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Oracle Lifetime Support

1. What is Lifetime Support?

Oracle leads the industry with the most comprehensive and flexible support policy, our Lifetime Support policy. Simple and predictable, our support policy covers the entire technology environment, from database to middleware to applications—an industry first, only from Oracle.

With Oracle Support, you will know up front and with certainty how long your Oracle products are supported. The Oracle 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. Oracle's Lifetime Support 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 will enjoy peace of mind knowing that we'll always be there to support your business. When it's time to upgrade, if you are current on technical support, you will have rights to future releases available to all supported customers.

2. What is Premier Support?

Oracle customers demand the best in support. Oracle delivers, with Oracle Premier Support. Oracle Premier Support takes into account all the best practices from our recent acquisitions. The most comprehensive support the industry has to offer, it will help drive your business success, lead your technology future with the latest in applications and technology support, and strengthen your competitive advantage because next-generation thinking built into everything we do.

Premier Support helps increase your system performance, reduces your cost of ownership, and provides a superior ownership experience. Our customers should expect nothing less from Oracle's award-winning Premier Support. Customer can expect:

- **Product enhancements**—Your support fees are an annual investment in your Oracle solutions; they provide you with rights to upgrade to future releases of the software you've licensed. We continually invest in our products and extend the value of your solutions by including more customer features with every release. You can take advantage of the functionality and incremental value in current releases as you plan to upgrade to the next release.
- **Global support for rapid resolution**—No matter where you are, no matter what the issue, we're there for you—with more than 14,000 application and technology developers and 7,000 support professionals worldwide to provide complete product, technical, and problem-solving expertise when you need it.
- **Advanced support technologies**—You can rely on Oracle's development of advanced support technologies—it's part of our long-term commitment to delivering a faster, easier, and more cost-effective way to run your Oracle products. By automating the people-intensive processes typically required to maintain your products, we enable you to run your systems more efficiently. You'll enjoy faster problem resolution, updates, and system performance. You'll have better control of your Oracle solutions, saving you time and money and lowering your total cost of ownership.

- **Technology leadership**—Oracle is a company built on innovation. We're dedicated to providing a clear direction for your technology future, with next-generation solutions that use the latest technology to run your enterprise.
- **Lifetime support**—Simple, predictable, and the most comprehensive policy available, Oracle Lifetime Support helps drive your business success. Oracle's industry-leading support policy covers your entire technology environment, from database to middleware to applications. It puts you in control of your upgrade strategy so you can enjoy continued peace of mind, knowing that no matter which product release you're running, we'll always be there to support your business.

3. What is Extended Support?

Extended Support provides an extra three years of support for specific Oracle releases for an additional fee.

4. What is Sustaining Support?

After Extended Support expires, or for releases in which the Extended Support option was not available, Sustaining Support will be available for as long as you license your Oracle products.

5. What support is included in the three stages of Lifetime Support?

Premier Support provides maintenance and support on Oracle Database, Oracle Fusion Middleware, and Oracle Applications for five years from their general availability date. Premier Support provides:

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

Extended Support provides an extra three years of support for specific Oracle releases for an additional fee. Extended Support provides:

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

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

Sustaining Support provides technical support, including access to our online support tools, knowledgebases, and technical experts for as long as you license your Oracle products. Sustaining Support includes:

- Major product and technology releases
- Technical support
- Access to Oracle MetaLink/ PeopleSoft Customer Connection/ Siebel SupportWeb
- Pre-existing fixes for your solutions

Sustaining Support does not include:

- New updates, fixes, security alerts, 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

Customers can also obtain customer-specific fixes on a time- and materials-based fee.

6. How does Applications Unlimited impact the 2013 support timeline?

Oracle has already announced Lifetime Support for all product lines. The Lifetime Support policy provides access to technical experts for as long as you license your Oracle products, and it 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. 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.

7. What is the support policy for JD Edwards World applications?

Our continued commitment to PeopleSoft and JD Edwards Customers is:

- Oracle's Lifetime Support policy further extends Oracle's support for PeopleSoft and JD Edwards applications. In fact, your support is more generous under the Oracle Lifetime Support policy than it was previously.
- For currently supported PeopleSoft and JD Edwards releases, we are offering Premier Support for five years from the applications' general availability date.
- For JD Edwards EnterpriseOne Xe and 8.0 customers, we are offering Premier Support through 2013.
- For PeopleSoft Enterprise 8.8, we are offering Extended Support through 2011. Oracle will also be offering a direct upgrade path from PeopleSoft Enterprise 8.8 to Oracle Fusion Applications.
- For JD Edwards World customers, we will be offering a direct upgrade path from JD Edwards World releases A7.3 and A8.1 to Oracle Fusion Applications.
- Oracle will support and enhance the latest releases of JD Edwards EnterpriseOne and JD Edwards World beyond 2013 on the IBM System i5. We will offer Premier Support for specific JD Edwards releases for as long as IBM supports the System i5 and it is a viable platform for our customers.

8. What is the Support Policy for Siebel Customers?

Our continued commitment to Siebel customers is:

- Oracle's Lifetime Support policy further extends Oracle's support for Siebel applications. In fact, your support is more generous under the Oracle Lifetime Support policy than it was under Siebel.
- For Siebel Customer Relationship Management, Siebel Incentive Compensation Management, and Siebel Business Analytics versions 7.7 and 7.8, we are offering Premier Support for five years from the applications' general availability date. We will also offer Extended Support for an additional three years. This is a significant extension beyond the previous Siebel support policy.
- For Siebel Customer Relationship Management and Siebel Incentive Compensation Management 7.5.3 customers, we are offering Premier Support through 2008 and Extended Support through 2010.
- For Siebel Customer Relationship Management 6.x customers, we are offering indefinite Sustaining Support.

9. When Oracle states that it supports upgrade scripts for five years, what does that mean?

For the five years of Premier Support and the three years of Extended Support, Oracle will provide customers with upgrade scripts to the most-current releases available. For example, Enterprise FMS 8.4 will receive upgrade scripts, under Premier Support, until March 2007. We will provide Enterprise FMS 8.4 customers with direct upgrade scripts to FMS 8.8 and FMS 8.9; if FMS 9.0 is released prior to March 2007, we will also provide a direct upgrade script to that release. If FMS 9.0 is not released until December 2007, we would not provide a direct upgrade script from FMS 8.4 to FMS 9.0, because the support period for direct upgrade scripts expires March 2007. In this case, if the customer wanted to upgrade from FMS 8.4 to FMS 9.0, it would require a two-step upgrade.

10. Will you continue to support customers running IBM DB2, Microsoft SQL Server, or other relational databases?

Yes, we plan to maintain currently supported hardware platforms, databases, and operating systems. We currently support customers running a broad range of non-Oracle products, so we have experience working with competitors' products to solve customer problems. We will continue to work with other database vendors, including IBM and Microsoft, to provide the support you need.

11. Will you continue to support customers running on the IBM iSeries platform?

Yes, we intend to continue supporting the JD Edwards EnterpriseOne and JD Edwards World products running on the IBM iSeries hardware platform.