              | May 2005      | Not Available        | Not Available         | Jun 2009                |
| Crystal Ball 7.1.2                              | Aug 2005      | Not Available        | Not Available         | Jun 2009                |
| Crystal Ball 7.2.0                              | Sep 2005      | Not Available        | Not Available         | Jun 2009                |
| Crystal Ball 7.2.1                              | Feb 2006      | Not Available        | Not Available         | Jun 2009                |
| Crystal Ball 7.2.2                              | Mar 2006      | Not Available        | Not Available         | Jun 2010                |
| Crystal Ball 7.3.0                              | Mar 2007      | Not Available        | Not Available         | Jun 2009                |
| Crystal Ball 7.3.x                              | Aug 2007      | Dec 2009             | Not Available         | Indefinite              |
| Crystal Ball Real Option Analysis Toolkit 2.1.x | Jun 2004      | Not Available        | Not Available         | May 2009                |
| <b>Oracle Branded Releases</b>                  |               |                      |                       |                         |
| Oracle Crystal Ball 11.1.1.x                    | Jul 2008      | Jul 2013             | Not Available         | Indefinite              |

### Oracle's Contact Center Anywhere Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| CallCenterAnywhere Service Provider Edition 6    | Mar 2002 | Mar 2007             | Not Available         | Indefinite              |
| CallCenterAnywhere Enterprise Edition 6          | Mar 2002 | Mar 2007             | Not Available         | Indefinite              |
| CallCenterAnywhere Service Provider Edition 7.1x | Dec 2003 | Jun 2008             | Not Available         | Indefinite              |
| CallCenterAnywhere Enterprise Edition 7.1x       | Dec 2003 | Jun 2008             | Not Available         | Indefinite              |
| CallCenterAnywhere Outsourcer Edition 7.2        | Sep 2005 | Jun 2007             | Not Available         | Indefinite              |
| CallCenterAnywhere Enterprise Edition 7.2        | Sep 2005 | Jun 2007             | Not Available         | Indefinite              |
| Contact Center Anywhere 8.1                      | Apr 2007 | May 2012             | May 2015              | 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 Transportation Management (Formerly Global Logistics) / Global Trade Management Releases

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| G-Log GC <sup>3</sup> 4.0                               | May 2003 | Sep 2005             | Jun 2006              | Indefinite              |
| G-Log GC <sup>3</sup> 4.5                               | Jun 2004 | Oct 2006             | Not Available         | Indefinite              |
| Transportation Management 5.0                           | Jul 2005 | Jul 2007             | Not Available         | Indefinite              |
| Transportation Management 5.5                           | May 2006 | Nov 2010             | Nov 2013              | Indefinite              |
| Transportation Management 6.0                           | May 2009 | May 2014             | Not Available         | Indefinite              |
| Transportation Management / Global Trade Management 6.1 | Dec 2009 | Dec 2014             | Dec 2017              | Indefinite              |
| Transportation Management / Global Trade Management 6.2 | Dec 2010 | Dec 2015             | Dec 2018              | Indefinite              |
| Transportation Management / Global Trade Management 6.3 | Dec 2012 | Dec 2017             | Dec 2020              | Indefinite              |
| Transportation Management / Global Trade Management 6.4 | Aug 2015 | Aug 2020             | Aug 2023              | Indefinite              |

For releases earlier than the latest release, customers can use upgrade scripts to move to the latest release that has a direct path to Oracle Fusion Applications. We will evaluate all other upgrade path requests based on customer requirements. For more detailed information on 6.4 bug fix and patch release policies, please refer to the "Error Correction Support Policy" (Doc 2057317.1)

## Oracle Financial Services Applications Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Advanced Analytical Applications 8.0 *1                                | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Analytical Applications Reconciliation Framework 8.0                   | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Asset and Liability Management Applications 8.0 *2                     | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Balance Sheet Planning 8.0   | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Behavior Detection Applications 8.0 *3                                 | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Budgeting and Planning 4.5   | Jul 2000 | Jul 2010             | Jul 2011              | Indefinite              |
| Capital Adequacy Applications 8.0 *4                                   | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Compliance Regulatory Reporting Applications 8.0 *5                    | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Credit Risk Management Applications 8.0                                | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Customer Analytics Applications 8.0                                    | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Data Integration Hub 8.0   | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Data Integration Hub Oracle Banking Base Interface 8.0                 | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Data Integration Hub Oracle Data Relationship Management Interface 8.0 | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Data Integration Hub Oracle FLEXCUBE Interface 8.0                     | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Enterprise Stress Testing and Capital Planning Applications 8.0 *6     | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Financial Services Data Foundation 8.0                                 | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Financial Data Manager 4.5   | Jul 2000 | Jul 2011             | Jul 2012              | Indefinite              |
| Financial Services Analytical Applications Infrastructure 7.0 - 7.1    | Oct 2009 | Oct 2014             | Not Available         | Indefinite              |
| Financial Services Analytical Applications Infrastructure 7.2          | Aug 2010 | Aug 2015             | Aug 2018              | Indefinite              |
| Financial Services Analytical Applications Infrastructure 7.3          | Feb 2012 | Feb 2017             | Feb 2020              | Indefinite              |
| Financial Services Asset Liability Management 5.0 - 5.1                | Oct 2009 | Oct 2014             | Not Available         | Indefinite              |
| Financial Services Asset Liability Management 5.2                      | Oct 2010 | Oct 2015             | Oct 2018              | Indefinite              |
| Financial Services Asset Liability Management 6.0                      | Mar 2012 | Mar 2017             | Mar 2020              | Indefinite              |
| Financial Services Asset Liability Management 6.1                      | Feb 2013 | Feb 2018             | Feb 2021              | Indefinite              |
| Financial Services Asset Liability Management Analytics 4.5            | Apr 2008 | Apr 2013             | Not Available         | Indefinite              |
| Financial Services Asset Liability Management Analytics 5.1            | Mar 2010 | Mar 2015             | Not Available         | Indefinite              |
| Financial Services Asset Liability Management Analytics 5.2            | Jun 2011 | Jun 2016             | Jun 2019              | Indefinite              |
| Financial Services Asset Liability Management Analytics 6.1            | Feb 2013 | Feb 2018             | Feb 2021              | Indefinite              |
| Financial Services Balance Sheet Planning 5.0                          | Mar 2010 | Mar 2015             | Not Available         | Indefinite              |
| Financial Services Balance Sheet Planning 5.2                          | Oct 2010 | Oct 2015             | Oct 2018              | Indefinite              |
| Financial Services Data Warehouse 5.2                                  | Dec 2010 | Dec 2015             | Dec 2018              | Indefinite              |
| Financial Services Data Warehouse 7.3                                  | Apr 2012 | Apr 2017             | Apr 2020              | Indefinite              |
| Financial Services Funds Transfer Pricing 5.0 - 5.1                    | Oct 2009 | Oct 2014             | Not Available         | Indefinite              |

### Oracle Financial Services Applications Releases (continued)

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Financial Services Funds Transfer Pricing 5.2                         | Oct 2010 | Oct 2015             | Oct 2018              | Indefinite              |
| Financial Services Funds Transfer Pricing 6.0                         | Mar 2012 | Mar 2017             | Mar 2020              | Indefinite              |
| Financial Services Funds Transfer Pricing 6.1                         | Feb 2013 | Jan 2018             | Jan 2021              | Indefinite              |
| Financial Services Hedge Management and IFRS Valuations 5.5           | Apr 2011 | Apr 2016             | Apr 2019              | Indefinite              |
| Financial Services Hedge Management and IFRS Valuations 6.0           | Mar 2012 | Mar 2017             | Mar 2020              | Indefinite              |
| Financial Services Hedge Management and IFRS Valuations 6.1           | Feb 2013 | Jan 2018             | Jan 2021              | Indefinite              |
| Financial Services Pricing Management 5.1                             | Feb 2010 | Feb 2015             | Not Available         | Indefinite              |
| Financial Services Pricing Management 5.2                             | Apr 2011 | Apr 2016             | Apr 2019              | Indefinite              |
| Financial Services Pricing Management, Transfer Pricing Component 6.0 | Mar 2012 | Mar 2017             | Mar 2020              | Indefinite              |
| Financial Services Pricing Management, Transfer Pricing Component 6.1 | Feb 2013 | Jan 2018             | Jan 2021              | Indefinite              |
| Financial Services Profitability Analytics 4.5                        | Apr 2008 | Apr 2013             | Not Available         | Indefinite              |
| Financial Services Profitability Analytics 5.1                        | Mar 2010 | Mar 2015             | Not Available         | Indefinite              |
| Financial Services Profitability Analytics 5.6                        | Sep 2011 | Sep 2016             | Sep 2019              | Indefinite              |
| Financial Services Profitability Analytics 6.1                        | Feb 2013 | Feb 2018             | Feb 2021              | Indefinite              |
| Financial Services Profitability Management 5.0 - 5.1                 | Oct 2009 | Oct 2014             | Not Available         | Indefinite              |
| Financial Services Profitability Management 5.2                       | Oct 2010 | Oct 2015             | Oct 2018              | Indefinite              |
| Financial Services Profitability Management 6.0                       | Mar 2012 | Mar 2017             | Mar 2020              | Indefinite              |
| Financial Services Profitability Management 6.1                       | Feb 2013 | Feb 2018             | Feb 2021              | Indefinite              |



## Oracle Financial Services Applications Releases (continued)

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Financial Services Data Foundation 8.0                                     | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Governance, Risk and Compliance Applications 8.0 <sup>*7</sup>             | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Insurance Data Foundation 7.3 (formerly Oracle Insurance Data Warehouse)   | Jan 2013 | Jan 2018             | Jan 2021              | Indefinite              |
| Insurance Data Foundation 8.0  | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Insurance Performance Insight for General Insurance 8.0                    | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| International Financial Reporting Standards Applications 8.0 <sup>*8</sup> | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Performance Analyzer 4.5   | Jul 2000 | Jul 2011             | Jul 2012              | Indefinite              |
| Pricing Management Applications 8.0  | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Profitability Applications 8.0 <sup>*9</sup>                               | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Risk Manager 4.5   | Jul 2000 | Jul 2011             | Jul 2012              | Indefinite              |
| Transfer Pricing 4.5   | Jul 2000 | Jul 2011             | Jul 2012              | Indefinite              |
| Transfer Pricing Online 4.5  | Jul 2000 | Jul 2005             | Not Available         | Indefinite              |
| Treasury Risk Applications 8.0 <sup>*10</sup>                              | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |

<sup>\*1</sup>Includes the following: Analytical Applications Infrastructure, Enterprise Modeling, Inline Processing Engine

<sup>\*2</sup> Includes the following: Asset Liability Management, Asset Liability Management Analytics

<sup>\*3</sup> Includes the following: Personal Trading Approval ,Currency Transaction Reporting, Currency Transaction Reporting Analytics, Foreign Account Tax Compliance Act Management, Anti Money Laundering and Fraud Analytics, Anti Money Laundering Enterprise Edition, Fraud, Fraud Enterprise Edition, Know Your Customer, Broker Compliance, Broker Compliance Enterprise Edition, Trading Compliance, Trading Compliance Enterprise Edition, Trade Blotter, Trading and Broker Compliance Analytics, Energy and Commodity Trading Compliance, Energy and Commodity Trading Compliance Analytics, Enterprise Case Management

<sup>\*4</sup> Includes the following: Basel Regulatory Capital Basic, Basel Regulatory Capital Analytics, Basel Regulatory Capital Internal Ratings Based Approach, Economic Capital Advanced, Operational Risk Economic Capital, Retail Portfolio Risk Models and Pooling

<sup>\*5</sup> Includes the following: Regulatory Reporting, Regulatory Reporting Electronic Filing

<sup>\*6</sup> Includes the following: ICAAP Analytics, Enterprise Stress Testing and Capital Planning Analytics

<sup>\*7</sup> Includes the following: Model Risk Management, Enterprise Risk Assessment, Operational Risk Standard Edition, Operational Risk Enterprise Edition, Operational Risk Analytics, Governance and Compliance Management

<sup>\*8</sup> Includes the following: Hedge Management and IFRS Valuations, Loan Loss Forecasting and Provisioning

<sup>\*9</sup> Includes the following: Funds Transfer Pricing, Profitability Management, Enterprise Financial Performance Analytics, Institutional Performance Analytics, Retail Performance Analytics

<sup>\*10</sup> Includes the following: Liquidity Risk Management, Market Risk, Market Risk Analytics

## Oracle Revenue Management and Billing for Financial Services Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Oracle Revenue Management and Billing for Insurance 2.2.0.x      | Dec 2008 | Dec 2013             | Not Available         | Indefinite              |
| Oracle Revenue Management and Billing for Insurance 2.2.1.x      | Sep 2009 | Sep 2014             | Not Available         | Indefinite              |
| Oracle Revenue Management and Billing for Insurance 2.2.2.x      | May 2010 | May 2015             | Not Available         | Indefinite              |
| Oracle Revenue Management and Billing for Insurance 2.2.3.x      | Jan 2011 | Jan 2016             | Not Available         | Indefinite              |
| Oracle Insurance Revenue Management and Billing 2.2.4.x          | Dec 2011 | Dec 2016             | Not Available         | Indefinite              |
| Oracle Revenue Management and Billing for Banking 2.2.0.x        | Dec 2008 | Dec 2013             | Not Available         | Indefinite              |
| Oracle Revenue Management and Billing for Banking 2.2.1.x        | Sep 2009 | Sep 2014             | Not Available         | Indefinite              |
| Oracle Revenue Management and Billing for Banking 2.2.2.x        | May 2010 | May 2015             | Not Available         | Indefinite              |
| Oracle Revenue Management and Billing for Banking 2.2.3.x        | Jan 2011 | Jan 2016             | Not Available         | Indefinite              |
| Oracle Financial Services Revenue Management and Billing 2.2.4.x | Dec 2011 | Dec 2016             | Not Available         | Indefinite              |
| Oracle Financial Services Revenue Management and Billing 2.3.0.x | Jul 2014 | Jul 2019             | Not Available         | Indefinite              |
| Oracle Financial Services Revenue Management and Billing 2.4.0.x | May 2015 | May 2020             | Not Available         | Indefinite              |
| Oracle Financial Services Revenue Management and Billing 2.5.0.x | Oct 2015 | Oct 2020             | Not Available         | 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 Financial Analyzer Release

| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| 6.4     | Jun 2002 | Dec 2009             | Not Available         | 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 Available         | Dec 2010                |

### Oracle Utilities (Formerly SPL WorldGroup and Lodestar) Releases

| Release                               | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------------------------------------|----------|----------------------|-----------------------|-------------------------|
| Advanced Spatial Outage Analytics 2.3 | Sep 2010 | Sep 2015             | Not Available         | Indefinite              |
| Analytics Dashboards 2.5.x            | Dec 2013 | Dec 2018             | Not Available         | Indefinite              |
| Analytics Dashboards 2.6.x            | Apr 2016 | Apr 2021             | Not Available         | Indefinite              |
| Billing Component 1.5x                | Oct 2008 | Oct 2013             | Not Available         | Indefinite              |
| Billing Component 1.6x                | Mar 2010 | Mar 2019             | Mar 2022              | Indefinite              |
| Billing Component 3.5                 | Nov 2003 | Nov 2008             | Not Available         | Indefinite              |
| Billing Component 3.7                 | Aug 2003 | Nov 2008             | Not Available         | Indefinite              |
| Billing Component 4.0                 | Jul 2004 | Jul 2010             | Not Available         | Indefinite              |
| Billing Component 4.5                 | Jun 2006 | Mar 2012             | Not Available         | Indefinite              |
| Business Intelligence 2.0.x           | Dec 2006 | Dec 2011             | Not Available         | Indefinite              |
| Business Intelligence 2.2.x           | Sep 2008 | Sep 2013             | Not Available         | Indefinite              |
| Business Intelligence 2.3.x           | Sep 2010 | Sep 2015             | Not Available         | Indefinite              |
| Business Intelligence 2.4.x           | Dec 2011 | Dec 2016             | Not Available         | Indefinite              |
| Customer Care and Billing 1.4.x       | Jul 2002 | Jul 2007             | Not Available         | Indefinite              |
| Customer Care and Billing 1.5.10      | Apr 2004 | Jun 2009             | Not Available         | Indefinite              |
| Customer Care and Billing 1.5.15      | Mar 2005 | Jun 2009             | Not Available         | Indefinite              |
| Customer Care and Billing 1.5.20      | Apr 2006 | Jun 2012             | Not Available         | Indefinite              |
| Customer Care and Billing 2.0.x       | Sep 2006 | Sep 2011             | Sep 2014              | Indefinite              |
| Customer Care and Billing 2.1.x       | May 2007 | May 2012             | May 2015              | Indefinite              |
| Customer Care and Billing 2.2.x       | Apr 2008 | Apr 2013*            | Apr 2016              | Indefinite              |
| Customer Care and Billing 2.3.x       | Dec 2009 | Jun 2016             | Jun 2018              | Indefinite              |

### Oracle Utilities (Formerly SPL WorldGroup and Lodestar) Releases (continued)

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Customer Care and Billing 2.4.x                       | Nov 2012 | Nov 2017             | Nov 2020              | Indefinite              |
| Customer Care and Billing 2.5.x                       | Apr 2015 | Apr 2020             | Apr 2023              | Indefinite              |
| Customer Self Service 2.0.x                           | Sep 2011 | Sep 2016             | Not Available         | Indefinite              |
| Customer Self Service 2.1.x                           | Oct 2013 | Oct 2018             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling 1.10.0.x               | Jul 2006 | Jul 2011             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling 1.10.1.x               | Mar 2007 | Jul 2011             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling Geo Code Server 3.1.x  | Jul 2005 | Jul 2010             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling Geo Code Server 3.2.x  | Feb 2007 | Jul 2012             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling Map Editor 1.0.x       | Apr 2004 | Jul 2009             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling Map Editor 1.1.x       | Feb 2007 | Jul 2012             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling Planner 6.1.x          | Sep 2004 | Jun 2009             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling Planner 8.2.x          | Nov 2004 | Jun 2010             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling Planner 8.3.x          | Jan 2005 | Jun 2009             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling Planner 9.1.x          | Jun 2005 | Jun 2011             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling Planner 9.2.x          | Mar 2006 | Jun 2010             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling Resource Manager 2.3.x | Feb 2006 | Jul 2011             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling Resource Manager 3.0.x | Feb 2006 | Jul 2011             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling Resource Manager 3.1.x | Nov 2006 | Jul 2011             | Not Available         | Indefinite              |
| Enterprise Realtime Scheduling Resource Manager 4.0.x | Feb 2007 | Jul 2012             | Not Available         | Indefinite              |
| Extractors and Schema 2.5.x                           | Dec 2013 | Dec 2018             | Not Available         | Indefinite              |
| Extractors and Schema 2.6.x                           | Apr 2016 | Apr 2021             | Not Available         | Indefinite              |
| Load Analysis 1.10.x                                  | Aug 2010 | Aug 2015             | Not Available         | Indefinite              |
| Load Analysis 1.11.x                                  | Jul 2011 | Mar 2019             | Not Available         | Indefinite              |
| Load Analysis 1.9.x                                   | Jan 2009 | Jan 2014             | Not Available         | Indefinite              |
| Load Analysis 9.0                                     | Oct 2004 | Oct 2009             | Not Available         | Indefinite              |
| Load Analysis 9.1                                     | Sep 2006 | Sep 2011             | Not Available         | Indefinite              |
| Load Profiling and Settlement 1.5x                    | Oct 2008 | Oct 2013             | Not Available         | Indefinite              |
| Load Profiling and Settlement 1.6.x                   | Mar 2010 | Mar 2019             | Mar 2022              | Indefinite              |
| Load Profiling and Settlement 3.5                     | Nov 2002 | Nov 2008             | Not Available         | Indefinite              |
| Load Profiling and Settlement 3.7                     | Aug 2003 | Nov 2008             | Not Available         | Indefinite              |
| Load Profiling and Settlement 4.0                     | Jul 2004 | Jul 2010             | Not Available         | Indefinite              |
| Load Profiling and Settlement 4.5                     | Jun 2006 | Mar 2012             | Not Available         | Indefinite              |

## Oracle Utilities (Formerly SPL WorldGroup and Lodestar) Releases (continued)

| Release                                      | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Meter Data Management 1.5x                   | Oct 2008 | Oct 2013             | Not Available         | Indefinite              |
| Meter Data Management 1.6.x                  | Mar 2010 | Mar 2019             | Mar 2022              | Indefinite              |
| Meter Data Management 2.0.x                  | Aug 2010 | Aug 2015             | Not Available         | Indefinite              |
| Meter Data Management 2.1.x                  | Jan 2013 | Jan 2018             | Jan 2021              | Indefinite              |
| Meter Data Management 4.5                    | Jun 2006 | Mar 2012             | Not Available         | Indefinite              |
| Mobile Workforce Management 1.2.x            | Dec 1997 | Dec 2008             | Not Available         | Indefinite              |
| Mobile Workforce Management 1.3.x            | Nov 2003 | Dec 2009             | Not Available         | Indefinite              |
| Mobile Workforce Management 1.4.2.4          | Jan 2006 | Dec 2010             | Not Available         | Indefinite              |
| Mobile Workforce Management 1.4.2.5          | Sep 2006 | Dec 2010             | Not Available         | Indefinite              |
| Mobile Workforce Management 1.4.5            | Mar 2007 | Jan 2011             | Not Available         | Indefinite              |
| Mobile Workforce Management 1.5.x            | Apr 2008 | Apr 2013             | Apr 2016              | Indefinite              |
| Mobile Workforce Management 2.0.x            | Apr 2010 | Apr 2015             | Not Available         | Indefinite              |
| Mobile Workforce Management 2.1.x            | Dec 2011 | Dec 2016             | Not Available         | Indefinite              |
| Mobile Workforce Management 2.2.x            | Mar 2014 | Mar 2019             | Not Available         | Indefinite              |
| Mobile Workforce Management 2.3.x            | Mar 2016 | Mar 2021             | Not Available         | Indefinite              |
| Network Management System 1.10.x             | Jun 2010 | Jun 2015             | Jun 2018              | Indefinite              |
| Network Management System 1.11.x             | Jul 2011 | Jul 2016             | Jul 2019              | Indefinite              |
| Network Management System 1.12.x             | Dec 2013 | Dec 2018             | Dec 2021              | Indefinite              |
| Network Management System 1.6.5.x            | Jul 2003 | Mar 2010             | Mar 2013              | Indefinite              |
| Network Management System 1.7.x              | Aug 2006 | Aug 2011             | Aug 2014              | Indefinite              |
| Network Management System 1.8.x              | Oct 2007 | Oct 2012             | Oct 2015              | Indefinite              |
| Network Management System 1.9.x              | Mar 2009 | Mar 2014             | Mar 2017              | Indefinite              |
| Network Management System 1.6.1.x            | Sep 2002 | Mar 2008             | Not Available         | Indefinite              |
| Operational Device Management 2.0.x          | Jul 2012 | Jul 2017             | Not Available         | Indefinite              |
| Oracle Real-Time Scheduler 1.11.0            | Mar 2008 | Mar 2013             | Not Available         | Indefinite              |
| Oracle Real-Time Scheduler 1.12.0            | Apr 2008 | Mar 2013             | Mar 2016              | Indefinite              |
| Oracle Real-Time Scheduler 1.13.x            | Apr 2009 | Apr 2014             | Apr 2017              | Indefinite              |
| Oracle Real-Time Scheduler 2.1.x             | Jan 2012 | Jan 2017             | Not Available         | Indefinite              |
| Oracle Real-Time Scheduler 2.2.x             | Mar 2014 | Mar 2019             | Not Available         | Indefinite              |
| Oracle Real-Time Scheduler 2.3.x             | Mar 2016 | Mar 2021             | Not Available         | Indefinite              |
| Outage Analytics 2.3                         | Sep 2010 | Sep 2015             | Not Available         | Indefinite              |
| PeopleSoft Enterprise Revenue Management 8.8 | Mar 2003 | Jun 2009             | Not Available         | Indefinite              |

### Oracle Utilities (Formerly SPL WorldGroup and Lodestar) Releases (continued)

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| PeopleSoft Enterprise Revenue Management 8.9   | Jun 2004 | Dec 2010             | Not Available         | Indefinite              |
| PeopleSoft Enterprise Revenue Management 8.95  | Jun 2005 | Dec 2010             | Not Available         | Indefinite              |
| Portfolio Management 1.5x  | Oct 2008 | Oct 2013             | Not Available         | Indefinite              |
| Portfolio Management 1.6.x   | Mar 2010 | Mar 2019             | Mar 2022              | Indefinite              |
| Portfolio Management 4.10  | Oct 2005 | Jul 2010             | Not Available         | Indefinite              |
| Portfolio Management 4.5   | Jun 2006 | Mar 2012             | Not Available         | Indefinite              |
| Quotations Management 1.5x   | Oct 2008 | Oct 2013             | Not Available         | Indefinite              |
| Quotations Management 1.6x   | Mar 2010 | Mar 2019             | Mar 2022              | Indefinite              |
| Quotations Management 3.5  | Nov 2002 | Nov 2008             | Not Available         | Indefinite              |
| Quotations Management 3.7  | Aug 2003 | Nov 2008             | Not Available         | Indefinite              |
| Quotations Management 4.0  | Jul 2004 | Jul 2010             | Not Available         | Indefinite              |
| Quotations Management 4.5  | Jun 2006 | Mar 2012             | Not Available         | Indefinite              |
| Rate Management 1.5x   | Oct 2008 | Oct 2013             | Not Available         | Indefinite              |
| Rate Management 1.6x   | Mar 2010 | Mar 2019             | Mar 2022              | Indefinite              |
| Rate Management 3.5  | Nov 2002 | Nov 2008             | Not Available         | Indefinite              |
| Rate Management 3.7  | Aug 2003 | Nov 2008             | Not Available         | Indefinite              |
| Rate Management 4.0  | Jul 2004 | Jul 2010             | Not Available         | Indefinite              |
| Rate Management 4.5  | Jun 2006 | Mar 2012             | Not Available         | Indefinite              |
| Smart Grid Gateway (SGG) 2.0   | Jan 2011 | Jan 2016             | Not Available         | Indefinite              |
| Smart Grid Gateway (SGG) 2.1.x   | Jul 2013 | Jan 2018             | Jan 2021              | Indefinite              |
| Smart Grid Gateway (SGG) Adapters 2.0  | Varies   | Jan 2016             | Not Available         | Indefinite              |
| Smart Grid Gateway (SGG) Adapters 2.1.x  | Varies   | Jan 2018             | Jan 2021              | Indefinite              |
| Transaction Management 1.5x  | Oct 2008 | Oct 2013             | Not Available         | Indefinite              |
| Transaction Management 1.6x  | Mar 2010 | Mar 2019             | Mar 2022              | Indefinite              |
| Transaction Management 3.5   | Nov 2002 | Nov 2008             | Not Available         | Indefinite              |
| Transaction Management 3.7   | Aug 2003 | Nov 2008             | Not Available         | Indefinite              |
| Transaction Management 4.0   | Jul 2004 | Jul 2010             | Not Available         | Indefinite              |
| Transaction Management 4.5   | Jun 2006 | Mar 2012             | Not Available         | Indefinite              |
| Utilities Work and Asset Management Connector for Enterprise Resource Planning 2.1.1 | Jun 2016 | Oct 2020             | Oct 2023              | Indefinite              |

### Oracle Utilities (Formerly SPL WorldGroup and Lodestar) Releases (continued)

| Release                         | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------------------------------|----------|----------------------|-----------------------|-------------------------|
| Work and Asset Management 1.6.x | May 2003 | May 2008             | Not Available         | Indefinite              |
| Work and Asset Management 1.7.x | Oct 2005 | Oct 2010             | Not Available         | Indefinite              |
| Work and Asset Management 1.8.x | Oct 2008 | Oct 2013             | Not Available         | Indefinite              |
| Work and Asset Management 1.9.x | Jul 2010 | Jul 2018             | Jul 2021              | Indefinite              |
| Work and Asset Management 2.1.x | May 2015 | May 2020             | Not Available         | Indefinite              |

Unless otherwise noted, support is provided for the latest maintenance update. Previous maintenance updates (3rd digit releases) will be supported for six months after the release date of a new maintenance update. Previous Service Packs (4th digit release) will be supported for three months after the release of a new Service Pack. Single fixes are only available on supported Service Packs. Patch bundles (5th digit release) are only available on supported Service Packs. Releases not detailed within the above chart 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 Available         | Feb 2009                |
| Composer 5.2   | Feb 2007 | Feb 2009             | Not Available         | Feb 2009                |
| Adapter 5.2    | Feb 2007 | Feb 2009             | Not Available         | Feb 2009                |
| Analytics 5.2  | Feb 2007 | Feb 2009             | Not Available         | Feb 2009                |

### Oracle Health Sciences Releases

| Release                                     | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Adverse Event Reporting System 4.3          | Jan 2003 | Apr 2005             | Not Available         | Apr 2008                |
| Adverse Event Reporting System 4.5.0, 4.5.1 | Jul 2004 | Dec 2008             | Not Available         | Dec 2010                |
| Adverse Event Reporting System 4.5.2        | Jul 2005 | Jul 2009             | Not Available         | Jul 2011                |
| Adverse Event Reporting System 4.6.0        | Feb 2007 | Dec 2008             | Not Available         | Dec 2009                |
| Adverse Event Reporting System 4.7          | Jan 2010 | Jan 2015             | Not Available         | Indefinite              |
| Clinical 4.0                                | Aug 2000 | Sep 2005             | Not Available         | Sep 2008                |
| Clinical 4.1                                | Aug 2001 | Sep 2005             | Not Available         | Sep 2008                |
| Clinical 4.5.0                              | Nov 2003 | Dec 2008             | Not Available         | Dec 2010                |
| Clinical 4.5.1                              | Jun 2005 | Aug 2011             | Not Available         | Aug 2013                |

### Oracle Health Sciences Releases (continued)

| Release   | GA Date             | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|---------------------|----------------------|-----------------------|-------------------------|
| Clinical 4.5.2  | Oct 2006            | Aug 2011             | Not Available         | Aug 2013                |
| Clinical 4.5.3  | Dec 2007            | Aug 2011             | Not Available         | Aug 2013                |
| Clinical 4.6.0  | Nov 2009            | Nov 2014             | Not Available         | Indefinite              |
| Clinical 4.6.1 - 4.6.6  | Apr 2011            | Apr 2016             | Not Available         | Indefinite              |
| Clinical 5.0  | Aug 2013            | Aug 2018             | Not Available         | Indefinite              |
| Clinical Development Analytics 3.0  | Nov 2013            | Nov 2018             | Not Available         | Indefinite              |
| Clinical SiteMinder 2.x   | Dec 2003            | Jun 2006             | Not Available         | Jun 2009                |
| Clinical SiteMinder 2.1   | Apr 2005            | Dec 2008             | Not Available         | Dec 2010                |
| Clinical SiteMinder 2.2.0   | Apr 2006            | Dec 2009             | Not Available         | Dec 2010                |
| Clinical TrialMinder 2.x  | Dec 2003            | Jun 2006             | Not Available         | Jun 2009                |
| Clinical TrialMinder 2.1  | Apr 2005            | Dec 2008             | Not Available         | Dec 2010                |
| Clinical TrialMinder 2.2.0  | Apr 2006            | Dec 2009             | Not Available         | Dec 2010                |
| Healthcare Intelligence 5.0   | Aug 2005            | Jun 2010             | Not Available         | Jun 2011                |
| Healthcare Intelligence 5.1   | Oct 2005            | Jun 2010             | Not Available         | Jun 2011                |
| Healthcare Intelligence 5.2   | Apr 2006            | Jun 2010             | Not Available         | Jun 2011                |
| Healthcare Intelligence 5.3   | Feb 2007            | Jun 2010             | Not Available         | Jun 2011                |
| Healthcare Transaction Base 4.4   | Apr 2004            | Oct 2009             | Not Available         | Oct 2010                |
| Healthcare Transaction Base 5.0   | Aug 2005            | Jun 2010             | Not Available         | Jun 2011                |
| Healthcare Transaction Base 5.1   | Oct 2005            | Jun 2010             | Not Available         | Jun 2011                |
| Healthcare Transaction Base 5.2   | Apr 2006            | Jun 2010             | Not Available         | Jun 2011                |
| Healthcare Transaction Base 5.3   | Feb 2007            | Jun 2010             | Not Available         | Jun 2011                |
| Healthcare Transaction Base 6.x   | Aug 2008            | Aug 2015             | Not Available         | Indefinite              |
| Oracle Healthcare Data Repository 7.x   | Apr 2014            | Apr 2019             | Not Available         | Indefinite              |
| Life Sciences Data Hub 2.x  | Jul 2006 - May 2011 | Jan 2018             | Not Available         | Indefinite              |
| Oracle Health Sciences Adverse Event Integration Pack for Oracle Health Sciences InForm and Oracle Health Sciences Argus Safety 1.x | Apr 2013            | Apr 2018             | Not Available         | Indefinite              |
| Oracle Health Sciences Clinical Development Analytics 2.x   | Aug 2010            | Aug 2015             | Not Available         | Indefinite              |
| Oracle Health Sciences Cohort Explorer 1.x  | Aug 2011            | Aug 2016             | Not Available         | Indefinite              |
| Oracle Health Sciences Cohort Explorer 2.x  | May 2012            | May 2017             | Not Available         | Indefinite              |
| Oracle Health Sciences Cohort Explorer 3.x  | Apr 2013            | Apr 2019             | Not Available         | Indefinite              |



## Oracle Health Sciences Releases (continued)

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Oracle Health Sciences Information Gateway 1.x                       | Nov 2010 | Nov 2015             | Not Available         | Indefinite              |
| Oracle Health Sciences Information Gateway 2.x                       | Oct 2012 | Oct 2017             | Not Available         | Indefinite              |
| Oracle Health Sciences Information Manager 1.x                       | Nov 2010 | Nov 2015             | Not Available         | Indefinite              |
| Oracle Health Sciences Information Manager 2.x                       | Oct 2012 | Oct 2017             | Not Available         | Indefinite              |
| Oracle Health Sciences Information Manager 3.x                       | Mar 2015 | Mar 2020             | Not Available         | Indefinite              |
| Oracle Health Sciences Integration Engine 1.x                        | Apr 2011 | Apr 2016             | Not Available         | Indefinite              |
| Oracle Health Sciences Integration Engine 2.x                        | Jul 2013 | Jul 2018             | Not Available         | Indefinite              |
| Oracle Health Sciences Mobile Clinical Research Associate Server 1.x | Dec 2012 | Dec 2017             | Not Available         | Indefinite              |
| Oracle Health Sciences Omics Data Bank 1.x                           | Jan 2012 | Jan 2017             | Not Available         | Indefinite              |
| Oracle Health Sciences Omics Data Bank 2.x                           | May 2012 | May 2017             | Not Available         | Indefinite              |
| Oracle Health Sciences Omics Data Bank 3.x                           | Apr 2013 | Apr 2019             | Not Available         | Indefinite              |
| Oracle Healthcare Analytics Data Integration 1.x                     | Nov 2011 | Nov 2016             | Not Available         | Indefinite              |
| Oracle Healthcare Analytics Data Integration 2.x                     | Jun 2012 | Jun 2017             | Not Available         | Indefinite              |
| Oracle Healthcare Analytics Data Integration 3.x                     | Jun 2014 | Jun 2019             | Not Available         | Indefinite              |
| Oracle Healthcare Data Warehouse Foundation 1.x                      | Feb 2010 | Feb 2015             | Not Available         | Indefinite              |
| Oracle Healthcare Data Warehouse Foundation 2.x                      | Mar 2011 | Mar 2016             | Not Available         | Indefinite              |
| Oracle Healthcare Data Warehouse Foundation 3.x                      | Jun 2011 | Jun 2016             | Not Available         | Indefinite              |
| Oracle Healthcare Data Warehouse Foundation 4.x                      | Aug 2011 | Aug 2016             | Not Available         | Indefinite              |
| Oracle Healthcare Data Warehouse Foundation 5.x                      | Jan 2012 | Jan 2017             | Not Available         | Indefinite              |
| Oracle Healthcare Data Warehouse Foundation 6.x                      | Jun 2014 | Jun 2019             | Not Available         | Indefinite              |
| Oracle Healthcare Master Person Index 1.x                            | Apr 2010 | Apr 2015             | Not Available         | Indefinite              |
| Oracle Healthcare Master Person Index 2.x                            | Jan 2012 | Jan 2017             | Not Available         | Indefinite              |
| Oracle Healthcare Master Person Index 3.x                            | Mar 2015 | Mar 2020             | Not Available         | Indefinite              |
| Oracle Healthcare Provider Supply Chain Analytics 1.x                | Nov 2010 | Nov 2015             | Not Available         | Indefinite              |
| Oracle Operating Room Analytics 1.x                                  | Mar 2010 | Mar 2015             | Not Available         | Indefinite              |
| Oracle Remote Data Capture 4.6.0                                     | Nov 2009 | Nov 2014             | Not Available         | Indefinite              |
| Oracle Remote Data Capture 4.6.2                                     | Apr 2011 | Apr 2016             | Not Available         | Indefinite              |
| Oracle Remote Data Capture 5.0                                       | Aug 2013 | Aug 2018             | Not Available         | Indefinite              |

### Oracle Health Sciences Releases (continued)

| Release                           | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-----------------------------------|----------|----------------------|-----------------------|-------------------------|
| Thesaurus Management System 4.x   | Aug 2000 | Sep 2005             | Not Available         | Sep 2008                |
| Thesaurus Management System 4.5.0 | Oct 2003 | Dec 2008             | Not Available         | Dec 2010                |
| Thesaurus Management System 4.5.1 | Mar 2005 | Dec 2008             | Not Available         | Dec 2010                |
| Thesaurus Management System 4.5.2 | Jun 2005 | Aug 2011             | Not Available         | Aug 2013                |
| Thesaurus Management System 4.6.0 | Sep 2006 | Aug 2011             | Not Available         | Aug 2013                |
| Thesaurus Management System 4.6.1 | Nov 2009 | Nov 2014             | Not Available         | Indefinite              |
| Thesaurus Management System 4.6.2 | Apr 2011 | Apr 2016             | Not Available         | Indefinite              |
| Thesaurus Management System 5.0   | Aug 2013 | Aug 2018             | Not Available         | Indefinite              |

## Oracle's Phase Forward Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Adapter 1.2  | Jun 2006 | Oct 2012             | Not Available         | Indefinite              |
| Adapter 1.3  | Dec 2008 | Feb 2018             | Not Available         | Indefinite              |
| AERS Signal Management 1.0   | Jul 2007 | Dec 2012             | Not Available         | Indefinite              |
| CDC CDR & SCE 3.0 Clinical Development Center Clinical Data Repository Statistical Computing Environment | Apr 2010 | Dec 2016             | Not Available         | Indefinite              |
| CDC CDR 3.0  | Apr 2010 | Dec 2016             | Not Available         | Indefinite              |
| CDC SCE 2.5  | Feb 2008 | Feb 2011             | Not Available         | Indefinite              |
| CDC SCE 2.5.1  | Sep 2008 | Apr 2012             | Not Available         | Indefinite              |
| CDC SCE 2.5.1.1  | Feb 2009 | Apr 2012             | Not Available         | Indefinite              |
| CDC SCE 3.0  | Apr 2010 | Dec 2016             | Not Available         | Indefinite              |
| CDC SCE/CDR 2.1.3  | Jul 2007 | Apr 2012             | Not Available         | Indefinite              |
| CDC SMM/CDR 2.5 Clinical Development Center Submission Metadata Manager/Clinical Data Repository         | Apr 2008 | Apr 2012             | Not Available         | Indefinite              |
| CDC SMM/CDR 2.5.1  | Apr 2008 | Apr 2012             | Not Available         | Indefinite              |
| CDC SMM/CDR 2.5.1.1  | Feb 2009 | Apr 2012             | Not Available         | Indefinite              |
| Central Coding 2.0   | Jan 2008 | Oct 2012             | Not Available         | Indefinite              |
| Central Coding 2.1   | Dec 2008 | Jul 2013             | Not Available         | Indefinite              |
| Central Coding 3.x   | Jan 2011 | Jan 2018             | Not Available         | Indefinite              |
| Central Designer 1.2   | Nov 2008 | Apr 2011             | Not Available         | Indefinite              |
| Central Designer 1.3   | May 2009 | Dec 2012             | Not Available         | Indefinite              |
| Central Designer 1.4   | Mar 2010 | Jun 2013             | Not Available         | Indefinite              |
| Central Designer 2.x   | Feb 2013 | Feb 2018             | Not Available         | Indefinite              |
| Clintrial English 4.6  | Jul 2007 | May 2013             | Not Available         | Indefinite              |
| Clintrial English 4.7  | Feb 2009 | Jul 2018             | Not Available         | Indefinite              |
| Clintrial Integration Solution (CIS) 4.5   | Jun 2006 | Jul 2012             | Not Available         | Indefinite              |
| Clintrial Integration Solution (CIS) 4.6   | Jul 2009 | Jul 2013             | Not Available         | Indefinite              |
| Clintrial Japanese 4.5   | Feb 2006 | Jul 2012             | Not Available         | Indefinite              |
| CRF Submit English 2.2   | Nov 2005 | May 2011             | Not Available         | Indefinite              |
| CRF Submit English 2.3   | Mar 2009 | Jun 2011             | Not Available         | Indefinite              |
| CRF Submit English 3.x   | May 2010 | Jul 2017             | Not Available         | Indefinite              |
| CRF Submit Japanese 2.1  | Sep 2005 | Apr 2012             | Not Available         | Indefinite              |
| Data Management Workbench 2.x  | Aug 2013 | Jan 2018             | Not Available         | Indefinite              |

### Oracle's Phase Forward Releases (continued)

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Empirica Gateway 2.1                            | May 2008 | Aug 2012             | Not Available         | Indefinite              |
| Empirica Gateway 2.2                            | Oct 2008 | Jul 2013             | Not Available         | Indefinite              |
| Empirica Gateway 2.3                            | Apr 2011 | Apr 2016             | Not Available         | Indefinite              |
| Empirica Healthcare Analysis 1.0                | Dec 2013 | Dec 2018             | Not Available         | Indefinite              |
| Empirica Signal 7.1                             | Jul 2009 | Jun 2012             | Not Available         | Indefinite              |
| Empirica Signal 7.2                             | Dec 2009 | Dec 2012             | Not Available         | Indefinite              |
| Empirica Signal 7.3                             | Sep 2011 | Sep 2016             | Not Available         | Indefinite              |
| Empirica Study/WebSDM 2.6                       | Dec 2007 | Aug 2012             | Not Available         | Indefinite              |
| Empirica Study/WebSDM 3.0                       | Jun 2009 | Jul 2013             | Not Available         | Indefinite              |
| Empirica Trace 4.1                              | Aug 2006 | Jun 2012             | Not Available         | Indefinite              |
| Empirica Trace 4.2                              | Feb 2008 | Jun 2013             | Not Available         | Indefinite              |
| Empirica Trace 4.3                              | Apr 2011 | Apr 2016             | Not Available         | Indefinite              |
| InForm English 4.6 *                            | Oct 2007 | Dec 2014             | Not Available         | Indefinite              |
| InForm English 5.0                              | Jun 2009 | Mar 2013             | Not Available         | Indefinite              |
| InForm 5.5                                      | May 2011 | May 2016             | Not Available         | Indefinite              |
| InForm 6.x                                      | Feb 2013 | Feb 2018             | Not Available         | Indefinite              |
| InForm Japanese 4.3                             | Mar 2008 | Dec 2011             | Not Available         | Indefinite              |
| InForm Japanese 4.7                             | Dec 2008 | Dec 2011             | Not Available         | Indefinite              |
| Interactive Response Technology Forecasting 1.0 | Sep 2009 | Dec 2013             | Not Available         | Indefinite              |
| LabPas 2.x                                      | May 2010 | Dec 2012             | Not Available         | Indefinite              |
| LabPas 3.x                                      | Oct 2011 | Apr 2017             | Not Available         | Indefinite              |
| LIMS 2.1  | Jul 2006 | Jul 2012             | Not Available         | Indefinite              |
| LIMS 2.5.2                                      | Oct 2007 | Jul 2012             | Not Available         | Indefinite              |
| LIMS 2.5.3                                      | Jul 2008 | Jul 2012             | Not Available         | Indefinite              |
| LIMS 2.5.4                                      | Jul 2009 | Jul 2012             | Not Available         | Indefinite              |
| OutcomeLogix 2.x                                | Oct 2010 | Jul 2015             | Not Available         | Indefinite              |
| OutcomeLogix 3.x                                | Oct 2011 | Oct 2016             | Not Available         | Indefinite              |
| User Management Interface 1.0 (UMI)             | Sep 2009 | Feb 2018             | Not Available         | Indefinite              |

\* For Inform English 4.6.5, Severity 1 fixes will be provided during Sustaining Support through Oct 2018. Please see the Oracle Technical Support Policies document for terms and details.

## Oracle's Relsys Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Argus Affiliate (LAM) 6.x  | May 2010 | May 2015             | Not Available         | Indefinite              |
| Argus Affiliate (LAM) 7.x  | Apr 2011 | Dec 2017             | Not Available         | Indefinite              |
| Argus Analytics 1.x  | Sep 2011 | Sep 2016             | Not Available         | Indefinite              |
| Argus Analytics 7.x  | Apr 2013 | Apr 2018             | Not Available         | Indefinite              |
| Argus Analytics 8.x  | Feb 2015 | Feb 2020             | Not Available         | Indefinite              |
| Argus Dossier (ePSUR) 6.x  | May 2010 | May 2015             | Not Available         | Indefinite              |
| Argus Dossier (ePSUR) 7.x  | Apr 2011 | Dec 2017             | Not Available         | Indefinite              |
| Argus EasyTrak 5.1x  | Jan 2002 | Not Available        | Not Available         | May 2012                |
| Argus Enterprise Edition 7.x                                       | May 2011 | Dec 2017             | Not Available         | Indefinite              |
| Argus Enterprise Edition 8.x                                       | Feb 2015 | Feb 2020             | Not Available         | Indefinite              |
| Argus Insight 6.x  | Sep 2010 | Sep 2015             | Not Available         | Indefinite              |
| Argus Insight 7.x  | May 2011 | Dec 2017             | Not Available         | Indefinite              |
| Argus Insight 8.x  | Feb 2015 | Feb 2020             | Not Available         | Indefinite              |
| Argus Interchange (ESM) 6.x  | May 2010 | May 2015             | Not Available         | Indefinite              |
| Argus Interchange (ESM) 7.x  | Apr 2011 | Dec 2017             | Not Available         | Indefinite              |
| Argus Mart 1.x   | Apr 2013 | Apr 2018             | Not Available         | Indefinite              |
| Argus Mart 7.x   | Sep 2013 | Sep 2018             | Not Available         | Indefinite              |
| Argus Mart 8.x   | Feb 2015 | Feb 2020             | Not Available         | Indefinite              |
| Argus PV Asset 4.1x  | Oct 2004 | Not Available        | Not Available         | Dec 2010                |
| Argus Reconciliation 6.x   | May 2010 | May 2015             | Not Available         | Indefinite              |
| Argus Reconciliation 7.x   | Apr 2011 | Dec 2017             | Not Available         | Indefinite              |
| Argus Safety 6.x   | May 2010 | May 2015             | Not Available         | Indefinite              |
| Argus Safety 7.x   | Apr 2011 | Dec 2017             | Not Available         | Indefinite              |
| Argus Safety 8.x   | Feb 2015 | Feb 2020             | Not Available         | Indefinite              |
| Argus Safety Japan 6.x   | May 2010 | May 2015             | Not Available         | Indefinite              |
| Argus Safety Japan 7.x   | Apr 2011 | Dec 2017             | Not Available         | Indefinite              |
| Argus Safety Japan 8.x   | Feb 2015 | Feb 2020             | Not Available         | Indefinite              |
| Argus Standard Edition 7.x   | Apr 2011 | Dec 2017             | Not Available         | Indefinite              |
| Argus Standard Edition 8.x   | Feb 2015 | Feb 2020             | Not Available         | Indefinite              |
| Argus Unblinding (EOSU) 6.x  | May 2010 | May 2015             | Not Available         | Indefinite              |
| Argus Unblinding (EOSU) 7.x  | Apr 2011 | Dec 2017             | Not Available         | Indefinite              |
| Oracle Health Sciences Pharmacovigilance Operational Analytics 1.X | Sep 2011 | Sep 2016             | Not Available         | Indefinite              |

## Oracle's Agile Product Lifecycle Management Releases

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Engineering Collaboration 1.3   | Oct 2007 | Oct 2010             | Not Available         | Indefinite              |
| Product Lifecycle Management 9.2.1.3*   | Jan 2007 | Jan 2009             | Aug 2011              | Indefinite              |
| Product Lifecycle Management 9.2.1.4 (English)  | Jan 2007 | Jan 2009             | Aug 2011              | Indefinite              |
| Product Lifecycle Management 9.2.1.4 (French, German, Chinese, Japanese)  | Apr 2007 | Apr 2009             | Aug 2011              | Indefinite              |
| Product Lifecycle Management 9.2.1.5 (English)  | May 2007 | May 2009             | Aug 2011              | Indefinite              |
| Product Lifecycle Management 9.2.1.6  | Oct 2007 | Oct 2012             | Not Available         | Indefinite              |
| Product Lifecycle Management 9.2.2  | Mar 2007 | Mar 2009             | Not Available         | Indefinite              |
| Product Lifecycle Management 9.2.2.1  | Jul 2007 | Jul 2012             | Not Available         | Indefinite              |
| Product Lifecycle Management 9.2.2.2 ENGL/L10N (French, German, Chinese – Simplified/Traditional, and Japanese) | Nov 2007 | Nov 2012             | Nov 2015              | Indefinite              |
| Product Lifecycle Management 9.2.2.3 ENGL/L10N (French, German, Chinese – Simplified/Traditional, and Japanese) | Feb 2008 | Feb 2013             | Feb 2016              | Indefinite              |
| Product Lifecycle Management 9.2.2.4 (English)  | May 2008 | May 2013             | May 2016              | Indefinite              |
| Product Lifecycle Management 9.3  | Jun 2009 | Jun 2014             | Jun 2017              | Indefinite              |

## Oracle's Agile Product Lifecycle Management Releases (continued)

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Product Lifecycle Management 9.3.1                                     | Sep 2010 | Sep 2015             | Sep 2018              | Indefinite              |
| Product Lifecycle Management 9.3.2                                     | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |
| Product Lifecycle Management 9.3.3                                     | Oct 2013 | Oct 2018             | Oct 2021              | Indefinite              |
| Product Lifecycle Management 9.3.4                                     | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| Product Lifecycle Management 9.3.5                                     | Jan 2016 | Jan 2021             | Not Available         | Indefinite              |
| Oracle Product Lifecycle Analytics 3.3                                 | Apr 2011 | Apr 2016             | Not Available         | Indefinite              |
| Oracle Product Lifecycle Analytics 3.4                                 | Mar 2015 | Mar 2020             | Not Available         | Indefinite              |
| Product Lifecycle Management Data Mart 2.1.2                           | Jan 2008 | Jan 2013             | Jan 2016              | Indefinite              |
| Product Lifecycle Management Data Mart 3.0                             | May 2008 | May 2013             | May 2016              | Indefinite              |
| Product Lifecycle Management Data Mart 3.2                             | Mar 2010 | Mar 2015             | Not Available         | Indefinite              |
| Product Lifecycle Management Business Intelligence (BI) 2.1.2          | Jan 2008 | Jan 2013             | Jan 2016              | Indefinite              |
| Product Lifecycle Management Business Intelligence 3.0                 | Sep 2008 | Sep 2013             | Sep 2016              | Indefinite              |
| Product Lifecycle Management Business Intelligence 3.1                 | Apr 2009 | Apr 2014             | Not Available         | Indefinite              |
| Product Lifecycle Management Business Intelligence 3.2                 | Mar 2010 | Mar 2015             | Not Available         | Indefinite              |
| AutoVue Electro-Mechanical Professional Version 19.2 for Agile 9.2.2.1 | Sep 2007 | Jul 2009             | Not Available         | Indefinite              |
| Product Collaboration Portlets UI Framework 9.0.x                      | Jan 2004 | Jul 2010             | Not Available         | Indefinite              |
| Product Portfolio Management Portlets 9.0.x                            | Jan 2004 | Jul 2010             | Not Available         | Indefinite              |
| Product Portfolio Management Analytics 9.2.1 LA2                       | Jul 2006 | Oct 2007             | Not Available         | Indefinite              |
| Product Portfolio Management Analytics 2.1                             | Apr 2007 | Oct 2007             | Not Available         | Indefinite              |
| Product Portfolio Management Analytics 2.1.1                           | Jul 2007 | Apr 2008             | Not Available         | Indefinite              |

\* All releases of Product Lifecycle Management MCAD/ECAD connectors follow the Lifetime Support dates of the Product Life Cycle Management release that they support. The "Oracle AutoVue for Agile Product Lifecycle Management" product follows the AutoVue lifetime support policy timelines.

### Oracle's Agile Product Lifecycle Management Releases (continued)

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Product Quality Management Analytics 9.2.1 LA3   | Oct 2006 | Oct 2008             | Not Available         | Indefinite              |
| Product Quality Management Analytics 2.1   | Apr 2007 | Oct 2007             | Not Available         | Indefinite              |
| Product Quality Management Analytics 2.1.1   | Jul 2007 | Oct 2008             | Not Available         | Indefinite              |
| Product Portfolio Management, Product Quality Management, and Product Collaboration Data Marts 9.2.1 LA2 | Jul 2006 | Oct 2007             | Not Available         | Indefinite              |
| Product Portfolio Management, Product Quality Management, and Product Collaboration Data Marts 9.2.1 LA3 | Oct 2006 | Oct 2008             | Not Available         | Indefinite              |
| Product Portfolio Management, Product Quality Management, and Product Collaboration Data Marts 2.1       | Apr 2007 | Oct 2007             | Not Available         | Indefinite              |
| Product Portfolio Management, Product Quality Management, and Product Collaboration Data Marts 2.1.1     | Jul 2007 | Oct 2008             | Not Available         | Indefinite              |
| Agile Customer Needs Management 1.0  | May 2010 | May 2015             | Not Available         | Indefinite              |
| Engineering Data Management axalant2000  | Aug 2000 | Not Available        | Not Available         | Indefinite              |
| Engineering Data Management 5.0.1  | Nov 2002 | Not Available        | Not Available         | Indefinite              |
| Engineering Data Management 5.1.x  | Apr 2004 | Not Available        | Not Available         | Indefinite              |
| Engineering Data Management 6.0.1, 6.0.2, 6.0.3  | Jul 2005 | Not Available        | Not Available         | Indefinite              |
| Engineering Data Management 6.0.x (6.0.4 and 6.0.4+)   | Jul 2005 | Jul 2010             | Not Available         | Indefinite              |
| Engineering Data Management 6.1  | Nov 2008 | May 2015             | Nov 2016              | Indefinite              |
| Engineering Data Management 6.1.3  | Jan 2014 | Jan 2019             | Not Available         | Indefinite              |
| Engineering Data Management 6.2  | Jul 2015 | Jul 2020             | Not Available         | Indefinite              |
| Engineering Data Management Engineering Integrated Platform (EIP) 2.1.2                                  | Jan 2008 | Jan 2013             | Jan 2016              | Indefinite              |
| Engineering Data Management Engineering Integrated Platform (EIP) 2.2                                    | Nov 2008 | Nov 2013             | Nov 2016              | Indefinite              |
| Advantage 2006 SP2 MP2   | Jul 2007 | Dec 2010             | Not Available         | Indefinite              |
| Advantage 2006 SP3   | Apr 2008 | Dec 2010             | Not Available         | Indefinite              |
| Advantage 2006 SP4   | Dec 2008 | Dec 2010             | Not Available         | Indefinite              |

We are committed to providing upgrade paths to the latest release of Oracle Fusion Applications (starting with 11g R2) from the latest major release of Oracle's Agile Product Lifecycle Management applications.

For releases earlier than the latest release, customers can use upgrade scripts to move to the latest release that has a direct path to Oracle Fusion Applications. We will evaluate all other upgrade path requests based on customer requirements.



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

| Release                                     | GA Date  | Premier<br>Support Ends | Extended<br>Support Ends | Sustaining<br>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                 |

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

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| New Product Development 5.0                                | Apr 2007 | Apr 2009             | Apr 2010              | Indefinite              |
| New Product Development 5.1                                | Aug 2007 | Aug 2009             | Aug 2010              | Indefinite              |
| New Product Development and Introduction for Process 5.2   | Feb 2008 | Feb 2013             | Feb 2016              | Indefinite              |
| New Product Development and Introduction for Process 6.0   | Sep 2009 | Sep 2014             | Sep 2017              | Indefinite              |
| New Product Development and Introduction for Process 6.1   | Nov 2011 | Nov 2016             | Not Available         | Indefinite              |
| New Product Development and Introduction for Process 6.1.1 | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |
| New Product Development and Introduction for Process 6.2   | Apr 2015 | Apr 2020             | Not Available         | Indefinite              |
| Product Data Management for Process 5.2                    | Feb 2008 | Feb 2013             | Feb 2016              | Indefinite              |
| Product Data Management for Process 6.0                    | Sep 2009 | Sep 2014             | Sep 2017              | Indefinite              |
| Product Data Management for Process 6.1                    | Nov 2011 | Nov 2016             | Not Available         | Indefinite              |
| Product Data Management for Process 6.1.1                  | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |
| Product Data Management for Process 6.2                    | Apr 2015 | Apr 2020             | Not Available         | Indefinite              |
| Formulation and Compliance for Process 5.2                 | Feb 2008 | Feb 2013             | Feb 2016              | Indefinite              |
| Formulation and Compliance for Process 6.0                 | Sep 2009 | Sep 2014             | Sep 2017              | Indefinite              |
| Formulation and Compliance for Process 6.1                 | Nov 2011 | Nov 2016             | Not Available         | Indefinite              |
| Formulation and Compliance for Process 6.1.1               | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |
| Formulation and Compliance for Process 6.2                 | Apr 2015 | Apr 2020             | Not Available         | Indefinite              |
| Product Supplier Collaboration for Process 5.2             | Feb 2008 | Feb 2013             | Feb 2016              | Indefinite              |
| Product Supplier Collaboration for Process 6.0             | Sep 2009 | Sep 2014             | Sep 2017              | Indefinite              |
| Product Supplier Collaboration for Process 6.1             | Nov 2011 | Nov 2016             | Not Available         | Indefinite              |
| Product Supplier Collaboration for Process 6.1.1           | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |
| Product Supplier Collaboration for Process 6.2             | Apr 2015 | Apr 2020             | Not Available         | Indefinite              |
| Product Quality Management for Process 6.1.1               | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |
| Product Quality Management for Process 6.2                 | Apr 2015 | Apr 2020             | Not Available         | 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 chart above will receive indefinite Sustaining Support.

We are committed to providing upgrade paths to the latest release of Oracle Fusion Applications (starting with 11g R2) from the latest major release of applications.

For releases earlier than the latest release, customers can use upgrade scripts to move to the latest release that has a direct path to Oracle Fusion Applications. We will evaluate all other upgrade path requests based on customer requirements.

## Oracle AutoVue Enterprise Visualization (Formerly Cimmetry) Releases

| Release   | GA Date  | Premier<br>Support Ends | Extended<br>Support Ends | Sustaining<br>Support Ends |
|---|----------|-------------------------|--------------------------|----------------------------|
| AutoVue 19.0  | Sep 2005 | Dec 2007                | Not Available            | Indefinite                 |
| AutoVue 19.1  | Jun 2006 | Jun 2008                | Not Available            | Indefinite                 |
| AutoVue 19.2  | Jul 2007 | Jul 2009                | Not Available            | Indefinite                 |
| AutoVue 19.3  | Jul 2008 | Jul 2011                | Not Available            | Indefinite                 |
| AutoVue 20.0  | Feb 2010 | Feb 2012                | Not Available            | Indefinite                 |
| AutoVue 20.1  | Mar 2011 | Mar 2016                | Not Available            | Indefinite                 |
| AutoVue 20.2  | Mar 2012 | Mar 2017                | Not Available            | Indefinite                 |
| AutoVue 21.0  | Nov 2015 | Nov 2020                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.0 for Documentum                   | Oct 2005 | Dec 2007                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.1 for Documentum                   | Nov 2006 | Nov 2008                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.2 for Documentum                   | Nov 2007 | Nov 2010                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.3 for Documentum                   | Oct 2008 | Oct 2011                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.3.1 for Documentum                 | Apr 2009 | Apr 2012                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.0 for Matrix                       | Feb 2006 | Feb 2008                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.1c1 for Matrix                     | Apr 2007 | Apr 2009                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.2 for ENOVIA MatrixOne             | Jan 2008 | Jan 2010                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.2.1 for ENOVIA MatrixOne           | May 2008 | May 2010                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.3 for ENOVIA MatrixOne             | May 2008 | May 2010                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.1 for OpenText                     | Sep 2006 | Sep 2008                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.1 for SAP PLM                      | Dec 2006 | Dec 2008                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.2 for SAP PLM                      | Aug 2007 | Oct 2009                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.1 for SharePoint                   | Nov 2006 | Nov 2008                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.1c1 for SharePoint                 | Jan 2007 | Jan 2009                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.2 for SharePoint                   | Dec 2007 | Jun 2011                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.2 for Universal Content Management | Apr 2008 | Apr 2010                | Not Available            | Indefinite                 |
| AutoVue VueLink 19.3 for Universal Content Management | Aug 2009 | Aug 2011                | Not Available            | Indefinite                 |
| AutoVue VueLink 20.0 for Universal Content Management | Jan 2011 | Jan 2016                | Not Available            | Indefinite                 |
| AutoVue VueLink 20.1 for Universal Content Management | Dec 2011 | Dec 2016                | Not Available            | Indefinite                 |
| AutoVue 20.0 Document Print Service                   | Apr 2010 | Apr 2012                | Not Available            | Indefinite                 |
| AutoVue 20.1 Document Print Service                   | Mar 2011 | Mar 2016                | Not Available            | Indefinite                 |
| AutoVue 20.2 Document Print Service                   | Mar 2012 | Mar 2017                | Not Available            | Indefinite                 |

The "Oracle AutoVue for Agile Product Lifecycle Management" product follows the AutoVue lifetime support policy timelines.

### Oracle Pedigree and Serialization Manager Releases

| Release                                       | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Oracle Pedigree and Serialization Manager 1.0 | Jul 2010 | Jul 2015             | Not Available         | Indefinite              |
| Oracle Pedigree and Serialization Manager 1.1 | Jan 2011 | Jan 2016             | Not Available         | Indefinite              |
| Oracle Pedigree and Serialization Manager 1.2 | Sep 2013 | Sep 2018             | Not Available         | Indefinite              |
| Oracle Pedigree and Serialization Manager 2.0 | Mar 2015 | Mar 2020             | Not Available         | Indefinite              |

### Oracle Public Sector Revenue Management Application Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Enterprise Taxation Management 2.1.5                       | Dec 2007 | Dec 2012             | Not Available         | Indefinite              |
| Enterprise Taxation Management 2.2.0                       | Mar 2009 | Mar 2014             | Not Available         | Indefinite              |
| Enterprise Taxation and Policy Management 2.3.0            | Feb 2011 | Feb 2016             | Not Available         | Indefinite              |
| Enterprise Taxation and Policy Management 2.3.1            | Jan 2012 | Jan 2017             | Not Available         | Indefinite              |
| Tax Analytics 1.1  | Mar 2011 | Mar 2016             | Not Available         | Indefinite              |
| Tax Analytics 2.0  | Oct 2012 | Oct 2017             | Not Available         | Indefinite              |
| Public Sector Revenue Management 2.4.0                     | Oct 2013 | Oct 2018             | Not Available         | Indefinite              |
| Public Sector Revenue Management 2.5                       | Feb 2016 | Feb 2021             | Not Available         | Indefinite              |
| Enterprise Taxation and Policy Management Self Service 1.0 | Oct 2012 | Oct 2017             | Not Available         | Indefinite              |
| Public Sector Revenue Management Self Service 1.1.0        | Jun 2014 | Jun 2019             | Not Available         | Indefinite              |
| Public Sector Revenue Management Self Service 2.5          | Apr 2016 | Apr 2021             | Not Available         | Indefinite              |

Unless otherwise noted, support is provided for the latest maintenance update. Previous maintenance updates (3rd digit releases) will be supported for six months after the release date of a new maintenance update. Previous Service Packs (4th digit release) will be supported for three months after the release of a new Service Pack. Single fixes are only available on supported Service Packs. Patch bundles (5th digit release) are only available on supported Service Packs. Releases not detailed within the above chart will receive indefinite Sustaining Support

## Oracle's Governance, Risk, and Compliance (GRC) Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Fusion Governance, Risk, and Compliance Intelligence 1.x           | Dec 2007 | Dec 2012             | Not Available         | Indefinite              |
| Fusion Governance, Risk, and Compliance Intelligence 2.x           | Aug 2008 | Aug 2013             | Not Available         | Indefinite              |
| Fusion Governance, Risk, and Compliance Intelligence 3.x *         | May 2010 | May 2015             | Not Available         | Indefinite              |
| Enterprise Governance, Risk, and Compliance Manager 8.x *          | Oct 2009 | Sep 2016             | Oct 2017              | Indefinite              |
| Governance, Risk, and Compliance Manager 7.x                       | Nov 2006 | Jun 2012             | Nov 2013              | Indefinite              |
| Application Access Controls Governor 7.2 and above **              | Mar 2007 | Sep 2010             | Not Available         | Indefinite              |
| Application Access Controls Governor Content Library 7.2 and above | Mar 2007 | Not Available        | Not Available         | Indefinite              |
| Application Access Controls Governor 8.x *                         | Apr 2008 | Sep 2016             | Not Available         | Indefinite              |
| Configuration Controls Governor 5.x: ***                           | Dec 2005 | Sep 2016             | Not Available         | Indefinite              |
| Transaction Controls Governor 7.2 and above ****                   | Mar 2007 | Sep 2010             | Not Available         | Indefinite              |
| Enterprise Transaction Controls Governor 8.x *                     | Apr 2008 | Sep 2016             | Not Available         | Indefinite              |
| Preventive Controls Governor 7.x *:*****                           | Mar 2007 | May 2015             | Not Available         | Indefinite              |

\* For Governance, Risk and Compliance releases, Severity 1 fixes will be provided during Sustaining Support through May 2018. Please see the Oracle Technical Support Policies document for terms and details.

\*\* Designates the Oracle-branded releases of LogicalApps ACTIVE Governance Access Governor 7.2 (without prebuilt Controls Library) product

\*\*\* Designates the Oracle-branded releases of LogicalApps Integra Apps 5.1 (including Integra Metabuilder 5.1) product

\*\*\*\* Designates the Oracle-branded releases of LogicalApps ACTIVE Governance Policy Governor 7.2 product

\*\*\*\*\* Designates the Oracle-branded releases of LogicalApps ACTIVE Governance Data Governor 7.2 and Embedded Agent 7.2 products

## Oracle's LogicalApps Releases

| Release                                    | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Integra Apps 5.1 <sup>1</sup>              | Dec 2005 | Dec 2010             | Not Available         | Indefinite              |
| Integra Codebase 4.2                       | Jan 2007 | Dec 2010             | Not Available         | Indefinite              |
| Integra Access 5.1                         | Dec 2006 | Not Available        | Not Available         | Dec 2009                |
| AppsRules 6.5 <sup>2</sup>                 | Sep 2006 | Sep 2009             | Not Available         | Indefinite              |
| AppsControl 6.5                            | Sep 2006 | Sep 2009             | Not Available         | Indefinite              |
| AppsAccess 6.5                             | Sep 2006 | Sep 2009             | Not Available         | Indefinite              |
| ACTIVE Governance 7.1 <sup>3</sup>         | Oct 2006 | Sep 2009             | Not Available         | Indefinite              |
| ACTIVE Governance 7.2 <sup>3</sup>         | Mar 2007 | Sep 2010             | Not Available         | Indefinite              |
| ACTIVE Access Governor Content Library 7.1 | Oct 2006 | Not Available        | Not Available         | Indefinite              |
| ACTIVE Access Governor Content Library 7.2 | Mar 2007 | Not Available        | Not Available         | Indefinite              |

<sup>1</sup> Including Integra Metabuilder 5.1

<sup>2</sup> Including any combination of AppsForm, AppsFlow, and AppsAudit

<sup>3</sup> Including any combination of ACTIVE Access Governor, ACTIVE Policy Governor, ACTIVE Data Governor, or the ACTIVE Governance Platform Embedded Agent, and not including any prebuilt Controls Libraries

## Oracle's AdminServer Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Insurance Calculation Engine 9                           | Dec 2013 | Dec 2018             | Dec 2021              | Indefinite              |
| Insurance New Business (J2EE) 2                          | Jun 2011 | Jun 2016             | Jun 2019              | Indefinite              |
| Insurance Policy Administration System (J2EE) 8.016.43.0 | Jun 2008 | Jun 2011             | Jun 2012              | Indefinite              |
| Insurance Policy Administration System (J2EE) 9.0        | Jun 2011 | Jun 2016             | Jun 2019              | Indefinite              |
| Insurance Policy Administration System (J2EE) 9.6        | Jan 2013 | Jan 2018             | Jan 2021              | Indefinite              |
| Insurance Policy Administration System (J2EE) 9.7        | May 2013 | May 2018             | May 2021              | Indefinite              |
| Insurance Policy Administration System (J2EE) 10.0       | Oct 2013 | Oct 2018             | Oct 2021              | Indefinite              |
| Insurance Policy Administration System (J2EE) 10.1       | Jun 2014 | Jun 2019             | Jun 2022              | Indefinite              |

## Oracle's Interlace Systems Releases

| Release                                   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Integrated Business Planning 2.x          | Jun 2005 | Dec 2008             | Not Available         | Dec 2009                |
| Integrated Business Planning 3.x          | Sep 2006 | Dec 2010             | Dec 2011              | Indefinite              |
| <b>Oracle Branded Releases</b>            |          |                      |                       |                         |
| Oracle Strategic Operational Planning 3.3 | Jan 2008 | Dec 2010             | Dec 2011              | Indefinite              |
| Oracle Strategic Operational Planning 3.4 | Jan 2008 | Dec 2010             | Dec 2011              | Indefinite              |

\*Beginning with the 11.1.x release, Oracle Strategic Operational Planning is part of the Oracle Enterprise Performance Management suite. Please see the Hyperion Oracle Enterprise Performance Management Releases section of this document for information on these releases.

## Oracle's Primavera Releases

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Charts 5.x  | Oct 2006 | Not Available        | Not Available         | Not Available           |
| Charts 6.x  | Jan 2008 | Not Available        | Not Available         | Not Available           |
| Charts Designer 5.x   | Oct 2006 | Not Available        | Not Available         | Not Available           |
| Charts Designer 6.x   | Jan 2008 | Not Available        | Not Available         | Not Available           |
| Contract Manager 11.1 and prior   | Apr 2007 | Not Available        | Not Available         | Dec 2009                |
| Contract Manager 12.0   | Apr 2008 | Not Available        | Not Available         | Dec 2009                |
| Contractor 6.1  | Apr 2008 | Not Available        | Not Available         | Indefinite              |
| Cost Manager 6.1 and prior  | Jan 2008 | Not Available        | Not Available         | Not Available           |
| Evolve 8.6  | Nov 2006 | Not Available        | Not Available         | Dec 2009                |
| Evolve 8.9  | Nov 2007 | Not Available        | Not Available         | Dec 2013                |
| Evolve 9.0  | Nov 2008 | Nov 2011             | Not Available         | Dec 2013                |
| Inspire 6.0.2 and prior   | Aug 2008 | Not Available        | Not Available         | Sep 2009                |
| P3 Project Planner 3.x  | Apr 2001 | Not Available        | Not Available         | Indefinite              |
| P6 5.0 and prior  | Jul 2005 | Not Available        | Not Available         | Sep 2009                |
| P6 6.1 and 6.0  | Dec 2007 | Not Available        | Not Available         | Dec 2009                |
| P6 Enterprise Reporting Database 6.1 and prior                              | Dec 2007 | Not Available        | Not Available         | May 2009                |
| Pertmaster 8.2 and prior  | Apr 2008 | Not Available        | Not Available         | Dec 2009                |
| Primavera Contract Management 12.1  | Nov 2008 | Nov 2011             | Not Available         | Indefinite              |
| Primavera Contract Management 13.x  | Oct 2009 | Jun 2015             | Not Available         | Indefinite              |
| Primavera Contract Management, Business Intelligence Publisher Edition 14.x | Aug 2011 | Aug 2016             | Not Available         | Indefinite              |
| Primavera Earned Value Management 6.2                                       | Nov 2008 | Sept 2009            | Not Available         | Indefinite              |
| Primavera P6 Enterprise Project Portfolio Management 6.2                    | Nov 2008 | Nov 2013             | Not Available         | Indefinite              |
| Primavera P6 Enterprise Project Portfolio Management 7.0                    | Oct 2009 | Oct 2015             | Not Available         | Indefinite              |
| Primavera P6 Enterprise Project Portfolio Management 8.0                    | Nov 2010 | Nov 2015             | Not Available         | Indefinite              |
| Primavera P6 Enterprise Project Portfolio Management 8.1                    | May 2011 | May 2016             | Not Available         | Indefinite              |
| Primavera P6 Enterprise Project Portfolio Management 8.2                    | Dec 2011 | Dec 2016             | Not Available         | Indefinite              |
| Primavera P6 Enterprise Project Portfolio Management 8.3                    | Mar 2013 | Mar 2018             | Not Available         | Indefinite              |
| Primavera P6 Enterprise Project Portfolio Management 8.4                    | Sep 2014 | Sep 2019             | Not Available         | Indefinite              |
| Primavera P6 Enterprise Project Portfolio Management 15.x                   | Mar 2015 | Mar 2020             | Not Available         | Indefinite              |
| Primavera P6 Enterprise Project Portfolio Management 16.x                   | Mar 2016 | Mar 2021             | Not Available         | Indefinite              |



## Oracle's Primavera Releases (continued)

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Primavera P6 Professional Project Management 5.0 and prior       | Jul 2005 | Not Available        | Not Available         | Sep 2009                |
| Primavera P6 Professional Project Management 6.0                 | Jul 2007 | Not Available        | Not Available         | Dec 2009                |
| Primavera P6 Professional Project Management 6.1                 | Dec 2007 | Not Available        | Not Available         | Dec 2009                |
| Primavera P6 Professional Project Management 6.2                 | Nov 2008 | Nov 2013             | Not Available         | Indefinite              |
| Primavera P6 Professional Project Management 7.0                 | Oct 2009 | Oct 2015             | Not Available         | Indefinite              |
| Primavera P6 Professional Project Management 8.1                 | May 2011 | May 2016             | Not Available         | Indefinite              |
| Primavera P6 Professional Project Management 8.2                 | Dec 2011 | Dec 2016             | Not Available         | Indefinite              |
| Primavera P6 Professional Project Management 8.3                 | Mar 2013 | Mar 2018             | Not Available         | Indefinite              |
| Primavera P6 Professional Project Management 8.4                 | Sep 2014 | Sep 2019             | Not Available         | Indefinite              |
| Primavera P6 Professional Project Management 15.x                | Mar 2015 | Mar 2020             | Not Available         | Indefinite              |
| Primavera P6 Professional Project Management 16.x                | Mar 2016 | Mar 2021             | Not Available         | Indefinite              |
| ProSight 7.5 and prior   | Apr 2008 | Not Available        | Not Available         | Dec 2009                |
| SureTrak 3.0x  | Jul 2004 | Not Available        | Not Available         | Indefinite              |
| Primavera Risk Analysis 8.5                                      | Nov 2008 | Nov 2011             | Not Available         | Dec 2012                |
| Primavera Risk Analysis 8.7                                      | Mar 2010 | Mar 2018             | Not Available         | Indefinite              |
| Primavera Portfolio Management 7.5                               | Nov 2008 | Nov 2011             | Not Available         | Dec 2012                |
| Primavera Portfolio Management 8.0                               | Mar 2010 | Mar 2015             | Not Available         | Indefinite              |
| Primavera Portfolio Management 9.x                               | Aug 2011 | Aug 2016             | Not Available         | Indefinite              |
| Primavera Portfolio Management 15.x                              | Jun 2015 | Jun 2020             | Not Available         | Indefinite              |
| Primavera Portfolio Management 16.x                              | Mar 2016 | Mar 2021             | Not Available         | Indefinite              |
| Primavera Capital Planning and Investment Control Budgeting 7.5  | Nov 2008 | Nov 2011             | Not Available         | Dec 2012                |
| Primavera Capital Planning and Investment Control Budgeting 12.x | Jan 2010 | Jan 2015             | Not Available         | Indefinite              |
| Primavera Capital Planning and Investment Control Budgeting 13.x | Jan 2011 | Jan 2016             | Not Available         | Indefinite              |
| Primavera Capital Planning and Investment Control Budgeting 14.x | Apr 2012 | Apr 2017             | Not Available         | Indefinite              |
| Primavera Capital Planning and Investment Control Budgeting 15.x | Jul 2015 | Jul 2020             | Not Available         | Indefinite              |
| Primavera P6 Reporting Database 2.0                              | Apr 2010 | Apr 2015             | Not Available         | Indefinite              |
| Primavera P6 Reporting Database 2.1                              | Nov 2010 | Nov 2015             | Not Available         | Indefinite              |
| Primavera P6 Reporting Database 2.2                              | May 2011 | May 2016             | Not Available         | Indefinite              |
| Primavera P6 Reporting Database 3.0                              | Dec 2011 | Dec 2016             | Not Available         | Indefinite              |

### Oracle's Primavera Releases (continued)

| Release                             | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-------------------------------------|----------|----------------------|-----------------------|-------------------------|
| Primavera P6 Reporting Database 3.1 | Apr 2013 | Apr 2018             | Not Available         | Indefinite              |
| Primavera P6 Reporting Database 3.2 | Nov 2013 | Nov 2018             | Not Available         | Indefinite              |
| Primavera P6 Reporting Database 3.3 | Mar 2014 | Mar 2019             | Not Available         | Indefinite              |
| Primavera P6 Reporting Database 3.4 | Sep 2014 | Sep 2019             | Not Available         | Indefinite              |
| Primavera P6 Reporting Database 6.2 | Nov 2008 | Nov 2013             | Not Available         | Indefinite              |
| Primavera P6 Analytics 1.0          | Apr 2010 | Apr 2015             | Not Available         | Indefinite              |
| Primavera P6 Analytics 1.1          | Nov 2010 | Nov 2015             | Not Available         | Indefinite              |
| Primavera P6 Analytics 1.2          | May 2011 | May 2016             | Not Available         | Indefinite              |
| Primavera P6 Analytics 2.0          | Dec 2011 | Dec 2016             | Not Available         | Indefinite              |
| Primavera P6 Analytics 3.1          | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |
| Primavera P6 Analytics 3.2          | Nov 2013 | Nov 2018             | Not Available         | Indefinite              |
| Primavera P6 Analytics 3.3          | Mar 2014 | Mar 2019             | Not Available         | Indefinite              |
| Primavera P6 Analytics 3.4          | Sep 2014 | Sep 2019             | Not Available         | Indefinite              |
| Primavera Analytics 15.x            | Mar 2015 | Mar 2020             | Not Available         | Indefinite              |
| Primavera Analytics 16.x            | Mar 2016 | Mar 2021             | Not Available         | Indefinite              |
| Primavera Gateway 1.0               | Mar 2013 | Mar 2018             | Not Available         | Indefinite              |
| Primavera Gateway 1.1               | Apr 2014 | Apr 2019             | Not Available         | Indefinite              |
| Primavera Gateway 14.2              | Sep 2014 | Sep 2019             | Not Available         | Indefinite              |
| Primavera Gateway 15.x              | Mar 2015 | Mar 2020             | Not Available         | Indefinite              |
| Primavera Gateway 16.x              | Mar 2016 | Mar 2021             | Not Available         | Indefinite              |
| Primavera Prime 14.x                | Mar 2014 | Mar 2019             | Not Available         | Indefinite              |
| Primavera Prime 15.x                | Mar 2015 | Mar 2020             | Not Available         | Indefinite              |
| Primavera Prime 16.x                | Mar 2016 | Mar 2021             | Not Available         | Indefinite              |
| Primavera Inspire for SAP 6.0.4     | Nov 2008 | Nov 2013             | Not Available         | Indefinite              |
| Primavera Inspire for SAP 8.0       | Jun 2012 | Jun 2017             | Not Available         | Indefinite              |
| Primavera Web Services 6.2          | Nov 2008 | Nov 2013             | Not Available         | Indefinite              |

## Oracle's Skire Releases

| Release                 | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-------------------------|----------|----------------------|-----------------------|-------------------------|
| Unifier 9.7             | Jan 2012 | Not Available        | Not Available         | Indefinite              |
| Unifier 9.8             | Mar 2012 | Not Available        | Not Available         | Indefinite              |
| Unifier 9.9             | May 2012 | Not Available        | Not Available         | Indefinite              |
| Primavera Unifier 9.9.1 | Sep 2012 | May 2013             | Not Available         | Indefinite              |
| Primavera Unifier 9.10  | Oct 2012 | Oct 2017             | Not Available         | Indefinite              |
| Primavera Unifier 9.11  | Dec 2012 | Dec 2017             | Not Available         | Indefinite              |
| Primavera Unifier 9.12  | Apr 2013 | Apr 2018             | Not Available         | Indefinite              |
| Primavera Unifier 9.13  | Aug 2013 | Aug 2018             | Not Available         | Indefinite              |
| Primavera Unifier 9.14  | Dec 2013 | Dec 2018             | Not Available         | Indefinite              |
| Primavera Unifier 10.x  | Jun 2014 | Jun 2019             | Not Available         | Indefinite              |
| Primavera Unifier 15.x  | Mar 2015 | Mar 2020             | Not Available         | Indefinite              |
| Primavera Unifier 16.x  | Mar 2016 | Mar 2021             | Not Available         | Indefinite              |

## Oracle's Instantis Releases

| Release                         | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------------------------------|----------|----------------------|-----------------------|-------------------------|
| Instantis EnterpriseTrack 7.1   | Nov 2010 | Not Available        | Not Available         | Indefinite              |
| Instantis EnterpriseTrack 7.5   | May 2011 | Not Available        | Not Available         | Indefinite              |
| Instantis EnterpriseTrack 8.0   | Mar 2012 | Not Available        | Not Available         | Indefinite              |
| Instantis EnterpriseTrack 8.0.6 | Feb 2013 | Feb 2018             | Not Available         | Indefinite              |
| Instantis EnterpriseTrack 8.5   | Jun 2013 | Jun 2018             | Not Available         | Indefinite              |
| Instantis EnterpriseTrack 8.6   | Sep 2013 | Sep 2018             | Not Available         | Indefinite              |
| Instantis EnterpriseTrack 8.7   | Mar 2014 | Mar 2019             | Not Available         | Indefinite              |
| Instantis EnterpriseTrack 9.x   | Dec 2014 | Dec 2019             | Not Available         | Indefinite              |
| Instantis EnterpriseTrack 15.x  | Jun 2015 | Jun 2020             | Not Available         | Indefinite              |
| Instantis EnterpriseTrack 16.x  | Jun 2016 | Jun 2021             | Not Available         | Indefinite              |

### Oracle's Global Knowledge Software Releases

| Release         | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-----------------|----------|----------------------|-----------------------|-------------------------|
| UPK 3.1.X 9.1.7 | Aug 2008 | Not Available        | Not Available         | Not Available           |
| UPK 3.1.X 9.1.6 | Apr 2008 | Not Available        | Not Available         | Not Available           |
| UPK 3.1.X 9.1.5 | Dec 2007 | Not Available        | Not Available         | Not Available           |
| UPK 3.1.X 9.1.0 | Aug 2007 | Not Available        | Not Available         | Not Available           |
| UPK 3.0.X 9.0.0 | Mar 2007 | Not Available        | Not Available         | Not Available           |

## Oracle's Global Knowledge Software Releases (continued)

| Release                                      | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| UPK 2.7.X 8.7.5                              | May 2007 | Not Available        | Not Available         | Not Available           |
| UPK 2.7.X 8.7.4                              | Mar 2007 | Not Available        | Not Available         | Not Available           |
| UPK 2.7.X 8.7.3                              | Aug 2006 | Not Available        | Not Available         | Not Available           |
| UPK 2.7.X 8.7.2                              | Jul 2006 | Not Available        | Not Available         | Not Available           |
| UPK 2.7.X 8.7.1                              | Feb 2006 | Not Available        | Not Available         | Not Available           |
| UPK 2.7.X 8.7.0                              | Nov 2005 | Not Available        | Not Available         | Not Available           |
| UPK 2.6.X 8.6.3                              | Oct 2005 | Not Available        | Not Available         | Not Available           |
| UPK 2.6.X 8.6.2                              | Jul 2005 | Not Available        | Not Available         | Not Available           |
| UPK 2.6.X 8.6.1                              | Apr 2005 | Not Available        | Not Available         | Not Available           |
| UPK 2.6.X 8.6.0                              | Apr 2005 | Not Available        | Not Available         | Not Available           |
| UPK 2.5.X 8.5.4                              | Jan 2005 | Not Available        | Not Available         | Not Available           |
| UPK 2.5.X 8.5.3                              | Oct 2004 | Not Available        | Not Available         | Not Available           |
| UPK 2.5.X 8.5.1                              | Aug 2004 | Not Available        | Not Available         | Not Available           |
| UPK 2.5.X 8.5.0                              | May 2004 | Not Available        | Not Available         | Not Available           |
| UPK 2.0.X 8.0.3                              | May 2004 | Not Available        | Not Available         | Not Available           |
| UPK 2.0.X 8.0.2                              | Dec 2003 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 9.1.7            | Sep 2008 | Dec 2009             | Not Available         | Indefinite              |
| OnDemand Personal Navigator 8.0.1            | Oct 2003 | Not Available        | Not Available         | Indefinite              |
| OnDemand Personal Navigator 8.0.0            | Sep 2003 | Not Available        | Not Available         | Indefinite              |
| OnDemand Personal Navigator 7.5.4            | Nov 2003 | Not Available        | Not Available         | Indefinite              |
| OnDemand Personal Navigator 7.5.3            | Aug 2003 | Not Available        | Not Available         | Indefinite              |
| OnDemand Personal Navigator 7.5.2            | Jun 2003 | Not Available        | Not Available         | Indefinite              |
| OnDemand Personal Navigator 7.5.1            | May 2003 | Not Available        | Not Available         | Indefinite              |
| OnDemand Personal Navigator 7.5.0            | Apr 2003 | Not Available        | Not Available         | Indefinite              |
| OnDemand Personal Navigator 7.0.2            | Feb 2003 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 7.0.1            | Dec 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 7.0.0            | Oct 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.9.0            | Jun 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.5.9            | Sep 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.5.8            | Aug 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.5.7            | Aug 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.5.6 (Japanese) | Jul 2002 | Not Available        | Not Available         | Not Available           |

### Oracle's Global Knowledge Software Releases (continued)

| Release                            | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|------------------------------------|----------|----------------------|-----------------------|-------------------------|
| OnDemand Personal Navigator 6.5.6  | May 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.5.5  | Apr 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.5.4  | Mar 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.5.3  | Feb 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.5.2  | Jan 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.5.12 | Feb 2003 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.5.11 | Nov 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.5.10 | Oct 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.5.1  | Jan 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.0.2  | Jan 2002 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6.0.1  | Sep 2001 | Not Available        | Not Available         | Not Available           |
| OnDemand Personal Navigator 6      | May 2001 | Not Available        | Not Available         | Not Available           |
| Knowledge Pathways 5.1.2           | Aug 2008 | Aug 2010             | Not Available         | Indefinite              |
| Knowledge Pathways 5.1.1           | Aug 2008 | Not Available        | Not Available         | Not Available           |
| Knowledge Pathways 5.1             | Jan 2008 | Not Available        | Not Available         | Indefinite              |
| Knowledge Pathways 5               | Aug 2007 | Not Available        | Not Available         | Indefinite              |
| Knowledge Pathways 4.6             | Aug 2006 | Not Available        | Not Available         | Indefinite              |
| Knowledge Pathways 4.5             | Sep 2005 | Not Available        | Not Available         | Indefinite              |
| Knowledge Pathways 4               | Jul 2002 | Not Available        | Not Available         | Not Available           |
| Presenter 4.8                      | Mar 2008 | Oct 2009             | Not Available         | Not Available           |
| Presenter 4.7                      | Mar 2007 | Not Available        | Not Available         | Not Available           |
| Presenter 4.6 r1                   | Dec 2006 | Not Available        | Not Available         | Not Available           |
| Presenter 4.6                      | Nov 2006 | Not Available        | Not Available         | Not Available           |
| Presenter 4.3                      | Sep 2006 | Not Available        | Not Available         | Not Available           |
| CustomDoc 3.6A                     | Apr 1999 | Not Available        | Not Available         | May 2011                |

Migration path for Global Knowledge Software UPK is to use Oracle's existing product Oracle User Productivity Kit

## Oracle's User Productivity Kit (UPK) – Standard & Professional

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Oracle User Productivity Kit 3.6.1                                   | Feb 2010 | Feb 2015             | Feb 2018              | Indefinite              |
| Oracle User Productivity Kit 3.1.7                                   | Nov 2008 | Dec 2009             | Not Available         | Indefinite              |
| Oracle User Productivity Kit 3.5                                     | Feb 2009 | Dec 2009             | Not Available         | Indefinite              |
| Oracle User Productivity Kit 11.0                                    | Jul 2011 | Jul 2016             | Jul 2019              | Indefinite              |
| Oracle User Productivity Kit 11.1                                    | Mar 2012 | Mar 2017             | Mar 2020              | Indefinite              |
| Oracle User Productivity Kit 12.1                                    | Apr 2014 | Apr 2019             | Not Available         | Indefinite              |
| Oracle-User Productivity Kit Professional's Knowledge Pathways 5.1.2 | Nov 2008 | Nov 2010             | Not Available         | Indefinite              |
| Oracle User Productivity Kit Professional's Knowledge Pathways 5.5   | Feb 2009 | Feb 2011             | Not Available         | Indefinite              |

## Oracle's Skywire Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Accesscommander 1.4.6 and prior*                       | Nov 2005 | Not Available        | Not Available         | May 2019                |
| Agency QuickView 3.0 and prior*                        | Dec 2004 | Not Available        | Not Available         | Dec 2010                |
| Calligo 5.4 Patch 15                                   | Oct 2008 | Not Available        | Dec 2009              | Dec 2010                |
| Calligo 5.3, 5.4 Patch 1 – 14*                         | Jan 2006 | Not Available        | Not Available         | Dec 2010                |
| Calligo 5.2 and prior                                  | Apr 2005 | Not Available        | Not Available         | Not Available           |
| Carrier QuickView 3.1 and prior*                       | Oct 2004 | Not Available        | Not Available         | Dec 2010                |
| Commcommander 2.1.2*                                   | Apr 2009 | Not Available        | Apr 2010              | May 2019                |
| Commcommander 2.1.0 and prior*                         | Nov 2004 | Not Available        | Not Available         | Apr 2010                |
| Communication Utilities (DFXVBFIX and DFXVBPUT) 1.0.1* | Jan 1992 | Not Available        | Not Available         | Apr 2018                |
| Control Panel 5.2.4                                    | Mar 2007 | Mar 2012             | Mar 2015              | May 2019                |
| Control Panel 5.2.3 and prior*                         | Dec 2006 | Not Available        | Not Available         | Apr 2010                |
| DCF/PLUS 3.2 and prior                                 | Dec 1994 | Not Available        | Apr 2010              | May 2019                |
| Doc Services 3.1 Patch 12 *                            | Sep 2008 | Not Available        | Dec 2009              | Dec 2010                |
| Doc Services 3.1 and prior*                            | Jun 2005 | Not Available        | Not Available         | Dec 2010                |
| DOCFCA/DOCFM 1.0 and prior*                            | Nov 2002 | Not Available        | Not Available         | Apr 2010                |
| DOCFCA/DOCFM 1.2.1*                                    | Dec 2002 | Not Available        | Not Available         | May 2019                |
| Docucreate IC (IRIS) 5.0*                              | May 2007 | Not Available        | Not Available         | May 2019                |
| Docucreate IC (IRIS) 1.6.3 and prior*                  | Nov 2005 | Not Available        | Not Available         | Apr 2010                |

### Oracle's Skywire Releases (continued)

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Docucreate RP Workstation 11.2 p11 and prior*    | Apr 2008 | Not Available        | Not Available         | Apr 2010                |
| Docucreate SC 5.2                                | Oct 2008 | Oct 2011             | Oct 2013              | Oct 2016                |
| Docucreate SC 5.1. and prior*                    | May 2007 | Not Available        | Not Available         | Apr 2010                |
| Docucreate Workstation FP 6.0                    | Jul 2008 | Jul 2013             | Jul 2016              | Aug 2018                |
| Docucreate Workstation FP 5.0 and prior*         | Jul 2001 | Not Available        | Not Available         | Apr 2010                |
| Docuflex 11.2.5.22 and prior                     | Nov 2008 | Not Available        | Not Available         | Apr 2012                |
| Docuflex 11.2.5.21 and prior*                    | Oct 2008 | Not Available        | Not Available         | Apr 2012                |
| Docuflex 11.3.0.0 through 11.3.0.21*             | Oct 2008 | Not Available        | Not Available         | Apr 2010                |
| Docuflex Data Entry 11.2.0 and prior*            | Nov 2008 | Not Available        | Not Available         | Apr 2010                |
| Docuflex Data Entry 11.3.0.0 through 11.3.0.21*  | Oct 2008 | Not Available        | Not Available         | Apr 2010                |
| Docuflex Data Entry 11.3.0.22                    | Oct 2008 | Oct 2013             | Oct 2016              | Oct 2018                |
| Docuflex Studio 11.3.0.0 through 11.3.0.21*      | Oct 2008 | Not Available        | Not Available         | Apr 2010                |
| Docuflex Studio 11.3.0.22                        | Oct 2008 | Oct 2013             | Oct 2016              | Oct 2018                |
| Docuflex Studio 11.2.5.22 and prior              | Nov 2008 | Not Available        | Apr 2010              | Apr 2012                |
| Docuflex Tag Manager 11.2.5.22 and prior         | Nov 2008 | Not Available        | Apr 2010              | Apr 2012                |
| Docuflex Tag Manager 11.3.0.0 through 11.3.0.21* | Oct 2008 | Not Available        | Not Available         | Apr 2012                |
| Docuflex Tag Manager 11.3.0.22                   | Oct 2008 | Oct 2013             | Oct 2016              | Oct 2018                |
| Docugraph Engine 1.1.0*                          | May 2005 | Not Available        | Not Available         | Apr 2010                |
| Documaker 11.5                                   | Apr 2010 | Apr 2015             | Apr 2018              | Indefinite              |
| Documaker 11.4                                   | Apr 2009 | Apr 2014             | Apr 2017              | Apr 2019                |
| Documaker 11.3 p05                               | Jul 2008 | Jul 2013             | Jul 2016              | Jul 2018                |
| Documaker 11.2 p12                               | Aug 2008 | Aug 2011             | Aug 2013              | Aug 2016                |
| Documaker Bridge 11.3 p05                        | Jul 2008 | Jul 2013             | Jul 2016              | Jul 2018                |
| Documaker Bridge 11.2 p12                        | Aug 2008 | Aug 2011             | Aug 2013              | Aug 2016                |
| Documaker Bridge 11.2 p11 and prior*             | Apr 2008 | Not Available        | Not Available         | Apr 2010                |
| Documaker Desktop 11.3 p05                       | Jul 2008 | Jul 2013             | Jul 2016              | Jul 2018                |
| Documaker Desktop 11.4                           | Apr 2009 | Apr 2014             | Apr 2017              | Apr 2019                |
| Documaker Desktop 11.5                           | Apr 2010 | Apr 2015             | Apr 2018              | Indefinite              |
| Documaker Desktop 12.0                           | Dec 2010 | Dec 2015             | Dec 2018              | Indefinite              |
| Documaker Desktop 12.1                           | Jul 2012 | Jul 2017             | Jul 2020              | Indefinite              |
| Documaker Desktop 12.2                           | Aug 2013 | Aug 2018             | Aug 2021              | Indefinite              |
| Documaker Desktop 12.4                           | Feb 2015 | Feb 2020             | Feb 2020              | Indefinite              |



## Oracle's Skywire Releases (continued)

| Release                                     | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Documaker Desktop 12.5                      | Apr 2016 | Apr 2021             | Apr 2024              | Indefinite              |
| Documaker Desktop Edition 12.3              | Mar 2013 | Mar 2018             | Mar 2021              | Indefinite              |
| Documaker RP 11.2 p11 and prior*            | Apr 2008 | Not Available        | Not Available         | Dec 2010                |
| Documaker FP 5.1.7                          | Jun 2008 | Not Available        | Apr 2010              | May 2019                |
| Documaker FP 5.1.6 and prior*               | Apr 2005 | Not Available        | Not Available         | Apr 2012                |
| Documaker FP MVS                            | Jan 2003 | Not Available        | Not Available         | Apr 2010                |
| Documaker Mobile 12.4                       | Feb 2015 | Feb 2020             | Feb 2023              | Indefinite              |
| Documaker Mobile 12.5                       | Apr 2016 | Apr 2021             | Apr 2024              | Indefinite              |
| Documaker Server RP 11.2 p11 and prior*     | Apr 2008 | Not Available        | Not Available         | Dec 2010                |
| Documaker Standard Edition 12.2             | Aug 2013 | Aug 2018             | Aug 2021              | Indefinite              |
| Documaker Standard Edition 12.1             | Jul 2012 | Jul 2017             | Jul 2020              | Indefinite              |
| Documaker Standard Edition 12.0             | Dec 2010 | Dec 2015             | Dec 2018              | Indefinite              |
| Documaker Standard Edition 12.3             | Mar 2013 | Mar 2018             | Mar 2021              | Indefinite              |
| Documaker Standard Edition 12.4             | Feb 2015 | Feb 2020             | Feb 2023              | Indefinite              |
| Documaker Standard Edition 12.5             | Apr 2016 | Apr 2021             | Apr 2024              | Indefinite              |
| Documaker Studio11.2 p11 and prior*         | Apr 2008 | Not Available        | Not Available         | Dec 2010                |
| Documaker Workstation RP11.2 p11 and prior* | Apr 2008 | Not Available        | Not Available         | Dec 2010                |
| Documaker Workstation RP 11.2 p12           | Aug 2008 | Aug 2011             | Aug 2013              | Aug 2016                |
| Documaker Workstation FP 5.0.0 - 20080820   | Aug 2008 | Not Available        | Apr 2010              | May 2019                |
| Documanage Bridge 3.5                       | May 2009 | May 2014             | May 2017              | May 2019                |
| Documanage Bridge 3.4 p02                   | Jul 2008 | Jul 2011             | Jul 2013              | Apr 2017                |
| Documanage Bridge 3.4 p01*                  | Jun 2008 | Not Available        | Not Available         | Apr 2010                |
| Documanage Server 6.6                       | May 2009 | May 2014             | May 2017              | May 2019                |
| Documanage Server 6.5 p04                   | Aug 2008 | Aug 2011             | Aug 2013              | Apr 2017                |
| Documanage Server 6.5 p03*                  | Apr 2008 | Not Available        | Not Available         | Apr 2010                |
| Documanage Workstation 6.6                  | May 2009 | May 2014             | May 2017              | May 2019                |
| Documanage Workstation 6.5 p04              | Jul 2008 | Jul 2011             | Jul 2013              | Apr 2017                |
| Documanage Workstation 6.5 p03*             | Apr 2008 | Not Available        | Not Available         | Apr 2010                |
| Documerge 3.2                               | Jan 2003 | Not Available        | Apr 2010              | Indefinite              |
| Documerge 3.1 and prior*                    | Sep 1998 | Not Available        | Not Available         | May 2019                |
| Docupresentment 2.2 p04                     | Mar 2008 | Mar 2013             | Mar 2016              | Mar 2018                |
| Docupresentment 2.2 p03 and prior*          | Mar 2008 | Not Available        | Not Available         | Apr 2010                |

### Oracle's Skywire Releases (continued)

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Docupresentment 1.8 p54   | May 2007 | May 2010             | May 2012              | May 2015                |
| Docupresentment 1.8 p53 and prior*                              | May 2007 | Not Available        | Not Available         | Apr 2010                |
| Docusolve 1.3.27*   | Oct 2003 | Not Available        | Not Available         | May 2019                |
| Docusave 3.0 p2   | Jul 2008 | Jul 2013             | Jul 2016              | Jul 2018                |
| Docusave 3.0 p1 and prior*                                      | Oct 2006 | Not Available        | Not Available         | Apr 2010                |
| Docutoolbox FP 5.2.3 and prior*                                 | Dec 2006 | Not Available        | Not Available         | Apr 2010                |
| Docutoolbox FP 5.2.4  | Mar 2007 | Mar 2012             | Mar 2015              | Aug 2018                |
| Docuwise 4.0.1 and prior*                                       | Apr 1999 | Not Available        | Not Available         | May 2019                |
| Docuwise 4.0.1 and prior*                                       | Apr 1999 | Not Available        | Not Available         | Apr 2010                |
| Docuview LFS 1.1.8*   | Jun 2001 | Not Available        | Not Available         | May 2019                |
| Docuword Editor 1.0.1*  | Mar 1999 | Not Available        | Not Available         | May 2019                |
| Docuword Engine1.1.0*   | Jun 2004 | Not Available        | Not Available         | May 2019                |
| DPA View/Documaker "DPA Plug-in" for Documanager 1.3 p01        | Jul 2008 | Jul 2011             | Jul 2013              | May 2019                |
| DPA View/Documaker "DPA Plug-in" for Documanager 1.3 and prior* | Jun 2006 | Not Available        | Not Available         | Apr 2010                |
| Dynacomp 1.0.4*   | May 1995 | Not Available        | Not Available         | May 2019                |
| FontCommander1.0 and prior*                                     | Nov 2002 | Not Available        | Not Available         | Apr 2010                |
| FontCommander1.2.1*   | Dec 2002 | Not Available        | Not Available         | Apr 2012                |
| General Agent GA 2007 SP2                                       | Jun 2008 | Not Available        | Not Available         | Not Available           |
| General Agent 6.x and prior                                     | Aug 2005 | Not Available        | Not Available         | Not Available           |
| GrafXCommander 5.0.1*   | Mar 2003 | Not Available        | Not Available         | Apr 2010                |
| iDocumaker 3.2  | Jul 2008 | Jul 2011             | Not Available         | Jul 2013                |
| iDocumaker 3.1 p35 and prior*                                   | Dec 2008 | Not Available        | Not Available         | Apr 2010                |
| Image Editor 11.2 p11 and prior*                                | Apr 2008 | Not Available        | Not Available         | Apr 2010                |
| ImageCreate1.1.2*   | Nov 2005 | Not Available        | Not Available         | Apr 2010                |
| InsBridge 3.9.0 and prior*                                      | May 2008 | Not Available        | Not Available         | Dec 2009                |
| InsBridge 3.9.1   | Jul 2008 | Jul 2010             | Not Available         | Jul 2013                |
| Insurance Compliance Tracker 6.x                                | Oct 2008 | Oct 2013             | Not Available         | Indefinite              |
| Insurance Data Capture 4.2                                      | May 2009 | May 2014             | May 2017              | Indefinite              |
| Insurance Docuflex 11.3.0.22                                    | Oct 2008 | Oct 2013             | Oct 2016              | Oct 2018                |
| Insurance Documaker Enterprise Edition 12.1                     | Jul 2012 | Jul 2017             | Jul 2020              | Indefinite              |
| Insurance Documaker Enterprise Edition 12.0                     | Dec 2010 | Dec 2015             | Dec 2018              | Indefinite              |

## Oracle's Skywire Releases (continued)

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Documaker Enterprise Edition 12.2                            | Aug 2013 | Aug 2018             | Aug 2021              | Indefinite              |
| Documaker Enterprise Edition 12.3                            | Mar 2013 | Mar 2018             | Mar 2021              | Indefinite              |
| Documaker Enterprise Edition 12.4                            | Feb 2015 | Feb 2020             | Feb 2020              | Indefinite              |
| Documaker Enterprise Edition 12.5                            | Apr 2016 | Apr 2021             | Apr 2024              | Indefinite              |
| Insurance General Agent 8.1                                  | Apr 2009 | Apr 2014             | Apr 2017              | Indefinite              |
| Insurance General Agent 8.0                                  | Jan 2009 | Jan 2012             | Jan 2015              | Jan 2017                |
| Oracle Insurance Insbridge Enterprise Rating 3.13            | Dec 2009 | Dec 2014             | Dec 2017              | Indefinite              |
| Oracle Insurance Insbridge Enterprise Rating 4.0             | Apr 2010 | Apr 2015             | Apr 2018              | Indefinite              |
| Oracle Insurance Insbridge Enterprise Rating 4.1             | Jul 2011 | Jul 2016             | Jul 2019              | Indefinite              |
| Oracle Insurance Insbridge Enterprise Rating 4.5             | Nov 2011 | Nov 2016             | Nov 2019              | Indefinite              |
| Oracle Insurance Insbridge Enterprise Rating 4.6             | Nov 2012 | Nov 2017             | Nov 2020              | Indefinite              |
| Oracle Insurance Insbridge Enterprise Rating 4.7             | Sep 2013 | Sep 2018             | Sep 2021              | Indefinite              |
| Oracle Insurance Insbridge Enterprise Rating 4.8             | Sep 2014 | Sep 2019             | Sep 2022              | Indefinite              |
| Oracle Insurance Insbridge Enterprise Rating 4.9             | Feb 2015 | Feb 2020             | Feb 2023              | Indefinite              |
| Oracle Insurance Insbridge Enterprise Rating 5.0             | Jul 2015 | Jul 2020             | Jul 2023              | Indefinite              |
| Oracle Insurance Product Configuration 1.0                   | Nov 2014 | Nov 2019             | Nov 2022              | Indefinite              |
| Insurance IStream Communicator 2.2 FP3 Patch 2               | Jul 2008 | Jul 2013             | Jul 2016              | Jul 2018                |
| Insurance IStream Document Manager 6.2 Patch 5 & SP1 Patch 1 | Sep 2008 | Sep 2013             | Sep 2016              | Sep 2018                |
| Insurance IStream Document Manager 6.3                       | Aug 2009 | Aug 2014             | Dec 2016              | Aug 2019                |
| Insurance IStream Publisher 4.3                              | Aug 2009 | Aug 2014             | Aug 2017              | Aug 2019                |
| Insurance IStream Writer 1.3                                 | Jun 2008 | Jun 2013             | Jun 2016              | Jun 2018                |
| Internet Document Server 1.8 p52 and prior*                  | Mar 2007 | Not Available        | Not Available         | Apr 2010                |
| iPPS 3.12 p03  | Jul 2008 | Jul 2011             | Not Available         | Jul 2015                |
| iPPS 3.11 p07 and prior*                                     | Apr 2008 | Not Available        | Not Available         | Apr 2013                |
| IRIS 1.6.4*  | Nov 2005 | Not Available        | Not Available         | May 2019                |
| IRIS 1.6.3 and prior*  | Jun 2001 | Not Available        | Not Available         | Apr 2010                |
| IStream Communicator 2.2 FP3 and prior*                      | Dec 2007 | Not Available        | Not Available         | Dec 2009                |
| IStream Document Manager 6.1                                 | May 2007 | Not Available        | Not Available         | Not Available           |
| IStream Document Manager 6.2 Patch 1-4 & SP1                 | Oct 2007 | Oct 2012             | Not Available         | Oct 2017                |
| Istream Publisher 3.2 Patch 9 and prior*                     | Aug 2007 | Not Available        | Not Available         | Dec 2010                |
| Istream Publisher 4.0 - 4.1 SP1*                             | May 2007 | Not Available        | Not Available         | Dec 2012                |

### Oracle's Skywire Releases (continued)

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Istream Publisher 4.1 SP2                      | May 2007 | Dec 2010             | Not Available         | Dec 2012                |
| Istream Publisher 4.2                          | Nov 2007 | Nov 2012             | Nov 2015              | Nov 2017                |
| IStream Writer 1.2.1 and prior*                | Nov 2007 | Not Available        | Not Available         | Jun 2010                |
| ITS 4.3 and prior                              | Feb 2006 | Not Available        | Not Available         | Not Available           |
| PDF Driver 11.2 p11 and prior*                 | Apr 2008 | Not Available        | Not Available         | Apr 2010                |
| PDF Driver 11.2 p12                            | Apr 2008 | Apr 2011             | Apr 2013              | Apr 2016                |
| PDF Driver 11.3 p05                            | Apr 2008 | Apr 2013             | Apr 2016              | Apr 2018                |
| PDF for PPS 11.2 p11 and prior*                | Apr 2008 | Not Available        | Not Available         | Apr 2012                |
| PDF OS390 11.2 p11 and prior*                  | Apr 2008 | Not Available        | Not Available         | Apr 2010                |
| PDF OS390 11.2 p12                             | Apr 2008 | Apr 2011             | Apr 2013              | Apr 2016                |
| PDF OS390 11.3 p05                             | Apr 2008 | Apr 2013             | Apr 2016              | Apr 2018                |
| PDF417 – FP 1.0.1                              | Jun 2001 | Not Available        | Apr 2010              | May 2019                |
| PDF417 – RP 11.2 p11 and prior*                | Apr 2008 | Not Available        | Not Available         | Apr 2010                |
| PDF417 – RP 11.3 p05                           | Apr 2008 | Apr 2013             | Apr 2016              | Apr 2018                |
| PPS Full System 11.2 p11 and prior*            | Apr 2008 | Not Available        | Not Available         | Apr 2012                |
| PPS Reporting Tool 1.0 P01 and prior*          | Nov 2007 | Not Available        | Not Available         | Apr 2010                |
| PPS Reporting Tool 11.2 p11 and prior*         | Apr 2008 | Not Available        | Not Available         | Apr 2010                |
| PPS Runtime System 11.2 p11 and prior*         | Apr 2008 | Not Available        | Not Available         | Apr 2012                |
| Printcommander 6.0.8 and prior*                | Oct 2005 | Not Available        | Not Available         | Aug 2010                |
| Printcommander 6.0.9                           | Jun 2008 | Jun 2013             | Jun 2016              | Aug 2018                |
| Queuecommander/QMS 1.0                         | Jun 1994 | Not Available        | Not Available         | Not Available           |
| Queuecommander/QMS 1.1*                        | Feb 2002 | Not Available        | Not Available         | Apr 2010                |
| Queuecommander/QMS 10.2.1*                     | Apr 2009 | Not Available        | Apr 2010              | Apr 2017                |
| Rulecommander 5.1.4 and prior*                 | Jun 2003 | Not Available        | Not Available         | Apr 2010                |
| Rulecommander 5.1.5*                           | Aug 2008 | Not Available        | Apr 2010              | Apr 2017                |
| Skywire Launcher 1.0.1*                        | Dec 2007 | Not Available        | Not Available         | Dec 2010                |
| Tagcommander 6.3.1.5 and prior*                | Jan 2007 | Not Available        | Not Available         | Apr 2010                |
| Tagcommander 6.3.1.6                           | Aug 2008 | Aug 2013             | Aug 2016              | Aug 2018                |
| Template Technology 3.1.3                      | Jun 1999 | Not Available        | Apr 2010              | May 2019                |
| Tracker 6.5.1 SP3 and prior*                   | May 2008 | Not Available        | Not Available         | Dec 2010                |
| Transall Host 11.2 Build 20080923 / 11.2.0.75* | Jun 2008 | Not Available        | Not Available         | Apr 2012                |
| Transall Host 11.2 Build 20080923 / 11.2.0.75  | Nov 2008 | Not Available        | Apr 2010              | Apr 2012                |

## Oracle's Skywire Releases (continued)

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Transall Host 11.3 Build 20080630                                       | Oct 2008 | Oct 2013             | Oct 2016              | Oct 2018                |
| Transall Host prior to 11.3 Build 20080630*                             | Oct 2008 | Not Available        | Not Available         | Apr 2010                |
| Transall Lite 11.2 Build 20080923 / 11.2.0.75                           | Nov 2008 | Not Available        | Not Available         | Apr 2010                |
| Transall Lite 11.3 Build 20080630                                       | Jun 2008 | Not Available        | Not Available         | Apr 2010                |
| Transall Lite prior to 11.2 Build 20080923 / 11.2.0.75*                 | Nov 2008 | Not Available        | Not Available         | Apr 2010                |
| Transall Lite prior to 11.3 Build 20080630*                             | Jun 2008 | Not Available        | Not Available         | Apr 2010                |
| Transall Studio / Editor 11.2 Build 20080923 / 11.2.0.75                | Nov 2008 | Not Available        | Apr 2010              | Apr 2012                |
| Transall Studio / Editor 11.2 prior to 11.2 Build 20080923 / 11.2.0.75* | Jun 2008 | Not Available        | Not Available         | Apr 2010                |
| Transall Studio / Editor 11.3 Build 20080630                            | Oct 2008 | Oct 2013             | Oct 2016              | Oct 2018                |
| Transall Studio / Editor prior to 11.3 Build 20080630*                  | Oct 2008 | Not Available        | Not Available         | Apr 2010                |
| Transall Studio Lite 11.2 Build 20080923 / 11.2.0.75                    | Nov 2008 | Not Available        | Not Available         | Apr 2010                |
| Transall Studio Lite 11.3 Build 20080630*                               | Jun 2008 | Not Available        | Not Available         | Apr 2010                |
| Transall Studio Lite prior to 11.2 Build 20080923 / 11.2.0.75*          | Nov 2008 | Not Available        | Not Available         | Apr 2010                |
| Transall Studio Lite prior to 11.3 Build 20080630*                      | Jun 2008 | Not Available        | Not Available         | Apr 2010                |
| VLAM 3.1 and prior*   | Sep 1998 | Not Available        | Not Available         | May 2019                |
| VLAM 3.2  | Jan 2003 | Not Available        | Apr 2010              | May 2019                |
| Whitehill XML Transport 3.3 and prior                                   | Mar 2007 | Not Available        | Not Available         | Not Available           |
| Whitehill XML Transport 3.4*  | May 2008 | Not Available        | Not Available         | May 2012                |
| Whitehill XML Transport 3.5*  | May 2008 | Not Available        | Not Available         | May 2012                |
| WipEdit Plug-In 11.2 p11 and prior*                                     | Apr 2008 | Not Available        | Not Available         | Apr 2010                |
| WipEdit Plug-In 11.3 p05  | Apr 2008 | Apr 2013             | Apr 2016              | Apr 2018                |
| X/HP 1.0.2*   | Feb 1998 | Not Available        | Not Available         | Apr 2010                |
| XML for PPS 11.2 p11 and prior*   | Apr 2008 | Not Available        | Not Available         | Apr 2010                |
| XML Import – Export 11.2 p11 and prior*                                 | Apr 2008 | Not Available        | Not Available         | Apr 2010                |
| XML Import – Export 11.3 p05  | Apr 2008 | Apr 2013             | Apr 2016              | Apr 2018                |

\*No pre-existing patches are available for the release(s) specified in these releases.

## Oracle's Application Integration Architecture Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Application Integration Architecture Pre-built Integrations 11.x       | Oct 2011 | Dec 2018             | Dec 2021              | Indefinite              |
| Application Integration Architecture Foundation Pack 11g R1 (11.1.1.x) | Apr 2010 | Dec 2018             | Dec 2021              | Indefinite              |
| Application Integration Architecture Pre-built Integrations 3.x        | Feb 2011 | Dec 2018             | Dec 2021              | Indefinite              |
| Application Integration Architecture 2.x                               | Feb 2008 | Dec 2013             | Dec 2014              | Indefinite              |
| Application Integration Architecture 1.x                               | Apr 2007 | Dec 2013             | Dec 2014              | Indefinite              |

If Premier Support for a participating application in an integration program is no longer available, Extended Support, if available, may be acquired to continue to receive updates, fixes, and more for that application. Please refer to <http://www.oracle.com/applications/prebuilt-integrations.html> for additional information on participating applications.

## Oracle's Haley Releases

| Release                                      | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Haley Risk and Compliance 5.1                | Oct 2003 | Dec 2010             | Not Available         | Indefinite              |
| Haley Risk and Compliance 5.2                | Nov 2004 | Dec 2011             | Not Available         | Indefinite              |
| Haley Risk and Compliance 5.3                | May 2006 | Dec 2011             | Not Available         | Indefinite              |
| Haley Risk and Compliance 5.3.2              | Jan 2009 | Dec 2011             | Not Available         | Indefinite              |
| Haley Fraud Detection for Online Banking 2.2 | Mar 2008 | Dec 2010             | Not Available         | Indefinite              |
| Haley Fraud Detection for Online Banking 2.3 | Apr 2008 | Dec 2010             | Not Available         | Indefinite              |
| Haley Expert Rules 4.x                       | Apr 2002 | Dec 2011             | Not Available         | Indefinite              |
| Haley Expert Rules (Non-Siebel) 5.x          | Jan 2005 | Dec 2011             | Not Available         | Indefinite              |
| Haley Expert Rules (Siebel) 5.2              | Jan 2007 | Jan 2012             | Not Available         | Indefinite              |
| Haley Expert Rules 6.x                       | Mar 2007 | Dec 2011             | Not Available         | Indefinite              |
| Haley Business Rules Engine 4.x              | Jul 2001 | Dec 2011             | Not Available         | Indefinite              |
| Haley Business Rules Engine (Non-Siebel) 5.x | Jan 2005 | Dec 2011             | Not Available         | Indefinite              |
| Haley Business Rules Engine (Siebel) 5.2     | Jan 2007 | Jan 2012             | Jan 2015              | Indefinite              |
| Haley Business Rules Engine 6.x              | Feb 2007 | Dec 2011             | Not Available         | Indefinite              |

## Oracle Policy Automation (Formerly Haley Office Rules) Releases

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Haley Office Rules 6.x <sup>1</sup>                             | Jul 2003 | Dec 2011             | Not Available         | Indefinite              |
| Haley Office Rules 7.x <sup>2</sup>                             | Apr 2005 | Dec 2011             | Not Available         | Indefinite              |
| Haley Office Rules 8.x <sup>2</sup>                             | Mar 2006 | Dec 2011             | Not Available         | Indefinite              |
| Haley Office Rules 9.x <sup>3</sup>                             | Jun 2007 | Dec 2011             | Not Available         | Indefinite              |
| Haley Office Rules Connector for Oracle Siebel 1.0 <sup>7</sup> | Sep 2008 | Dec 2011             | Not Available         | Indefinite              |
| Haley Office Rules Connector for SAP JCo 1.0 <sup>8</sup>       | Jun 2008 | Dec 2011             | Not Available         | Indefinite              |
| Haley Office Rules Runtime 4.x <sup>4</sup>                     | Jun 2001 | Dec 2011             | Not Available         | Indefinite              |
| Haley Office Rules Runtime 6.x <sup>4</sup>                     | Jul 2003 | Dec 2011             | Not Available         | Indefinite              |
| Haley Office Rules Runtime 7.x <sup>5</sup>                     | Apr 2005 | Dec 2011             | Not Available         | Indefinite              |
| Haley Office Rules Runtime 8.x <sup>5</sup>                     | Mar 2006 | Dec 2011             | Not Available         | Indefinite              |
| Haley Office Rules Runtime 9.x <sup>6</sup>                     | Jun 2007 | Dec 2011             | Not Available         | Indefinite              |
| Haley Office Rules Runtime for Mobile Devices 9.x <sup>9</sup>  | Dec 2008 | Dec 2011             | Not Available         | Indefinite              |
| In-Memory Policy Analytics 12.0                                 | Dec 2014 | Dec 2019             | Not Available         | Indefinite              |
| In-Memory Policy Analytics 12.2                                 | Sep 2015 | Sep 2020             | Not Available         | Indefinite              |
| Policy Automation 10.0  | Dec 2009 | Dec 2014             | Not Available         | Indefinite              |
| Policy Automation 10.1  | Mar 2010 | Mar 2015             | Not Available         | Indefinite              |
| Policy Automation 10.2  | Dec 2010 | Dec 2015             | Not Available         | Indefinite              |
| Policy Automation 10.3  | Jun 2011 | Jun 2016             | Not Available         | Indefinite              |
| Policy Automation 10.4  | Mar 2012 | Mar 2017             | Mar 2020              | Indefinite              |
| Policy Automation 12.1  | Mar 2015 | Mar 2020             | Not Available         | Indefinite              |
| Policy Automation 12.2  | Sep 2015 | Sep 2020             | Not Available         | Indefinite              |
| Policy Automation 9.4 SP3                                       | Apr 2009 | Apr 2014             | Not Available         | Indefinite              |
| Policy Automation Connector for Oracle CRM On Demand 10.3       | Sep 2011 | Sep 2016             | Not Available         | Indefinite              |
| Policy Automation Connector for Oracle CRM On Demand 10.4       | Oct 2012 | Oct 2017             | Not Available         | Indefinite              |
| Policy Automation Connector for SAP Java Connector 10.0         | Jan 2010 | Jan 2015             | Not Available         | Indefinite              |
| Policy Automation Connector for SAP Java Connector 10.2         | Apr 2011 | Apr 2016             | Not Available         | Indefinite              |
| Policy Automation Connector for Siebel 9.4.2 <sup>11</sup>      | Jul 2009 | Jul 2014             | Not Available         | Indefinite              |
| Policy Automation Connector for Siebel 10.0                     | Dec 2009 | Dec 2014             | Not Available         | Indefinite              |
| Policy Automation Connector for Siebel 10.1                     | May 2010 | May 2015             | Not Available         | Indefinite              |
| Policy Automation Connector for Siebel 10.2                     | Jan 2011 | Jan 2016             | Not Available         | Indefinite              |
| Policy Automation Connector for Siebel 10.3                     | Sep 2011 | Sep 2016             | Not Available         | Indefinite              |

### Oracle Policy Automation (Formerly Haley Office Rules) Releases (continued)

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Policy Automation for Mobile Devices 10.0 <sup>10</sup>    | Dec 2009 | Dec 2014             | Not Available         | Indefinite              |
| Policy Automation for Mobile Devices 10.1                  | Mar 2010 | Mar 2015             | Not Available         | Indefinite              |
| Policy Automation for Mobile Devices 10.2                  | Dec 2010 | Dec 2015             | Not Available         | Indefinite              |
| Policy Automation for Mobile Devices 10.3                  | Jun 2011 | Jun 2016             | Not Available         | Indefinite              |
| Policy Automation for Mobile Devices 10.4                  | May 2012 | Mar 2017             | Not Available         | Indefinite              |
| Policy Automation for Mobile Devices 12.2                  | Sep 2015 | Sep 2020             | Not Available         | Indefinite              |
| Policy Automation for Mobile Devices 9.4 SP3 <sup>10</sup> | Apr 2009 | Apr 2014             | Not Available         | Indefinite              |
| Policy Modeling 9.4 SP3                                    | Apr 2009 | Apr 2014             | Not Available         | Indefinite              |
| Policy Modeling 10.0                                       | Dec 2009 | Dec 2014             | Not Available         | Indefinite              |
| Policy Modeling 10.1                                       | Mar 2010 | Mar 2015             | Not Available         | Indefinite              |
| Policy Modeling 10.2                                       | Dec 2010 | Dec 2015             | Not Available         | Indefinite              |
| Policy Modeling 10.3                                       | Jun 2011 | Jun 2016             | Not Available         | Indefinite              |
| Policy Modeling 10.4                                       | Mar 2012 | Mar 2017             | Mar 2020              | Indefinite              |
| Policy Modeling 12.0                                       | Dec 2014 | Dec 2019             | Not Available         | Indefinite              |
| Policy Modeling 12.1                                       | Mar 2015 | Mar 2020             | Not Available         | Indefinite              |
| Policy Modeling 12.2                                       | Sep 2015 | Sep 2020             | Not Available         | Indefinite              |

<sup>1</sup> Released as Statute Expert Developer 6.x

<sup>2</sup> Released as RuleBurst Studio 7.x, 8.x

<sup>3</sup> Released as RuleBurst Studio 9.0, and Haley Office Rules 9.1 through 9.3

<sup>4</sup> Released as Statute Expert Runtime 4.x, 6.x

<sup>5</sup> Released as RuleBurst Runtime Technologies 7.x, 8.x

<sup>6</sup> Released as RuleBurst Runtime Technologies 9.0, and Haley Determination Services 9.1 through Haley Determination Services 9.3

<sup>7</sup> Released as Haley Determinations Connector for Oracle Siebel 1.0

<sup>8</sup> Released as Haley Determinations Connector for SAP JCo 1.0

<sup>9</sup> Distributed via Haley Office Rules

<sup>10</sup> Distributed via Oracle Policy Modeling

<sup>11</sup> Also known as Oracle Policy Automation Connector for Siebel v2



## Oracle's HotSip Releases

| Release                | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|------------------------|----------|----------------------|-----------------------|-------------------------|
| M2CE 2.2               | Oct 2004 | Apr 2007             | Not Available         | Not Available           |
| M2CE 2.3               | Mar 2005 | Apr 2009             | May 2010              | Not Available           |
| M2CE 2.4               | Dec 2005 | Apr 2010             | May 2012              | Not Available           |
| M2CE 3.0               | Feb 2006 | Apr 2009             | May 2010              | Not Available           |
| M2CE SCE 2.2           | Oct 2004 | Apr 2007             | Not Available         | Not Available           |
| M2CE SCE 2.3           | Mar 2005 | May 2008             | Not Available         | Not Available           |
| M2CE SCE 2.4           | Dec 2005 | Aug 2008             | Not Available         | Not Available           |
| M2CE SCE 3.0           | Feb 2006 | Aug 2008             | Not Available         | Not Available           |
| Active Contacts PC 4.3 | Jun 2004 | Jun 2007             | Not Available         | Not Available           |
| Active Contacts PC 4.4 | Nov 2004 | Jun 2007             | Not Available         | Not Available           |
| Active Contacts PC 4.5 | Mar 2005 | Jun 2007             | Not Available         | Not Available           |

## Oracle's Net4Call Releases

| Release           | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-------------------|----------|----------------------|-----------------------|-------------------------|
| VPBX 1.1          | May 2005 | Jul 2010             | Jul 2012              | Indefinite              |
| AAA Converter 1.0 | Jan 2005 | Dec 2007             | Dec 2008              | Dec 2009                |
| Blacklist 1.1     | Dec 2004 | Dec 2007             | Dec 2008              | Dec 2009                |
| Televoting 1.1    | Dec 2004 | Dec 2007             | Dec 2008              | Dec 2009                |

## Oracle's Communications Service Delivery Releases

| Release  | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|----------|----------------------|-----------------------|-------------------------|
| Oracle Communications Converged Application Server 4.x                     | Sep 2008 | Sep 2013             | Sep 2015              | Indefinite              |
| Oracle Communications Converged Application Server 5.0                     | Aug 2010 | Aug 2015             | Aug 2018              | Indefinite              |
| Oracle Communications Converged Application Server 5.1                     | Dec 2012 | Dec 2017             | Dec 2020              | Indefinite              |
| Oracle Communications Converged Application Server 7.0                     | Apr 2015 | Apr 2020             | Apr 2023              | Indefinite              |
| Oracle Communications Converged Application Server, Service Controller 6.1 | Feb 2013 | Feb 2018             | Feb 2021              | Indefinite              |
| Oracle Communications Evolved Communications Application Server 7.0        | Apr 2015 | Apr 2020             | Apr 2023              | Indefinite              |
| Oracle Communications Evolved Communications Application Server 7.1        | May 2016 | May 2021             | May 2024              | Indefinite              |
| Oracle Communications Marketing and Advertising 5.0                        | Nov 2009 | Nov 2014             | Nov 2017              | Indefinite              |
| Oracle Communications Marketing and Advertising 5.1                        | May 2011 | May 2016             | May 2019              | Indefinite              |
| Oracle Communications and Mobility Server 10.1.3                           | Jun 2008 | Jun 2015             | Not Available         | Indefinite              |
| Oracle Communications Online Mediation Controller                          | Feb 2013 | Feb 2018             | Feb 2021              | Indefinite              |
| Oracle Communications Policy Controller                                    | Feb 2013 | Feb 2018             | Feb 2021              | Indefinite              |
| Oracle Communications Presence 5.x   | Sep 2010 | Dec 2013             | Not Available         | Not Available           |
| Oracle Communications Service Broker 5.0                                   | Jan 2011 | Jan 2016             | Jan 2019              | Indefinite              |
| Oracle Communications Service Broker 6.0                                   | Dec 2011 | Dec 2016             | Dec 2019              | Indefinite              |
| Oracle Communication Services Gatekeeper 4.x                               | Jul 2008 | Jul 2013             | Jul 2015              | Indefinite              |
| Oracle Communications Services Gatekeeper 5.0                              | Nov 2010 | Nov 2015             | Nov 2018              | Indefinite              |
| Oracle Communications Services Gatekeeper 5.1                              | Jun 2013 | Jun 2018             | Jun 2021              | Indefinite              |
| Oracle Communications Services Gatekeeper 6.0                              | Jan 2015 | Jan 2020             | Not Available         | Indefinite              |
| WebLogic Communications Platform/WebLogic SIP Server 2.x                   | May 2006 | May 2011             | May 2013              | Indefinite              |
| WebLogic Communications Platform/WebLogic SIP Server 3.x                   | Dec 2006 | Nov 2011             | Nov 2013              | Indefinite              |
| WLCP - WebLogic Network Gatekeeper (includes ESDK) 2.x                     | May 2006 | May 2011             | May 2013              | Indefinite              |
| WLCP - WebLogic Network Gatekeeper (includes ESDK) 3.x                     | Jul 2007 | Jul 2012             | Jul 2014              | Indefinite              |

### Oracle's Sophoi Releases

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| iPLS 3.2.66                                       | Jul 2008 | Mar 2010             | Not Available         | Indefinite              |
| iPLS 3.3.3.0                                      | Dec 2008 | Jun 2010             | Not Available         | Indefinite              |
| iPLS 3.3.10.0                                     | Apr 2009 | Jun 2010             | Not Available         | Indefinite              |
| Oracle Branded Releases                           |          |                      |                       |                         |
| Oracle Media Intellectual Property Management 3.3 | Oct 2009 | Oct 2014             | May 2016              | Indefinite              |

### Oracle's Convergin Releases

| Release                                    | GA Date       | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|---------------|----------------------|-----------------------|-------------------------|
| Accolade WCS 2.0                           | Apr 2007      | Apr 2011             | Not Available         | Indefinite              |
| Accolade WCS 3.1                           | Apr 2009      | Apr 2014             | Not Available         | Indefinite              |
| IPMS                                       | Not Available | Dec 2010             | Not Available         | Not Available           |
| Oracle Branded Releases                    |               |                      |                       |                         |
| Oracle Communications Service Broker 3.1.1 | Apr 2010      | Apr 2015             | Apr 2018              | Indefinite              |

### Oracle's eServGlobal USP

| Release          | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|------------------|----------|----------------------|-----------------------|-------------------------|
| Charging Max 3.1 | Feb 2008 | Jul 2013             | Not Available         | Indefinite              |
| Charging Max 4.0 | Apr 2008 | May 2016             | Not Available         | Indefinite              |
| Charging Max 4.1 | Jul 2009 | Jul 2015             | Not Available         | Indefinite              |
| Charging Max 4.2 | Sep 2009 | May 2013             | Not Available         | Indefinite              |
| Message Max 3.1  | Jan 2007 | Mar 2012             | Not Available         | Indefinite              |

### Oracle's eServGlobal USP (continued)

| Release  | GA Date   | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|-----------|----------------------|-----------------------|-------------------------|
| Message Max 3.2  | Sept 2008 | Sep 2011             | Not Available         | Indefinite              |
| Message Max 4.0  | Jul 2008  | Jul 2016             | Not Available         | Indefinite              |
| Number Max 2.4   | Mar 2008  | Jul 2014             | Not Available         | Indefinite              |
| Number Max/LCR 2.4                                     | Jul 2008  | Jul 2014             | Not Available         | Indefinite              |
| Number Max/VPN 2.4                                     | Mar 2005  | Jul 2011             | Not Available         | Indefinite              |
| Oracle Branded Releases                                |           |                      |                       |                         |
| Oracle Communications Network Charging and Control 4.3 | May 2010  | May 2015             | May 2018              | Indefinite              |
| Oracle Communications Network Charging and Control 4.4 | Jul 2011  | Jul 2016             | Jul 2019              | Indefinite              |
| Oracle Communications Network Charging and Control 5.0 | Sep 2012  | Sep 2017             | Sep 2020              | Indefinite              |

### Oracle's Veritas Releases

| Release  | GA Date       | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|---------------|----------------------|-----------------------|-------------------------|
| Veritas File System 4.0                              | Feb 2004      | Dec 2007             | Not Available         | Mar 2011                |
| Veritas File System 4.1                              | Apr 2005      | Sep 2009             | Not Available         | Mar 2011                |
| Veritas NetBackup 5.0                                | Apr 2004      | Apr 2008             | Not Available         | Apr 2011                |
| Veritas NetBackup 5.1                                | Jul 2004      | Apr 2008             | Not Available         | Apr 2011                |
| Veritas NetBackup 6.0                                | Oct 2005      | Mar 2010             | Not Available         | Oct 2012                |
| Veritas Netbackup 6.5                                | Sep 2007      | Mar 2011             | Not Available         | Oct 2012                |
| Veritas NetBackup Option Flexible Disk Option 6.5    | Sep 2007      | Mar 2011             | Not Available         | Oct 2012                |
| Veritas NetBackup Option NAS Snapvault 6.5           | Sep 2007      | Mar 2011             | Not Available         | Oct 2012                |
| Veritas NetBackup Option Openstorage Disk Option 6.5 | Sep 2007      | Mar 2011             | Not Available         | Oct 2012                |
| Veritas NetBackup Option Virtual Tape 6.5            | Sep 2007      | Mar 2011             | Not Available         | Oct 2012                |
| Veritas NetBackup 7.0                                | Mar 2010      | Dec 2012             | Not Available         | Not Available           |
| Veritas Storage Foundation (VSF) 4.0                 | Not Available | Sep 2007             | Not Available         | Mar 2011                |
| Veritas Storage Foundation (VSF) 4.1 (Base)          | Apr 2005      | Sep 2009             | Not Available         | Mar 2011                |
| Veritas Storage Foundation (VSF) 4.1 (x64 S10 Ph 2)  | Jan 2006      | Feb 2010             | Not Available         | Mar 2011                |

### Oracle's Veritas Releases (continued)

| Release   | GA Date        | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------------|----------------------|-----------------------|-------------------------|
| Veritas Storage Foundation (VSF) 4.1 (x64 S10 Opteron Ph 1)     | Jan 2006       | Feb 2010             | Not Available         | Mar 2011                |
| Veritas Storage Foundation (VSF) 5.0                            | Jul 2006       | Jun 2012             | Not Available         | Dec 2012                |
| Veritas Storage Foundation (VSF) 5.0 for x64                    | Jul 2006       | Jun 2012             | Not Available         | Dec 2012                |
| Veritas Storage Foundation (VSF) 5.0 MP3                        | Oct 2008       | Jun 2012             | Not Available         | Dec 2012                |
| Veritas Storage Foundation (VSF) 5.1                            | Dec 2009       | Dec 2012             | Not Available         | Not Available           |
| Veritas Volume Manager (VxVM) 3.5                               | Not Available  | Mar 2007             | Not Available         | Mar 2011                |
| Veritas Volume Manager (VxVM) 4.0                               | Feb – Apr 2004 | Dec 2007             | Not Available         | Mar 2011                |
| Veritas Volume Manager (VxVM) 4.1                               | Apr 2005       | Sep 2009             | Not Available         | Mar 2011                |
| Veritas Volume Manager (VxVM) 4.1 Cluster Functionality License | Not Available  | Nov 2009             | Not Available         | Mar 2011                |

### Oracle's StarOffice and OpenOffice Releases

| Release                          | GA Date             | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|----------------------------------|---------------------|----------------------|-----------------------|-------------------------|
| StarOffice 7                     | Nov 2003            | Apr 2011             | Not Available         | Not Available           |
| StarOffice 8                     | Nov 2005            | Nov 2012             | Not Available         | Not Available           |
| StarOffice 9.x/Open Office 3.x * | Nov 2008 - Apr 2010 | Nov 2012             | Not Available         | Not Available           |

\*StarOffice 9 was replaced by OpenOffice 3.2.1, which was released April 2010.

### Oracle's Lustre Releases

| Release     | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-------------|----------|----------------------|-----------------------|-------------------------|
| Lustre 1.6x | Apr 2007 | Jun 2010             | Not Available         | Jan 2013                |
| Lustre 1.8x | May 2009 | Jun 2012             | Not Available         | Jan 2013                |

### Oracle's ATG Releases

| Release                   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------------------------|----------|----------------------|-----------------------|-------------------------|
| ATG 10                    | Dec 2010 | Dec 2015             | Dec 2018              | Indefinite              |
| ATG 9                     | Dec 2008 | Dec 2013             | Dec 2016              | Indefinite              |
| ATG 2007.x                | Jul 2007 | Jul 2012             | Not Available         | Indefinite              |
| ATG 2006.3                | Jun 2006 | Apr 2011             | Not Available         | Indefinite              |
| dynamo App Server 6.3     | Mar 2004 | Apr 2011             | Not Available         | Indefinite              |
| eServer 6.0 / 5.2         | Mar 2004 | Mar 2012             | Not Available         | Indefinite              |
| Communication Center 50d  | Apr 2005 | Dec 2011             | Not Available         | Indefinite              |
| Campaign Optimizer 10     | Dec 2010 | Dec 2015             | Not Available         | Indefinite              |
| Campaign Optimizer 9      | Dec 2008 | Dec 2013             | Not Available         | Indefinite              |
| Outreach 10               | Dec 2010 | Dec 2015             | Not Available         | Indefinite              |
| Outreach 9                | Dec 2008 | Dec 2013             | Not Available         | Indefinite              |
| Campaign Optimizer 2007.x | Jul 2007 | Jul 2012             | Not Available         | Indefinite              |
| Outreach 2007.x           | Jul 2007 | Jul 2012             | Not Available         | Indefinite              |

Bundled products like Campaign Optimizer and Outreach follow their standalone dates as noted in the above chart.

### Oracle's Tutor Releases

| Release       | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------------|----------|----------------------|-----------------------|-------------------------|
| Tutor 11.5.10 | Feb 2007 | Feb 2012             | Not Available         | Indefinite              |
| Tutor 12.0    | Mar 2008 | Mar 2013             | Not Available         | Indefinite              |
| Tutor 12.1    | May 2009 | May 2014             | Not Available         | Indefinite              |
| Tutor 12.2    | Oct 2009 | Oct 2014             | Not Available         | Indefinite              |
| Tutor 14.0    | Oct 2010 | Oct 2015             | Not Available         | Indefinite              |

## Oracle's Inquira Releases

| Release                            | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|------------------------------------|----------|----------------------|-----------------------|-------------------------|
| Knowledge for Contact Center 8.1.x | Aug 2008 | Aug 2014             | Not Available         | Indefinite              |
| Knowledge for Contact Center 8.2.x | Jun 2010 | Jun 2015             | Not Available         | Indefinite              |
| Oracle Knowledge 8.4.x             | Aug 2011 | Aug 2016             | Not Available         | Indefinite              |
| Oracle Knowledge 8.5.x             | Oct 2012 | Oct 2017             | Not Available         | Indefinite              |
| Oracle Knowledge 8.6.x             | Mar 2015 | Mar 2020             | Not Available         | Indefinite              |

## Oracle's Health Insurance Releases

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Oracle Health Insurance Authorizations 2.x.y                      | Nov 2015 | Nov 2020             | Not Available         | Indefinite              |
| Oracle Health Insurance Benefit Accumulator Management 2.x.y      | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |
| Oracle Health Insurance Claims Adjudication 2.x.y                 | Nov 2011 | Nov 2016             | Not Available         | Indefinite              |
| Oracle Health Insurance Analytics 2.x.y                           | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |
| Oracle Health Insurance Claims Management 10.x.y                  | May 2011 | May 2016             | Not Available         | Indefinite              |
| Oracle Health Insurance Claims Management Data Marts 10.x.y       | May 2011 | May 2016             | Not Available         | Indefinite              |
| Oracle Health Insurance Claims Management Web Services 10.x.y     | May 2011 | May 2016             | Not Available         | Indefinite              |
| Oracle Health Insurance Claims Pricing 2.x.y                      | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |
| Oracle Health Insurance Commissions 10.x.y                        | Jun 2013 | Jun 2018             | Not Available         | Indefinite              |
| Oracle Health Insurance Data Management 10.x.y                    | Sep 2014 | Sep 2019             | Not Available         | Indefinite              |
| Oracle Health Insurance Disbursements and Collections 10.x.y      | May 2011 | May 2016             | Not Available         | Indefinite              |
| Oracle Health Insurance Enterprise Commissions 2.x.y              | Nov 2015 | Nov 2020             | Not Available         | Indefinite              |
| Oracle Health Insurance Enterprise Policy Administration 2.x.y    | Nov 2015 | Nov 2020             | Not Available         | Indefinite              |
| Oracle Health Insurance Long Term Care 10.x.y                     | Jun 2011 | Jun 2016             | Not Available         | Indefinite              |
| Oracle Health Insurance Policy Administration 10.x.y              | May 2011 | May 2016             | Not Available         | Indefinite              |
| Oracle Health Insurance Policy Administration Data Marts 10.x.y   | May 2011 | May 2016             | Not Available         | Indefinite              |
| Oracle Health Insurance Policy Administration Web Services 10.x.y | May 2011 | May 2016             | Not Available         | Indefinite              |
| Oracle Health Insurance Product Definition 2.x.y                  | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |
| Oracle Health Insurance Value-Based Payments 2.x.y                | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |

For more-detailed information on bug fixing and patch release policies, please refer to the "Error Correction Support Policy" on My Oracle Support [1494031.1](#)

## Oracle's Endeca Releases

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Endeca Guided Search 5.1.x (Formerly InFront)               | Apr 2007 | Jun 2012             | Not Available         | Indefinite              |
| Endeca Guided Search 6.1.x (Formerly InFront)               | Jan 2009 | Jun 2014             | Not Available         | Indefinite              |
| Endeca Guided Search 6.2.x (Formerly InFront)               | Aug 2011 | Jun 2016             | Not Available         | Indefinite              |
| Endeca Experience Manager 6.1.x (Formerly Publishing Suite) | Jan 2009 | Jun 2014             | Not Available         | Indefinite              |
| Endeca Experience Manager 6.2.x (Formerly Publishing Suite) | Aug 2011 | Jun 2016             | Not Available         | Indefinite              |
| Oracle Endeca Commerce 3.1.x                                | Jul 2012 | Jul 2017             | Jul 2020              | Indefinite              |

Please see Fusion Middleware Lifetime Support Policy for additional Endeca products.

## Oracle's Commerce Releases

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Oracle Commerce 11                                      | Feb 2014 | Feb 2019             | Feb 2022              | Indefinite              |
| Oracle Commerce Guided Search and Experience Manager 11 | Feb 2014 | Feb 2019             | Feb 2022              | Indefinite              |
| MDEX Engine 6.5   | Feb 2014 | Feb 2019             | Feb 2022              | Indefinite              |

## Oracle's GoAhead and Network Applications Software Releases

| Release   | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| Avantellis 3.0 SP9                                    | Mar 2010 | Mar 2015             | Not Available         | Indefinite              |
| Avantellis 5.0 SP3                                    | Jan 2010 | Jan 2015             | Not Available         | Indefinite              |
| embeddedMIND 3.4                                      | Mar 2011 | Mar 2016             | Not Available         | Indefinite              |
| embeddedMIND 3.5                                      | Sep 2011 | Sep 2016             | Not Available         | Indefinite              |
| embeddedMIND 3.6                                      | Feb 2012 | Feb 2017             | Not Available         | Indefinite              |
| OpenSAFire 6.0  | Nov 2010 | Nov 2015             | Not Available         | Indefinite              |
| OpenSAFire 6.1  | May 2011 | May 2016             | Not Available         | Indefinite              |
| OpenSAFire 6.2  | Feb 2012 | Feb 2017             | Not Available         | Indefinite              |
| SAFire 3.0  | Nov 2009 | Nov 2014             | Not Available         | Indefinite              |
| SAFire 3.1  | Aug 2011 | Aug 2016             | Not Available         | Indefinite              |
| selfReliant 4.3                                       | Mar 2008 | Mar 2013             | Not Available         | Indefinite              |
| selfReliant 4.4                                       | Mar 2010 | Mar 2015             | Mar 2018              | Indefinite              |
| Oracle Communications Service Availability (OCSA) 2.0 | Dec 2012 | Dec 2017             | Dec 2020              | Indefinite              |



## Oracle's Forms Integrity Manager Release

| Release                            | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|------------------------------------|----------|----------------------|-----------------------|-------------------------|
| Forms Integrity Manager for Oracle | Feb 2009 | Feb 2014             | Feb 2015              | Not Available           |

## Oracle's MICROS Hotel Releases

| Release  | GA Date       | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|--|---------------|----------------------|-----------------------|-------------------------|
| BellaVita Spa & Wellness 2.6                     | Not Available | Sep 2016             | Not Available         | Indefinite              |
| BellaVita Spa & Wellness 2.7                     | Not Available | Oct 2017             | Not Available         | Indefinite              |
| Concept  | Not Available | May 2017             | Not Available         | Not Available           |
| Fidelio Suite7 7.1                               | Jun 1998      | Jun 2003             | Not Available         | Indefinite              |
| Fidelio Suite8 8.6                               | Sep 2006      | Sep 2011             | Not Available         | Indefinite              |
| Fidelio Suite8 8.7                               | Oct 2007      | Oct 2012             | Not Available         | Indefinite              |
| Fidelio Suite8 8.8                               | May 2009      | May 2014             | Not Available         | Indefinite              |
| Fidelio Suite8 8.9                               | Jul 2011      | Sep 2016             | Not Available         | Indefinite              |
| Fidelio Suite8 8.9.3                             | May 2013      | May 2018             | Not Available         | Indefinite              |
| Fidelio Suite8 8.9.4                             | Mar 2014      | Mar 2019             | Not Available         | Indefinite              |
| Fidelio Suite8 8.9.5                             | Mar 2014      | Mar 2019             | Not Available         | Indefinite              |
| Fidelio Suite8 8.9.6                             | Dec 2014      | Dec 2019             | Not Available         | Indefinite              |
| Fidelio WebSuite 8.9.4                           | Mar 2014      | Mar 2019             | Not Available         | Indefinite              |
| Hospitality Suite8 8.10                          | Mar 2016      | Mar 2021             | Not Available         | Indefinite              |
| ISIS 4.x   | Jan 2002      | Jun 2012             | Not Available         | Indefinite              |
| MCP Release Platform(webHotel,MyStayManager) 2.x | May 2012      | May 2017             | Not Available         | Indefinite              |
| MCP Release Platform(webHotel,MyStayManager) 3.x | Aug 2013      | Aug 2018             | Not Available         | Indefinite              |
| MCP Release Platform(webHotel,MyStayManager) 4.x | May 2014      | May 2019             | Not Available         | Indefinite              |
| myVisitors 3.9                                   | Jun 2013      | Jan 2018             | Not Available         | Indefinite              |
| myVisitors 4.0                                   | Jul 2014      | Jul 2019             | Not Available         | Indefinite              |
| myVisitors 4.1                                   | Feb 2015      | Feb 2020             | Not Available         | Indefinite              |
| myVisitors 4.2                                   | Aug 2015      | Aug 2020             | Not Available         | Indefinite              |
| Opera Enterprise Edition 2.5.00.00               | Oct 2003      | Oct 2006             | Not Available         | Indefinite              |
| Opera Enterprise Edition 2.5.01.00               | Nov 2003      | Nov 2006             | Not Available         | Indefinite              |
| Opera Enterprise Edition 2.5.02.00               | Feb 2004      | Feb 2007             | Not Available         | Indefinite              |
| Opera Enterprise Edition 2.5.03.00               | May 2004      | May 2007             | Not Available         | Indefinite              |

### Oracle's MICROS Hotel Releases (continued)

| Release                             | GA Date       | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-------------------------------------|---------------|----------------------|-----------------------|-------------------------|
| Opera Enterprise Edition 2.5.04.00  | Oct 2004      | Oct 2007             | Not Available         | Indefinite              |
| Opera Enterprise Edition 2.6.00.00  | May 2004      | May 2007             | Not Available         | Indefinite              |
| Opera Enterprise Edition 2.6.01.00  | Jul 2004      | Jul 2007             | Not Available         | Indefinite              |
| Opera Enterprise Edition 2.6.02.00  | Sep 2004      | Sep 2007             | Not Available         | Indefinite              |
| Opera Enterprise Edition 2.6.03.00  | Aug 2005      | Aug 2008             | Not Available         | Indefinite              |
| Opera Enterprise Edition 3.0.00.00  | Feb 2005      | Feb 2008             | Not Available         | Indefinite              |
| Opera Enterprise Edition 3.0.01.00  | May 2005      | May 2008             | Not Available         | Indefinite              |
| Opera Enterprise Edition 3.0.02.00  | Sep 2005      | Sep 2008             | Not Available         | Indefinite              |
| Opera Enterprise Edition 3.0.03.00  | Apr 2006      | Apr 2009             | Not Available         | Indefinite              |
| Opera Enterprise Edition 3.0.04.01  | Oct 2006      | Oct 2009             | Not Available         | Indefinite              |
| Opera Enterprise Edition 4.0.01.00  | Mar 2006      | Mar 2009             | Not Available         | Indefinite              |
| Opera Enterprise Edition 4.0.03.00  | Jul 2006      | Jul 2009             | Not Available         | Indefinite              |
| Opera Enterprise Edition 4.0.03.03  | Oct 2006      | Oct 2009             | Not Available         | Indefinite              |
| Opera Enterprise Edition 4.0.04.00  | Dec 2006      | Dec 2009             | Not Available         | Indefinite              |
| Opera Enterprise Edition 4.0.05.00  | Feb 2008      | Feb 2011             | Not Available         | Indefinite              |
| Opera Enterprise Edition 5.0.00.01  | Oct 2007      | Oct 2010             | Not Available         | Indefinite              |
| Opera Enterprise Edition 5.0.01.01  | Jul 2008      | Jul 2011             | Not Available         | Indefinite              |
| Opera Enterprise Edition 5.0.02.00  | Aug 2009      | Aug 2012             | Not Available         | Indefinite              |
| Opera Enterprise Edition 5.0.03.00* | Apr 2011      | Sep 2016             | Not Available         | Indefinite              |
| Opera Enterprise Edition 5.0.04.00* | Dec 2012      | Dec 2017             | Not Available         | Indefinite              |
| Opera Enterprise Edition 5.0.04.01* | Jul 2013      | Dec 2017             | Not Available         | Indefinite              |
| Opera Enterprise Edition 5.0.04.02* | Dec 2013      | Dec 2017             | Not Available         | Indefinite              |
| Opera Enterprise Edition 5.0.04.03  | Mar 2015      | Mar 2018             | Not Available         | Indefinite              |
| Opera Enterprise Edition B45 P33    | Mar 2003      | Mar 2006             | Not Available         | Indefinite              |
| Opera Mobile 9.0.1                  | Oct 2013      | Oct 2018             | Not Available         | Indefinite              |
| QAS                                 | Not Available | Dec 2016             | Not Available         | Not Available           |
| webHotel                            | Mar 2012      | Mar 2017             | Not Available         | Indefinite              |

Support for Opera options and related products follow the dates for the corresponding version of Opera Enterprise Edition

\*1: Support for Application Server 10gR2 follows the previously published dates noted in the [Oracle Fusion Middleware Lifetime Support Policy brochure](#).

## Oracle's MICROS Food and Beverage Releases

| Release                 | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-------------------------|----------|----------------------|-----------------------|-------------------------|
| 9700 1.0                | Apr 2001 | Apr 2006             | Not Available         | Indefinite              |
| 9700 1.5                | Mar 2002 | Mar 2007             | Not Available         | Indefinite              |
| 9700 2.0                | Nov 2002 | Nov 2007             | Not Available         | Indefinite              |
| 9700 2.5                | Feb 2003 | Feb 2008             | Not Available         | Indefinite              |
| 9700 3.0                | Mar 2005 | Mar 2010             | Not Available         | Indefinite              |
| 9700 3.6                | Feb 2010 | Jul 2015             | Not Available         | Indefinite              |
| 9700 4.0                | Aug 2013 | Aug 2018             | Not Available         | Indefinite              |
| ABS 3.12                | Feb 2012 | Feb 2017             | Not Available         | Indefinite              |
| BE 5.20                 | Mar 2010 | Mar 2015             | Not Available         | Indefinite              |
| BE 5.26                 | Jan 2013 | Feb 2017             | Not Available         | Indefinite              |
| e7 EU 3.3               | Aug 2012 | Aug 2017             | Not Available         | Indefinite              |
| e7 EU 4.x               | Jan 2014 | Jan 2019             | Not Available         | Indefinite              |
| e7 US 3.3               | Apr 2013 | Apr 2018             | Not Available         | Indefinite              |
| e7 US 4.x               | Aug 2014 | Aug 2019             | Not Available         | Indefinite              |
| inMotion Android 1.0.27 | Dec 2013 | Dec 2018             | Not Available         | Indefinite              |
| inMotion iOS 1.0.9      | Mar 2013 | Mar 2018             | Not Available         | Indefinite              |
| InnTouch 4.0            | Jun 2004 | Jun 2009             | Not Available         | Indefinite              |
| InnTouch 4.1            | Jun 2008 | Sep 2016             | Not Available         | Indefinite              |
| Materials Control 8.x   | May 2013 | May 2018             | Not Available         | Indefinite              |
| myinventory 1.0         | Jun 2005 | Jun 2010             | Not Available         | Indefinite              |
| myinventory 2.0         | Mar 2006 | Mar 2011             | Not Available         | Indefinite              |
| myinventory 3.1         | Jul 2008 | Jul 2013             | Not Available         | Indefinite              |
| mylabor 1.5.0           | Dec 2007 | Dec 2012             | Not Available         | Indefinite              |
| mylabor 2.0.0           | Mar 2008 | Mar 2013             | Not Available         | Indefinite              |
| mymicros 1.0            | Apr 2002 | Apr 2007             | Not Available         | Indefinite              |
| mymicros 2.0            | Aug 2003 | Aug 2008             | Not Available         | Indefinite              |

### Oracle's MICROS Food and Beverage Releases (continued)

| Release                                     | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---|----------|----------------------|-----------------------|-------------------------|
| mymicros 3.0                                | Jun 2004 | Jun 2009             | Not Available         | Indefinite              |
| mymicros 4.0                                | Mar 2005 | Mar 2010             | Not Available         | Indefinite              |
| mymicros, myinventory, icare 5.0.0          | Jun 2009 | Jun 2014             | Not Available         | Indefinite              |
| mymicros, myinventory, mylabor, icare 6.0.0 | Apr 2010 | April 2015           | Not Available         | Indefinite              |
| mymicros, myinventory, mylabor, icare 7.0.0 | Oct 2011 | Oct 2016             | Not Available         | Indefinite              |
| mymicros, myinventory, mylabor, icare 8.0.0 | Jan 2013 | Jan 2018             | Not Available         | Indefinite              |
| Profit Series 5.01                          | May 2000 | May 2005             | Not Available         | Indefinite              |
| Profit Series 6.04                          | Jan 2003 | Jan 2008             | Not Available         | Indefinite              |
| Profit Series 7.02                          | Mar 2006 | Mar 2011             | Not Available         | Indefinite              |
| Profit Series 8.04                          | Jul 2010 | Dec 2015             | Not Available         | Indefinite              |
| Profit Series 8.12                          | Dec 2012 | Dec 2016             | Not Available         | Indefinite              |
| Res Product Suite V4 (3700) 4.0             | Aug 2006 | Aug 2011             | Not Available         | Indefinite              |
| Res Product Suite V4 (3700) 4.11            | Apr 2012 | Apr 2015             | Not Available         | Indefinite              |
| Res Product Suite V4 (3700) 4.12            | Jun 2013 | Apr 2015             | Not Available         | Indefinite              |
| Res Product Suite V4 (3700) 4.5             | Apr 2009 | Apr 2014             | Not Available         | Indefinite              |
| Res Product Suite V5 (3700) 5               | Jul 2011 | Jul 2015             | Not Available         | Indefinite              |
| Res Product Suite V5 (3700) 5.4             | Aug 2014 | Aug 2019             | Not Available         | Indefinite              |
| Simphony 1 1.2                              | May 2009 | May 2014             | Not Available         | Indefinite              |
| Simphony 1 1.6                              | May 2012 | May 2017             | Not Available         | Indefinite              |
| Simphony 2.2.2                              | Jul 2011 | Apr 2015             | Not Available         | Indefinite              |
| Simphony 2 2.4                              | Jan 2012 | Jan 2017             | Not Available         | Indefinite              |
| Simphony 2 2.6                              | Feb 2014 | Feb 2019             | Not Available         | Indefinite              |
| Simphony Venue Mgmt 3.7                     | Aug 2010 | May 2017             | Not Available         | Indefinite              |
| Simphony Venue Mgmt 3.8                     | Dec 2015 | Dec 2020             | Not Available         | Indefinite              |
| Suites Mgmt 3.5                             | Feb 2015 | Feb 2020             | Not Available         | Indefinite              |

## Oracle's Front Porch Releases

| Release                 | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-------------------------|----------|----------------------|-----------------------|-------------------------|
| DIVArchive/DIVAnet 6.5  | Apr 2012 | Apr 2017             | Apr 2020              | Indefinite              |
| DIVArchive/DIVAnet 7.1  | Apr 2013 | Apr 2018             | Apr 2021              | Indefinite              |
| DIVArchive/ DIVAnet 7.2 | Apr 2014 | Apr 2019             | Apr 2022              | Indefinite              |
| DIVAdirector 5.1        | Apr 2013 | Not Available        | Not Available         | Indefinite              |
| DIVAdirector 5.2        | Apr 2014 | Apr 2019             | Apr 2022              | Indefinite              |

## Lifetime Support Policy: 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

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## 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](http://oracle.com)



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