

## 1. Summary of Oracle Lifetime Support Policy for Software

### Benefits of Lifetime Support for software

	Premier Support	Extended Support	Sustaining Support
Major product and technology releases	✓	✓	✓
24/7 assistance with service requests	✓	✓	✓
Access to My Oracle Support including Knowledge Base	✓	✓	✓
Software updates	✓	✓	Pre-existing
Security alerts and updates	✓	✓	Pre-existing
Critical patch updates	✓	✓	Pre-existing
Tax, legal, and regulatory updates	✓	✓	Pre-existing
Upgrade tools and scripts	✓	✓	Pre-existing
Access to Platinum Services	✓	✓	✗
Certification with most existing Oracle products/versions	✓	✓	Pre-existing
Certification with most existing third-party products	✓	✓	Pre-existing
Certification with most new third-party products	✓	✗	✗

## 2. Oracle Product Lifecycle Terms for Software

*The below definitions are used generically and refer to the major release. For actual Oracle terms, please see the applicable Oracle Technical Support Policies document located at: <http://www.oracle.com/us/support/policies/index.html>.*

### I. Product

- End-of-Sale (EOS): Last date a product is generally available for sale. There can be additional criteria or categories as noted below:

1. End dates are version specific
2. Controlled Availability may initially limit sales of older products to certain deployments

3. Sales may never be ended but are limited past the EOS date to expansions for existing customers

- Last Order Date (LOD): Last date an order for a product can be placed in Oracle systems. This is not version specific as customers order product, not versions.

- Last Ship Date (LSD): Last date an order can be downloaded or shipped. Typically, this is 30 days after the LOD.

## II. Support

Software Updates, Licenses and Support (SULS) outlines key Oracle terms and conditions for software support and typically consists of 3 stages or categories:

### - End of Premier Support

1. Premier Support includes new fixes, security, certification with new devices and upgrade rights.
2. The end of Premier Support drops certification with new devices.

### - End of Extended Support:

1. Extended Support includes new fixes, security and upgrade rights.
2. The end of Extended Support means that no new software updates will be provided.
3. The end of Extended Support means that no security fixes will be provided (aka End of Security vulnerability Support)

### - End of Sustaining Support:

1. Sustaining Support continues upgrade rights, phone support and access to existing fixes and security
2. Sustaining Support is available indefinitely so Oracle does not typically have an end of support date for software.