

Request for Reconsideration after Final Action

The table below presents the data as entered.

Input Field	Entered
SERIAL NUMBER	87624083
LAW OFFICE ASSIGNED	LAW OFFICE 110
MARK SECTION	
MARK	https://tmng-al.uspto.gov/resting2/api/img/87624083/large
LITERAL ELEMENT	PILLAR TECHNOLOGY
STANDARD CHARACTERS	YES
USPTO-GENERATED IMAGE	YES
MARK STATEMENT	The mark consists of standard characters, without claim to any particular font style, size or color.
ARGUMENT(S)	
Please see the actual argument text attached within the Evidence section.	
EVIDENCE SECTION	
EVIDENCE FILE NAME(S)	
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DESCRIPTION OF EVIDENCE FILE	Dictionary and Wikipedia entries; documents related to prosecution of PILLAR OF CLOUD.
ADDITIONAL STATEMENTS SECTION	
DISCLAIMER	No claim is made to the exclusive right to use TECHNOLOGY apart from the mark as shown.
SIGNATURE SECTION	
RESPONSE SIGNATURE	/Anna P. Chang/
SIGNATORY'S NAME	Anna P. Chang
SIGNATORY'S POSITION	Associate attorney, Sideman & Bancroft LLP, California bar member
SIGNATORY'S PHONE NUMBER	415-392-1960
DATE SIGNED	01/10/2019
AUTHORIZED SIGNATORY	YES
CONCURRENT APPEAL NOTICE FILED	YES
FILING INFORMATION SECTION	
SUBMIT DATE	Thu Jan 10 19:37:25 EST 2019
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Request for Reconsideration after Final Action

To the Commissioner for Trademarks:

Application serial no. **87624083** PILLAR TECHNOLOGY(Standard Characters, see <https://tmng-al.uspto.gov/resting2/api/img/87624083/large>)

has been amended as follows:

ARGUMENT(S)

In response to the substantive refusal(s), please note the following:

Please see the actual argument text attached within the Evidence section.

EVIDENCE

Evidence in the nature of Dictionary and Wikipedia entries; documents related to prosecution of PILLAR OF CLOUD. has been attached.

Original PDF file:

[evi_381121538-20190110193106841109_. Request for Reconsideration - PILLAR TECHNOLOGY.pdf](#)

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[Evidence-1](#)

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Original PDF file:

[evi_381121538-20190110193106841109_. Ex. A - Pillar Definition from Dictionary.com.pdf](#)

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Original PDF file:

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[Evidence-11](#)

[Evidence-12](#)

ADDITIONAL STATEMENTS

Disclaimer

No claim is made to the exclusive right to use TECHNOLOGY apart from the mark as shown.

SIGNATURE(S)

Request for Reconsideration Signature

Signature: /Anna P. Chang/ Date: 01/10/2019

Signatory's Name: Anna P. Chang

Signatory's Position: Associate attorney, Sideman & Bancroft LLP, California bar member

Signatory's Phone Number: 415-392-1960

The signatory has confirmed that he/she is an attorney who is a member in good standing of the bar of the highest court of a U.S. state, which includes the District of Columbia, Puerto Rico, and other federal territories and possessions; and he/she is currently the owner's/holder's attorney or an associate thereof; and to the best of his/her knowledge, if prior to his/her appointment another U.S. attorney or a Canadian attorney/agent not currently associated with his/her company/firm previously represented the owner/holder in this matter: (1) the owner/holder has filed or is concurrently filing a signed revocation of or substitute power of attorney with the USPTO; (2) the USPTO has granted the request of the prior representative to withdraw; (3) the owner/holder has filed a power of attorney appointing him/her in this matter; or (4) the owner's/holder's appointed U.S. attorney or Canadian attorney/agent has filed a power of attorney appointing him/her as an associate attorney in this matter.

The applicant is filing a Notice of Appeal in conjunction with this Request for Reconsideration.

Serial Number: 87624083

Internet Transmission Date: Thu Jan 10 19:37:25 EST 2019

TEAS Stamp: USPTO/RFR-XX.XXX.XX.XX-20190110193725946

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UNITED STATES PATENT AND TRADEMARK OFFICE

SERIAL NO.: 87624083

Application Date: September 27, 2017

MARK: PILLAR TECHNOLOGY

Date of Final Office Action: July 10, 2018

REQUEST FOR RECONSIDERATION

I. Section 2(d) Refusal

On July 10, 2018, the Examining Attorney issued a Final Office Action refusing registration for PILLAR TECHNOLOGY (Serial No. 87624083) due to an alleged likelihood of confusion between PILLAR TECHNOLOGY and PILLAR OF CLOUD (Reg. No. 4920447) (the “Registered Mark”). For the following reasons, Applicant Accenture Global Solutions Limited (“Applicant”) respectfully requests that the Examining Attorney reconsider the refusal.

The two key factors in determining whether there is a likelihood of confusion between two marks are (1) the similarity of marks “in their entirety as to appearance, sound, connotation and commercial impression” and (2) the relatedness of services “as described in the application and registration.” TMEP § 1207.01; *In Re Thor Tech, Inc.*, 90 U.S.P.Q.2d 1634, 1635 (T.T.A.B. Apr. 22, 2009). Here, because the marks are different and because there is no evidence in the record that Applicant’s services are related to those of Registrant Morgan Cohen (“Registrant”), confusion is not likely.

a. There is no likelihood of confusion because the marks are not similar

“The basic principle in determining confusion between marks is that marks must be compared in their entirety It follows from that principle that likelihood of confusion cannot be predicated on dissection of a mark, that is, on only part of a mark.” *In re Nat’l Data Corp.*, 224 U.S.P.Q. 749, 750-51 (Fed. Cir. 1985). The Examining Attorney found that PILLAR was the dominant portion of both marks. However, Applicant respectfully suggests that PILLAR and CLOUD are equally dominant elements of Registrant’s Mark and that, under the anti-dissection rule, Registrant’s Mark should be analyzed as a whole. (As discussed further below, Registrant himself also argued that consumers would view PILLAR and CLOUD as equally important parts of Registrant’s Mark.) Analyzed in their entirety, Applicant’s mark and the Registered Mark are different in appearance and commercial impression when considered in their entirety.

Applicant’s mark PILLAR TECHNOLOGY is two words and connotes a vertical beam, made of hard materials such as stone or brick, that is reliable and can support heavy structures. *See* Ex. A (dictionary definition of “pillar”).

On the other hand, the Registered Mark, PILLAR OF CLOUD, is three words. PILLAR and CLOUD are equally dominant in the mark given the logical incongruity created by associating a sturdy and structural vertical beam with a soft airy mass of vapor. PILLAR OF

CLOUD, taken as a whole, connotes a soft column of mist, which cannot reliably support any type of structure and which has a biblical association with the manifestation of God. *See* Ex. B (dictionary definition of “cloud” and Wikipedia article for “pillar of cloud”). Additionally, the Registered Mark is a play on words, given Registrant’s services related to cloud computing, which further differentiates the meaning of the Registered Mark from Applicant’s mark, which does not include such wordplay.

Registrant himself twice previously argued that the terms PILLAR OF CLOUD and PILLAR are not similar. In the course of prosecuting the PILLAR OF CLOUD mark, Registrant received an office action, refusing to register PILLAR OF CLOUD due to a likelihood of confusion with U.S. Registration No. 2025071 for PILLAR for financial planning and analysis software. *See* Ex. C (November 13, 2014 Office Action re Registrant’s Mark). In response, Registrant asserted that:

the addition “OF CLOUD” [in Registrant’s Mark] is not merely adding wording, rather, it is entirely transforming the meaning. A pillar is defined as “1. an upright shaft or structure, of stone, brick, or other material . . .”, “2. A natural formation resembling such a construction” and “3. Any upright, supporting part; post”. The phrase “PILLAR OF CLOUD” on the other hand, was one of the manifestations of the presence of God in the Bible. The bible is the world’s best selling and most widely distributed book (estimated 5 billion copies in circulation), and this phrase is widely known. . . . Even those unfamiliar with this phrase [PILLAR OF CLOUD], would tend to think about a cloud in the shape of a pillar. Thus the connotation and commercial impression of “PILLAR OF CLOUD” is entirely different from that of “PILLAR”.

Ex. D (Registrant’s May 13, 2015 Response to Office Action) (citations omitted). Registrant also argued that PILLAR and CLOUD are “two words of equal significance” and that in English grammar, the word “of” places the focus on CLOUD and that the mark, when spoken, emphasizes CLOUD, not PILLAR. *Id.* When the Examining Attorney maintained his refusal, Registrant requested reconsideration and again argued against likelihood of confusion between PILLAR and PILLAR OF CLOUD. *See* Exs. E (May 21, 2015 Final Office Action) and F (Registrant’s November 20, 2015 Request for Reconsideration). Based on its arguments regarding the difference between PILLAR and PILLAR OF CLOUD, Registrant was granted registration of the PILLAR OF CLOUD mark.

“It is at least difficult to maintain a subjective view that confusion will occur when those directly concerned say it won’t. A mere assumption that confusion is likely will rarely prevail against uncontroverted evidence from those on the firing line that it is not.” *In re E. I. Du Pont de Nemours & Co.*, 476 F.2d 1357, 1363 (C.C.P.A. 1973); *see also Electronic Design & Sales Inc. v. Electronic Data Systems Corp.*, 21 U.S.P.Q.2d 1388, 1391 (Fed. Cir. 1992) (“We are not concerned with mere theoretical possibilities of confusion, deception, or mistake or with de minimis situations but with the practicalities of the commercial world, with which the trademark

laws deal.”). Applicant, which is directly involved with and knowledgeable about its respective markets, consumers, and potential consumers, believes that consumers will not be confused between PILLAR TECHNOLOGY and PILLAR OF CLOUD. Based on Registrant’s own arguments made in the course of securing registration for the PILLAR OF CLOUD mark, Registrant would agree. Due to the differences in the PILLAR TECHNOLOGY and PILLAR OF CLOUD marks, confusion is not likely.

b. There is no evidence in the record that the services are related

It is the Examining Attorney’s burden to submit sufficient evidence to support a finding that Applicant and Registrant’s respective services are related. TMEP § 1207.01(a)(vi) (“The examining attorney must provide evidence showing that the goods and services are related to support a finding of likelihood of confusion.”); *see also In re White Rock Distilleries Inc.*, 92 U.S.P.Q.2d 1282 (T.T.A.B. 2009) (rejecting the examining attorney’s finding regarding relatedness of goods due to insufficient evidentiary support). Respectfully, the Examining Attorney has not submitted evidence sufficient to meet her burden.

Applicant’s claimed services are:

1. User experience (UX), namely, computer software design in the field of user experience software;
2. IT consulting services in the field of internet of things (IoT), autonomous vehicles, and smart city technologies;
3. System architecture, namely, computer hardware and software design in the fields of agriculture, financial services, and public utilities design;
4. Computer software research and development and systems research and development, namely, research and design in the field of computer networking systems including for software and product testing; and
5. Application development, namely, development of software in the field of mobile applications.

Registrant’s claimed services are:

1. Computer services in the field of information technology, namely, software as a service (SaaS) featuring software for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security;
2. Consulting services in the field of design, development and implementation of cloud computing systems;
3. Computer consulting services in the field of cloud computing; and
4. Computerized information services relating to cloud computing.

While Applicant and Registrant’s services both relate generally to computers, technology, or software, there is no *per se* rule that all computer consulting or design services are related. *In re Quadram Corp.*, 228 U.S.P.Q. 863, 865 (T.T.A.B. 1985) (“[W]e think that a *per se* rule relating to source confusion vis-a-vis computer hardware and software is simply too rigid and restrictive an approach and fails to consider the realities of the marketplace.”). Applicant and Registrant’s respective services are narrowly delineated such that they do not overlap. And

consumers, who are sophisticated, would not understand Applicant and Registrant's respective services to emanate from the same source.

The Examining Attorney found that Applicant and Registrant's services were similar because (1) Applicant's services include design services in the field of computer networking systems, which based on several webpage printouts, the Examining Attorney concluded include Registrant's consulting services in the field of design of cloud computing systems, and (2) seven third-party registrations purportedly show that "computer consulting services and network and/or software design services, are of a kind that may emanate from a single source under a single mark."

First, the Examining Attorney provides no evidence that design of "cloud computing systems" and design of "computer networking systems" are related. The Examining Attorney's evidence consists solely of webpages that discuss how "cloud networking" and "cloud computing" are related. There is nothing in the record showing that "cloud computing" or "cloud networking" are related to computer networking systems. Therefore, respectfully, the Examining Attorney's website printouts have no probative value regarding the relation of "cloud computing systems" and "computer networking systems" and the design thereof. The Examining Attorney has also failed to show that cloud computing is related to any of Applicant's other services, such as user experience software or consulting related to internet of things or autonomous vehicles.

Second, the Examining Attorney provides no evidence that Applicant and Registrant's specific services are related. The Examining Attorney provided seven registrations purportedly showing that computer consulting services and network and/or software design services may generally emanate from the same source. However, again, there is no *per se* rule that all computer consulting or design services are related. The relatedness of services analysis must be based on the services "as described in the application and registration". TMEP § 1207.01.

Here, Applicant and Registrant's services are significantly narrower than "computer consulting," "software design," or "cloud computing." Applicant's services are restricted to user experience software; internet of things (IoT), autonomous vehicles, and smart city technologies; system architecture related to agriculture, financial services, and public utilities design; computer networking systems including for software and product testing; and mobile application development. Registrant's services are restricted to information technology software and cloud computing. Therefore, to show relatedness of goods, the Examining Attorney is required to submit evidence that Applicant and Registrant's specific services and software are related. *See, e.g., In Re White Rock Distilleries Inc.*, 92 U.S.P.Q.2d 1282 (T.T.A.B. Oct. 5, 2009) (finding that the Examining Attorney's evidence showing vodka and wine emanating from the same source was "hardly sufficient" to show that applicant's energy vodka infused with caffeine and registrant's wines were related and reversing the refusal to register); *In re Quadram Corporation*, (finding goods unrelated and no likelihood of confusion because "while applicant and registrant are both in the computer field, applicant is seeking registration for a specific specialized piece of peripheral computer hardware" and the cited registration "relates to a specific specialized type of applications software"); *In Re Azimuth Sys., Inc.*, 2006 WL 2414537, at *3 (T.T.A.B. July 31, 2006) (finding the examining attorney's finding of relatedness of services "too tenuous" where

applicant's software was "highly specialized for use in connection with testing in the wireless network field" and registrant's services were "more general in nature, albeit the services involved, in part, computer networks and communications"); *see also* TMEP § 1402.03(d) ("Any identification of goods for computer programs must be sufficiently specific to permit determinations with respect to likelihood of confusion. The purpose of requiring specificity in identifying computer programs is to avoid the issuance of unnecessary refusals of registration under 15 U.S.C. §1052(d) where the actual goods of the parties are not related and there is no conflict in the marketplace."). The Examining Attorney's cited registrations focus only on the terms "computer consulting", "cloud computing", "software design" and "network design", which appear highlighted in red font, indicating that the Examining Attorney did not consider Applicant and Registrant's specific services and only considered general computer-related services in determining relatedness of goods.

Respectfully, the Examining Attorney has not met her burden of showing that Applicant and Registrant's specific services, as identified in their respective application and registration, are related.

c. Applicant's mark should be allowed to register

Because the marks and services at issue are not similar or related, and because Registrant himself had previously argued in registering his mark that the terms PILLAR and PILLAR OF CLOUD are not likely to cause confusion, Applicant respectfully requests that the Examining Attorney allow Applicant's mark to proceed to registration.

II. Disclaimer

Applicant submits the following disclaimer: No claim is made to the exclusive right to use "TECHNOLOGY" apart from the mark as shown.



Dictionary.com

Thesaurus.com

definitions



pillar



pillar

[**pil**-er]

[Synonyms](#) [Examples](#) [Word Origin](#)

[See more synonyms for *pillar* on Thesaurus.com](#)

noun

1. an upright shaft or structure, of stone, brick, or other material, relatively slender in proportion to its height, and of any shape in section, used as a building support, or standing alone, as for a monument:
Gothic pillars; a pillar to commemorate Columbus.
2. a natural formation resembling such a construction:
a pillar of rock; a pillar of smoke.
3. any upright, supporting part; post:
the pillar of a table.

[Explore Dictionary.com](#)



Don't Be Accident Porn
And Other Hilarious Typos



Can You Translate These
Famous Phrases From
Emoji?



These Are the Longest
Words in English



These Are the Saddest
Phrases in English

4. a person who is a chief supporter of a society, state, institution, etc.:
a pillar of the community.
5. *Horology* . any of several short parts for spacing and keeping in the proper relative positions two plates holding the bearings of a watch or clock movement.
6. *Mining* . an isolated mass of rock or ore in a mine, usually serving as a roof support in early operations and later removed, wholly or in part.
7. *Nautical* . mast¹(**def 2**).

verb (used with object)

8. to provide or support with pillars.

Idioms

9. **from pillar to post** ,
 - a. aimlessly from place to place.
 - b. uneasily from one bad situation or predicament to another.

Origin of pillar

1175–1225; Middle English *pillare* < Medieval Latin *pīlāre* (see **pile**¹, -ar²); replacing earlier *pīler* < Old French < Medieval Latin, as above

Related forms

pil-lared , adjective
pil-lar-like , adjective
un-pil-lared , adjective

Can be confused

pillar pillory pillow

Synonyms for pillar

See more synonyms for on [Thesaurus.com](#)

1. pilaster, pier.

Synonym study

1. See column.

Dictionary.com Unabridged

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Related Words for pillar

pedestal, backbone, shaft, obelisk, support, stanchion, mast, upright, tower, prop, pier, post, colonnade, pilaster, leader, light, rock, sinew, worthy

Examples from the Web for pillar

Contemporary Examples of pillar

In another generation, it will be useless, leading visitors straight into a *pillar* .



Silicon Valley Mansions, Swallowed Alive

Geoff Manaugh

November 8, 2014

Yet over the course of this season, Sansa has become a *pillar* of strong womanhood.



Valar Morghulis: Game of Thrones' Women Are Going to Rule the World

Scott Bixby

June 17, 2014

I live just 45 minutes from my childhood home, so I am hardly the *pillar* of independence.



Marlo Thomas Says Girls Should Feel Free to Be Like Hannah Horvath

Emily Shire

April 24, 2014

Jackson is, contrary to this off-field image people have cultivated for him, a *pillar* of the community.

The Philadelphia Eagles' Race Problem: The Curious Case of DeSean Jackson and Riley Cooper



Marlow Stern
March 29, 2014

But as *Pillar* noted, these groups “still want coverage by the mainstream media in order to realize their publicity goals.”



Media Coverage of Olympic Terror Threats Shines Spotlight on Wrong Players
Dean Obeidallah
February 3, 2014

Historical Examples of pillar

When LOT swapped his wife away for a *pillar* of salt, the trade was free.
Punchinello, Vol. 1, No. 7, May 14, 1870
Various

Behind it, at the corner of a *pillar* , was an ever-burning altar-lamp.
The Dream
Emile Zola

In an hour we can raise a *pillar* of ice ten feet high, and that is quite enough.
The Field of Ice
Jules Verne

Crowded against the *pillar* I could not escape and so tried to appear unconcerned.
City of Endless Night
Milo Hastings

They threatened between them to fix her there in a *pillar* of snow.
Heather and Snow
George MacDonald

British Dictionary definitions for pillar

pillar

noun

1. an upright structure of stone, brick, metal, etc, that supports a superstructure or is used for ornamentation
2. something resembling this in shape or function : *a pillar of stones* ; *a pillar of smoke*

3. a tall, slender, usually sheer rock column, forming a separate top
4. a prominent supporter : *a pillar of the Church*
5. **from pillar to post** from one place to another

verb

6. (*tr*) to support with or as if with pillars

Word Origin for pillar

C13: from Old French *pilier*, from Latin *pīla*; see pile 1

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Publishers 1998, 2000, 2003, 2005, 2006, 2007, 2009, 2012

Word Origin and History for pillar

n.

c.1200, from Old French *pīler* "pillar, column, pier" (12c., Modern French *pilier*) and directly from Medieval Latin *pīlare* , from Latin *pīla* "pillar, stone barrier." Figurative sense of "prop or support of an institution or community" is first recorded early 14c. Phrase *pillar to post* is c.1600, originally of tennis, exact meaning obscure.

Online Etymology Dictionary, © 2010 Douglas Harper

pillar in Medicine

pillar

[pīl'ər]

n.

1. A structure or part that provides support and resembles a column or pillar.

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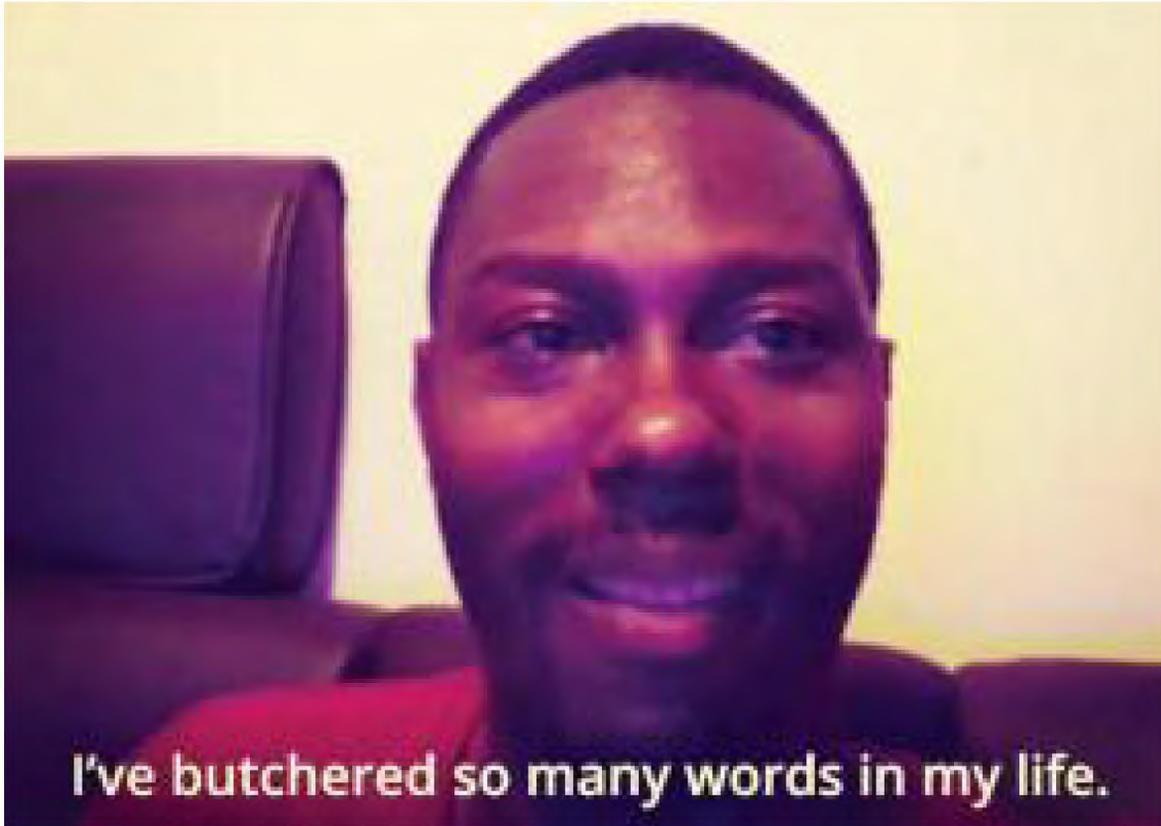
What's The Word For When You Can't Remember A Word?



Can You Guess Which Words Were Inspired by Real People?

 Word of the Day

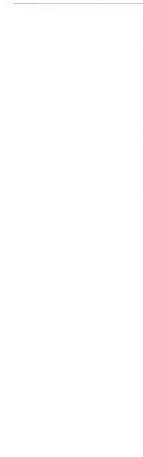
pawky 



Words We Get Wrong: How Many of These Can You Say?



Did You Know Real People Write the Dictionary?



Nearby words for pillar

- pill bug
- pill popper
- pill pusher
- pill-rolling
- pillage

pillar

- pillar box
- pillar to post
- pillar-and-breast
- pillarbox
- pillaret

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definitions



cloud



cloud

[klaʊd]

Synonyms Examples Word Origin

See more synonyms for *cloud* on Thesaurus.com

noun

1. a visible collection of particles of water or ice suspended in the air, usually at an elevation above the earth's surface.
2. any similar mass, especially of smoke or dust.
3. a dim or obscure area in something otherwise clear or transparent.

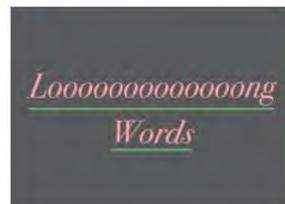
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These Are the Longest Words in English



These Are the Saddest Phrases in English

4. a patch or spot differing in color from the surrounding surface.
5. anything that obscures or darkens something, or causes gloom, trouble, suspicion, disgrace, etc.
6. a great number of insects, birds, etc., flying together: *a cloud of locusts obscuring the sun.*

7. *Digital Technology* . any of several, often proprietary, parts of the Internet that allow online processing and storage of documents and data as well as electronic access to software and other resources (usually preceded by *the*):
More and more software companies are encouraging users to store their work in the cloud.

adjective

8. of or relating to **cloud computing**:
cloud software; cloud servers.
9. relating to or doing business on the Internet:
Google and other cloud companies.

verb (used with object)

10. to overspread or cover with, or as with, a cloud or clouds:
The smoke from the fire clouded the sun from view.
11. to overshadow; obscure; darken:
The hardships of war cloud his childhood memories.
12. to make gloomy.
13. (of distress, anxiety, etc.) to reveal itself in (a part of one's face):
Worry clouded his brow.
14. to make obscure or indistinct; confuse:
Don't cloud the issue with unnecessary details.
15. to place under suspicion, disgrace, etc.
16. to variegate with patches of another color.

verb (used without object)

17. to grow **cloudy**; become **clouded**.
18. (of a part of one's face) to reveal one's distress, anxiety, etc.:
His brow clouded with anger.

Idioms

19. **in the clouds** ,
 - a. in a condition of absent-mindedness; lost in reverie.
 - b. impractical:
Their schemes are usually up in the clouds.

20. **on a cloud** , *Informal* . exceedingly happy; in high spirits:
On the night of the prom the seniors were on a cloud.
21. **under a cloud** , in disgrace; under suspicion:
After going bankrupt he left town under a cloud.

Origin of cloud

before 900; Middle English; Old English *clūd* rock, hill; probably akin to clod

Related forms

cloud-like , adjective

in-ter-cloud , verb (used with object)

Synonyms for cloud

See more synonyms for on [Thesaurus.com](#)

1. vapor. **6.** swarm, horde, multitude, throng, host, crowd, army. **14.** muddle, distort.

Synonym study

19. CLOUD, FOG, HAZE, MIST differ somewhat in their figurative uses. CLOUD connotes especially daydreaming: *His mind is in the clouds.* FOG and HAZE connote especially bewilderment or confusion: *to go around in a fog (haze)*. MIST has an emotional connotation and suggests tears: *a mist in one's eyes.*

Dictionary.com Unabridged

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Related Words for cloud

gloom, vapor, darkness, fog, smoke, puff, smog, mist, veil, steam, shower, swarm, dim, darken, overshadow, eclipse, blur, perplex, puzzle, muddle

Examples from the Web for cloud

Contemporary Examples of cloud

An innovative gift is the Qardioarm, a blood pressure monitor that records readings and uploads them to the *cloud* .



Nothing Says I Love You Like Data

The Daily Beast

December 8, 2014

The FSLN-controlled legislative assembly approved the mega-project under a *cloud* of secrecy in a record seven days.



China's Nicaragua Canal Could Spark a New Central America Revolution

Nina Lakhani

November 30, 2014

Eric lobbies for an industry of benign usefulness, non-partisan in nature, and over which no *cloud* of serious controversy looms.



Up to a Point: In Defense of Lobbyists

P. J. O'Rourke

October 25, 2014

Google, the Great Meddler in the *Cloud* , asks why we would resist strapping cameras and televisions to our heads.



America's Meddlers Are Our Worst Enemies

Stefan Beck

October 3, 2014

That brings us back to the *cloud* system monitored by the Cassini mission between July 20 and 22.



A Cloud Forms Over Saturn's Mysterious Moon

Matthew R. Francis

August 17, 2014

Historical Examples of cloud

I wanted you to see the last of that town under a *cloud* , so you might not be homesick so soon.

The Spenders

Harry Leon Wilson

He it is, too, that leaps from *cloud* to *cloud* amid the crashing thunder-storm.

Fire Worship (From "Mosses From An Old Manse")

Nathaniel Hawthorne

For days a *cloud* hung over the fair image of Hester in his mind.

Weighed and Wanting

George MacDonald

There was indeed a sun that nothing could *cloud* , but it seemed to shine far away.

Weighed and Wanting

George MacDonald

He whirled about in his swivel chair, and blew a *cloud* of smoke from his mouth.

Within the Law

Marvin Dana

British Dictionary definitions for cloud

cloud

noun

1. a mass of water or ice particles visible in the sky, usually white or grey, from which rain or snow falls when the particles coagulate : See also *cirrus*, *cumulonimbus*, *cumulus*, *stratus*
2. any collection of particles visible in the air, esp of smoke or dust
3. a large number of insects or other small animals in flight
4. something that darkens, threatens, or carries gloom
5. jewellery a cloudlike blemish in a transparent stone
6. (*modifier*) of or relating to cloud computing : *a cloud application*
7. **in the clouds** not in contact with reality
8. **under a cloud**
 - a. under reproach or suspicion
 - b. in a state of gloom or bad temper
9. **on cloud nine** *informal* elated; very happy

verb

10. (when *intr*, often foll by *over* or *up*) to make or become cloudy, overcast, or indistinct
11. (*tr*) to make obscure; darken
12. (*tr*) to confuse or impair : *emotion clouded his judgment*
13. to make or become gloomy or depressed
14. (*tr*) to place under or render liable to suspicion or disgrace
15. to render (liquids) milky or dull or (of liquids) to become milky or dull
16. to become or render mottled or variegated

Derived Forms

cloudless , adjective

cloudlessly , adverb

cloudlessness , noun

cloudlike , adjective

Word Origin for cloud

C13 (in the sense: a mass of vapour): from Old English *clūd* rock, hill; probably related to *clod*

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Word Origin and History for cloud

n.

Old English *clud* "mass of rock, hill," related to *clod*. Metaphoric extension to "raincloud, mass of evaporated water in the sky" is attested by c.1200 based on similarity of cumulus clouds and rock masses. The usual Old English word for "cloud" was *weolcan* . In Middle English, *skie* also originally meant "cloud."

The four fundamental types of cloud classification (cirrus, cumulus, stratus, nimbus) were proposed by British amateur meteorologist Luke Howard (1772-1864) in 1802.

Figuratively, as something that casts a shadow, from early 15c.; hence *under a cloud* (c.1500). *In the clouds* "removed from earthly things; obscure, fanciful, unreal" is from 1640s. *Cloud-compeller* translates (poetically) Greek *nephelegereta* , a Homeric epithet of Zeus.

v.

early 15c., "overspread with clouds, cover, darken," from *cloud* (n.). From 1510s as "to render dim or obscure;" 1590s as "to overspread with gloom." Intransitive sense of "become cloudy" is from 1560s. Related: *Clouded* ; *clouding* .

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cloud in Science

cloud

[klood]

1. A visible body of very fine water droplets or ice particles suspended in the atmosphere at altitudes ranging up to several miles above sea level. Clouds are formed when air that contains water vapor cools below the dew point.
2. A distinguishable mass of particles or gas, such as the collection of gases and dust in a nebula.

The American Heritage® Science Dictionary

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Idioms and Phrases with cloud

cloud

In addition to the idioms beginning with cloud

cloud over

also see:

head in the clouds
on cloud nine

silver lining, every cloud has
under a cloud

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Can You Guess Which Words Were Inspired by Real People?

 Word of the Day

pawky 



Words We Get Wrong: How Many of These Can You Say?



Nearby words for cloud

clotted cream
clotting factor
clotty
cloture
clou

cloud

cloud banner
cloud base
cloud chamber
cloud computing
cloud cover

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WIKIPEDIA

Pillar of cloud

A **pillar of cloud** (Hebrew: עַמֻּד עָנָן) was one of the manifestations of the presence of the God of Israel in the Torah, the five books of Moses which appear at the beginning of the Old Testament Bible. According to Exodus, the pillar of cloud guided the Israelites by day during the Exodus from Egypt (circa the 18th Dynasty; see dating of the Exodus). The pillar of cloud is traditionally paired with the manifestation of the divine presence by night as the pillar of fire, which provided light. This was so they "could travel by day or night".^[1]



The Children of Israel Crossing the Red (Reed) Sea, Exodus 13:21–22 By day the Lord went ahead of them in a pillar of cloud to guide them on their way and by night in a pillar of fire.

Usage

- Exodus 13:21–22 By day the Lord went ahead of them in a pillar of cloud to guide them on their way and by night in a pillar of fire to give them light, so that they could travel by day or night. Neither the pillar of cloud by day nor the pillar of fire by night left its place in front of the people.
- Numbers 14:14 And they will tell the inhabitants of this land about it. They have already heard that you, O LORD, are with these people and that you, O Lord, have been seen face to face, that your cloud stays over them, and that you go before them in a pillar of cloud by day and a pillar of fire by night.
- Deuteronomy 1:33 Who went in the way before you, to search you out a place to pitch your tents in, in fire by night, to shew you by what way ye should go, and in a cloud by day.
- Psalms 99:7 In a pillar of cloud He then spoke to them; they kept His testimonies and the statute He gave them.
- Nehemiah 9:12 By day you led them with a pillar of cloud, and by night with a pillar of fire to give them light on the way they were to take.
- Nehemiah 9:19 "Because of your great compassion you did not abandon them in the desert. By day the pillar of cloud did not cease to guide them on their path, nor the pillar of fire by night to shine on the way they were to take.

See also

- Pillar of Fire (theophany)
- Theophany
- Dust Devil
- Related Bible parts: Exodus 13, Psalm 99

References

1. Exodus 13:21 (<http://www.mechon-mamre.org/p/pt/pt0213.htm#21>)

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To: Cohen, Morgan (mcohen@cohensystems.com)
Subject: U.S. TRADEMARK APPLICATION NO. 86349190 - PILLAR OF CLOUD - N/A
Sent: 11/13/2014 8:34:07 AM
Sent As: ECOM118@USPTO.GOV
Attachments: [Attachment - 1](#)

**UNITED STATES PATENT AND TRADEMARK OFFICE (USPTO)
OFFICE ACTION (OFFICIAL LETTER) ABOUT APPLICANT'S TRADEMARK APPLICATION**

U.S. APPLICATION SERIAL NO. 86349190	
MARK: PILLAR OF CLOUD	*86349190*
CORRESPONDENT ADDRESS: COHEN, MORGAN ST. JOHANNNS-RING 133 BASEL 4056 SWITZERLAND	CLICK HERE TO RESPOND TO THIS LETTER: http://www.uspto.gov/trademarks/teas/response_forms.jsp VIEW YOUR APPLICATION FILE
APPLICANT: Cohen, Morgan	
CORRESPONDENT'S REFERENCE/DOCKET NO.: N/A CORRESPONDENT E-MAIL ADDRESS: mcohen@cohensystems.com	

OFFICE ACTION

STRICT DEADLINE TO RESPOND TO THIS LETTER

TO AVOID ABANDONMENT OF APPLICANT'S TRADEMARK APPLICATION, THE USPTO MUST RECEIVE APPLICANT'S COMPLETE RESPONSE TO THIS LETTER **WITHIN 6 MONTHS** OF THE ISSUE/MAILING DATE BELOW.

ISSUE/MAILING DATE: 11/13/2014

The referenced application has been reviewed by the assigned trademark examining attorney. Applicant must respond timely and completely to the issue(s) below. 15 U.S.C. §1062(b); 37 C.F.R. §§2.62(a), 2.65(a); TMEP §§711, 718.03.

Likelihood of Confusion

Registration of the applied-for mark is refused because of a likelihood of confusion with the mark in U.S. Registration No. 2025071. Trademark Act Section 2(d), 15 U.S.C. §1052(d); see TMEP §§1207.01 *et seq.* See the enclosed registration.

In any likelihood of confusion determination, two key considerations are similarity of the marks and similarity or relatedness of the goods and/or services. *Syndicat Des Proprietaires Viticulteurs De Chateaufeuf-Du-Pape v. Pasquier DesVignes*, 107 USPQ2d 1930, 1938 (TTAB 2013) (citing *Federated Foods, Inc. v. Fort Howard Paper Co.*, 544 F.2d 1098, 1103, 192 USPQ 24, 29 (C.C.P.A. 1976)); *In re Iolo Techs., LLC*, 95 USPQ2d 1498, 1499 (TTAB 2010); see TMEP §1207.01. That is, the marks are compared in their entireties for similarities in appearance, sound, connotation, and commercial impression. *In re Viterra Inc.*, 671 F.3d 1358, 1362, 101 USPQ2d 1905, 1908 (Fed. Cir. 2012) (quoting *In re E. I. du Pont de Nemours & Co.*, 476 F.2d 1357, 1361, 177 USPQ 563, 567 (C.C.P.A. 1973)); TMEP §1207.01(b)-(b)(v). Additionally, the goods and/or services are compared to determine whether they are similar or commercially related or travel in the same trade channels. See *Coach Servs., Inc. v. Triumph Learning LLC*, 668 F.3d 1356, 1369-71, 101 USPQ2d 1713, 1722-23 (Fed. Cir. 2012); *Herbko Int'l, Inc. v. Kappa Books, Inc.*, 308 F.3d 1156, 1165, 64 USPQ2d 1375, 1381 (Fed. Cir. 2002); TMEP §1207.01, (a)(vi).

In this case, the applicant's mark, PILLAR OF CLOUD, is highly similar to the registrant's mark, PILLAR. The applicant has merely added wording to the registrant's mark. Adding a term to a registered mark generally does not obviate the similarity between the compared marks, as in the present case, nor does it overcome a likelihood of confusion under Section 2(d). See *Coca-Cola Bottling Co. v. Jos. E. Seagram & Sons, Inc.*, 526 F.2d 556, 557, 188 USPQ 105, 106 (C.C.P.A. 1975) (finding BENGAL and BENGAL LANCER and design confusingly similar);

TMEP §1207.01(b)(iii). In the present case, the marks are identical in part.

Consumers are generally more inclined to focus on the first word, prefix, or syllable in any trademark or service mark. See *Palm Bay Imps., Inc. v. Veuve Clicquot Ponsardin Maison Fondee En 1772*, 396 F. 3d 1369, 1372, 73 USPQ2d 1689, 1692 (Fed. Cir. 2005); *Presto Prods., Inc. v. Nice-Pak Prods., Inc.*, 9 USPQ2d 1895, 1897 (TTAB 1988) (“it is often the first part of a mark which is most likely to be impressed upon the mind of a purchaser and remembered” when making purchasing decisions).

Furthermore, the applicant’s goods and services and the registrant’s goods are closely related and overlapping. The applicant’s goods and services are “Computer software for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security” and “Computer services in the field of information technology, namely, software as a service (SaaS) for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security; design, development and implementation of cloud computing services; computer consulting services in the field of cloud computing; computerized information services relating to cloud computing.” The registrant’s goods are “computer programs for use in business applications, namely budgeting, financial planning, financial analysis, forecasting and reforecasting.” The applicant’s goods and services and the registrant’s goods are used for similar purposes.

Because the marks are highly similar and the goods and services are closely related, there is a substantial likelihood that consumers would be confused as to the source of the goods and services.

Although applicant’s mark has been refused registration, applicant may respond to the refusal(s) by submitting evidence and arguments in support of registration.

If applicant responds to the refusal(s), applicant must also respond to the requirement(s) set forth below.

Identification of Goods and Services

The identification of goods in Class 9 is acceptable.

In Class 42, the wording “Computer services in the field of information technology, namely, software as a service (SaaS) for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security” in the identification of services is indefinite and must be clarified. See TMEP §1402.01. Applicant may change this wording to “Computer services in the field of information technology, namely, software as a service (SaaS) featuring software for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security,” if accurate. See TMEP §1402.01.

In Class 42, the wording “design, development and implementation of cloud computing services” in the identification of services is indefinite and must be clarified. See TMEP §1402.01. Applicant may change this wording to “consulting services in the field of design, development and implementation of cloud computing systems,” if accurate. See TMEP §1402.01.

Applicant may adopt the following identification of services, if accurate:

Computer services in the field of information technology, namely, software as a service (SaaS) featuring software for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security; consulting services in the field of design, development and implementation of cloud computing systems; computer consulting services in the field of cloud computing; computerized information services relating to cloud computing in Class 42.

See TMEP §1402.01.

An applicant may only amend an identification to clarify or limit the goods and/or services, but not to add to or broaden the scope of the goods and/or services. 37 C.F.R. §2.71(a); see TMEP §§1402.06 *et seq.*, 1402.07.

For assistance with identifying and classifying goods and services in trademark applications, please see the USPTO’s online searchable *U.S. Acceptable Identification of Goods and Services Manual* at <http://tess2.uspto.gov/netahtml/tidm.html>. See TMEP §1402.04.

Response

For this application to proceed toward registration, applicant must explicitly address each refusal and/or requirement raised in this Office action. If the action includes a refusal, applicant may provide arguments and/or evidence as to why the refusal should be withdrawn and the mark should register. Applicant may also have other options for responding to a refusal and should consider such options carefully. To respond to requirements and certain refusal response options, applicant should set forth in writing the required changes or statements.

If applicant does not respond to this Office action within six months of the issue/ mailing date, or responds by expressly abandoning the application, the application process will end, the trademark will fail to register, and the application fee will not be refunded. See 15 U.S.C. §1062(b); 37 C.F.R. §§2.65(a), 2.68(a), 2.209(a); TMEP §§405.04, 718.01, 718.02. Where the application has been abandoned for failure to respond to an Office action, applicant's only option would be to file a timely petition to revive the application, which, if granted, would allow the application to return to active status. See 37 C.F.R. §2.66; TMEP §1714. There is a \$100 fee for such petitions. See 37 C.F.R. §§2.6, 2.66(b)(1).

Because of the legal technicalities and strict deadlines involved in the USPTO application process, applicant may wish to hire a private attorney specializing in trademark matters to represent applicant in this process and provide legal advice. Although the undersigned trademark examining attorney is permitted to help an applicant understand the contents of an Office action as well as the application process in general, no USPTO attorney or staff is permitted to give an applicant legal advice or statements about an applicant's legal rights. TMEP §§705.02, 709.06.

For attorney referral information, applicant may consult the American Bar Association's Consumers' Guide to Legal Help at <http://www.abanet.org/legalservices/findlegalhelp/home.cfm>, an attorney referral service of a state or local bar association, or a local telephone directory. The USPTO may not assist an applicant in the selection of a private attorney. 37 C.F.R. §2.11.

If applicant has questions regarding this Office action, please telephone or e-mail the assigned trademark examining attorney. All relevant e-mail communications will be placed in the official application record; however, an e-mail communication will not be accepted as a response to this Office action and will not extend the deadline for filing a proper response. See 37 C.F.R. §2.191; TMEP §§304.01-.02, 709.04-.05.

/Ronald McMorrow/
Examining Attorney
Law Office 118
571-272-9306
ronald.mcmorrow@uspto.gov

TO RESPOND TO THIS LETTER: Go to http://www.uspto.gov/trademarks/teas/response_forms.jsp. Please wait 48-72 hours from the issue/ mailing date before using the Trademark Electronic Application System (TEAS), to allow for necessary system updates of the application. For *technical* assistance with online forms, e-mail TEAS@uspto.gov. For questions about the Office action itself, please contact the assigned trademark examining attorney. **E-mail communications will not be accepted as responses to Office actions; therefore, do not respond to this Office action by e-mail.**

All informal e-mail communications relevant to this application will be placed in the official application record.

WHO MUST SIGN THE RESPONSE: It must be personally signed by an individual applicant or someone with legal authority to bind an applicant (i.e., a corporate officer, a general partner, all joint applicants). If an applicant is represented by an attorney, the attorney must sign the response.

PERIODICALLY CHECK THE STATUS OF THE APPLICATION: To ensure that applicant does not miss crucial deadlines or official notices, check the status of the application every three to four months using the Trademark Status and Document Retrieval (TSDR) system at <http://tsdr.uspto.gov/>. Please keep a copy of the TSDR status screen. If the status shows no change for more than six months, contact the Trademark Assistance Center by e-mail at TrademarkAssistanceCenter@uspto.gov or call 1-800-786-9199. For more information on checking status, see <http://www.uspto.gov/trademarks/process/status/>.

TO UPDATE CORRESPONDENCE/E-MAIL ADDRESS: Use the TEAS form at <http://www.uspto.gov/trademarks/teas/correspondence.jsp>.

Print: Nov 13, 2014

74702763

DESIGN MARK

Serial Number

74702763

Status

REGISTERED AND RENEWED

Word Mark

PILLAR

Standard Character Mark

No

Registration Number

2025071

Date Registered

1996/12/24

Type of Mark

TRADEMARK

Register

PRINCIPAL

Mark Drawing Code

(1) TYPED DRAWING

Owner

HYPERION SOLUTIONS CORPORATION CORPORATION DELAWARE 5450 Great America
Parkway Santa Clara CALIFORNIA 95054

Goods/Services

Class Status -- ACTIVE. IC 009. US 021 023 026 036 038. G & S:
computer programs for use in business applications, namely budgeting,
financial planning, financial analysis, forecasting and reforecasting.
First Use: 1989/06/23. First Use In Commerce: 1989/06/23.

Prior Registration(s)

1599422

Filing Date

1995/07/17

Examining Attorney

CATALDO, PETER

Attorney of Record

Barry R. Lipsitz

To: Cohen, Morgan (mcohen@cohensystems.com)
Subject: U.S. TRADEMARK APPLICATION NO. 86349190 - PILLAR OF CLOUD - N/A
Sent: 11/13/2014 8:34:08 AM
Sent As: ECOM118@USPTO.GOV
Attachments:

UNITED STATES PATENT AND TRADEMARK OFFICE (USPTO)

**IMPORTANT NOTICE REGARDING YOUR
U.S. TRADEMARK APPLICATION**

USPTO OFFICE ACTION (OFFICIAL LETTER) HAS ISSUED
ON **11/13/2014** FOR U.S. APPLICATION SERIAL NO. 86349190

Your trademark application has been reviewed. The trademark examining attorney assigned by the USPTO to your application has written an official letter to which you must respond. Please follow these steps:

(1) **READ THE LETTER** by clicking on this [link](#) or going to <http://tsdr.uspto.gov/>, entering your U.S. application serial number, and clicking on "Documents."

The Office action may not be immediately viewable, to allow for necessary system updates of the application, but will be available within 24 hours of this e-mail notification.

(2) **RESPOND WITHIN 6 MONTHS** (or sooner if specified in the Office action), calculated from **11/13/2014**, using the Trademark Electronic Application System (TEAS) response form located at http://www.uspto.gov/trademarks/teas/response_forms.jsp.

Do NOT hit "Reply" to this e-mail notification, or otherwise e-mail your response because the USPTO does NOT accept e-mails as responses to Office actions.

(3) **QUESTIONS** about the contents of the Office action itself should be directed to the trademark examining attorney who reviewed your application, identified below.

/Ronald McMorrow/
Examining Attorney
Law Office 118
571-272-9306
ronald.mcmorrow@uspto.gov

WARNING

Failure to file the required response by the applicable response deadline will result in the ABANDONMENT of your application. For more information regarding abandonment, see <http://www.uspto.gov/trademarks/basics/abandon.jsp>.

PRIVATE COMPANY SOLICITATIONS REGARDING YOUR APPLICATION: Private companies **not** associated with the USPTO are using information provided in trademark applications to mail or e-mail trademark-related solicitations. These companies often use names that closely resemble the USPTO and their solicitations may look like an official government document. Many solicitations require that you pay "fees."

Please carefully review all correspondence you receive regarding this application to make sure that you are responding to an official document from the USPTO rather than a private company solicitation. All official USPTO correspondence will be mailed only from the "United States Patent and Trademark Office" in Alexandria, VA; or sent by e-mail from the domain "@uspto.gov." For more information on how to handle

private company solicitations. see http://www.uspto.gov/trademarks/solicitation_warnings.jsp.

Response to Office Action

The table below presents the data as entered.

Input Field	Entered
SERIAL NUMBER	86349190
LAW OFFICE ASSIGNED	LAW OFFICE 118
MARK SECTION	
MARK	http://tsdr.uspto.gov/img/86349190/large
LITERAL ELEMENT	PILLAR OF CLOUD
STANDARD CHARACTERS	YES
USPTO-GENERATED IMAGE	YES
MARK STATEMENT	The mark consists of standard characters, without claim to any particular font style, size or color.
EVIDENCE SECTION	
EVIDENCE FILE NAME(S)	
ORIGINAL PDF FILE	evi_178198254238-20150513092412550147_.Pillar.pdf
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GOODS AND/OR SERVICES SECTION (009)(no change)	
GOODS AND/OR SERVICES SECTION (042)(current)	
INTERNATIONAL CLASS	042
DESCRIPTION	
Computer services in the field of information technology, namely, software as a service (SaaS) for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security; design, development and implementation of cloud computing services; computer consulting services in the field of cloud computing; computerized information services relating to cloud computing	
FILING BASIS	Section 44(e)
GOODS AND/OR SERVICES SECTION (042)(proposed)	
INTERNATIONAL CLASS	042
TRACKED TEXT DESCRIPTION	
Computer services in the field of information technology, namely, software as a service (SaaS) for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security; Computer services in the field of information technology, namely, software as a service (SaaS) featuring software for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security; design, development and implementation of cloud computing services; consulting services in the field of design, development and implementation of cloud computing services; computer consulting services in the field of cloud computing; computerized information services relating to cloud computing	
FINAL DESCRIPTION	
Computer services in the field of information technology, namely, software as a service (SaaS) featuring software for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security; consulting services in the field of design, development and implementation of cloud computing services; computer consulting services in the field of cloud computing; computerized information services relating to cloud computing	
FILING BASIS	Section 44(e)
SIGNATURE SECTION	
RESPONSE SIGNATURE	/Morgan Cohen/
SIGNATORY'S NAME	Morgan Cohen

SIGNATORY'S POSITION	Owner
DATE SIGNED	05/13/2015
AUTHORIZED SIGNATORY	YES
FILING INFORMATION SECTION	
SUBMIT DATE	Wed May 13 10:26:11 EDT 2015
TEAS STAMP	USPTO/ROA-XXX.XXX.XXX.XXX -20150513102611612859-863 49190-5305ac7a3399aeaf230 626da7e15b1c6262d64fde588 5be8d429f7ac99a033-N/A-N/ A-20150513092412550147

PTO Form 1557 (Rev 9/2005)
OMB No. 0651-0050 (Exp. 07/31/2017)

Response to Office Action

To the Commissioner for Trademarks:

Application serial no. **86349190** PILLAR OF CLOUD(Standard Characters, see <http://tsdr.uspto.gov/img/86349190/large>) has been amended as follows:

EVIDENCE

Original PDF file:

[evi_178198254238-20150513092412550147 . Pillar.pdf](#)

Converted PDF file(s) (1 page)

[Evidence-1](#)

Original PDF file:

[evi_178198254238-20150513092412550147 . Pillar of Cloud - Wikipedia.pdf](#)

Converted PDF file(s) (2 pages)

[Evidence-1](#)

[Evidence-2](#)

Original PDF file:

[evi_178198254238-20150513092412550147 . Alight Planning Becomes Oracle Gold Partner.pdf](#)

Converted PDF file(s) (1 page)

[Evidence-1](#)

Original PDF file:

[evi_178198254238-20150513092412550147 . lifetime-support-applications-069216.pdf](#)

Converted PDF file(s) (92 pages)

[Evidence-1](#)

[Evidence-2](#)

[Evidence-3](#)

[Evidence-4](#)

[Evidence-5](#)

[Evidence-6](#)

[Evidence-7](#)

[Evidence-8](#)

[Evidence-9](#)

[Evidence-10](#)

[Evidence-11](#)

[Evidence-12](#)

[Evidence-13](#)

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[Evidence-89](#)
[Evidence-90](#)
[Evidence-91](#)
[Evidence-92](#)

Original PDF file:

[evi_178198254238-20150513092412550147 . Entity Information.pdf](#)

Converted PDF file(s) (2 pages)

[Evidence-1](#)

[Evidence-2](#)

Original PDF file:

[evi_178198254238-20150513092412550147 . Arguments.pdf](#)

Converted PDF file(s) (2 pages)

[Evidence-1](#)

[Evidence-2](#)

CLASSIFICATION AND LISTING OF GOODS/SERVICES

Applicant proposes to amend the following class of goods/services in the application:

Current: Class 042 for Computer services in the field of information technology, namely, software as a service (SaaS) for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security; design, development and implementation of cloud computing services; computer consulting services in the field of cloud computing; computerized information services relating to cloud computing

Original Filing Basis:

Filing Basis: Section 44(e), Based on Foreign Registration: *For all applications:* The applicant attaches a copy of [_____] registration number _____ registered _____ with a renewal date of _____ and an expiration date of _____], and translation thereof, if appropriate. *For a trademark or service mark application:* As of the application filing date, the applicant had a bona fide intention, and was entitled, to use the mark in commerce on or in connection with the identified goods/services. *For a collective trademark, collective service mark, or collective membership mark application:* As of the application filing date, the applicant had a bona fide intention, and was entitled, to exercise legitimate control over the use of the mark in commerce by members on or in connection with the identified goods/services/collective membership organization. *For a certification mark application:* As of the application filing date, the applicant had a bona fide intention, and was entitled, to exercise legitimate control over the use of the mark in commerce by authorized users on or in connection with the identified goods/services, and the applicant will not engage in the production or marketing of the goods/services to which the mark is applied, except to advertise or promote recognition of the certification program or of the goods or services that meet the certification standards of the applicant.

Proposed:

Tracked Text Description: ~~Computer services in the field of information technology, namely, software as a service (SaaS) for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security;~~ [Computer services in the field of information technology, namely, software as a service \(SaaS\) featuring software for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security;](#) ~~design, development and implementation of cloud computing services;~~ [consulting services in the field of design, development and implementation of cloud computing services;](#) computer consulting services in the field of cloud computing; computerized information services relating to cloud computing

Class 042 for Computer services in the field of information technology, namely, software as a service (SaaS) featuring software for business

management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security; consulting services in the field of design, development and implementation of cloud computing services; computer consulting services in the field of cloud computing; computerized information services relating to cloud computing

Filing Basis: Section 44(e), Based on Foreign Registration: *For all applications:* The applicant attaches a copy of [_____ registration number _____ registered _____ with a renewal date of _____ and an expiration date of _____], and translation thereof, if appropriate, before the application may proceed to registration. *For a trademark or service mark application:* As of the application filing date, the applicant had a bona fide intention, and was entitled, to use the mark in commerce on or in connection with the identified goods/services. *For a collective trademark, collective service mark, or collective membership mark application:* As of the application filing date, the applicant had a bona fide intention, and was entitled, to exercise legitimate control over the use of the mark in commerce by members on or in connection with the identified goods/services/collective membership organization. *For a certification mark application:* As of the application filing date, the applicant had a bona fide intention, and was entitled, to exercise legitimate control over the use of the mark in commerce by authorized users on or in connection with the identified goods/services, and the applicant will not engage in the production or marketing of the goods/services to which the mark is applied, except to advertise or promote recognition of the certification program or of the goods or services that meet the certification standards of the applicant.

SIGNATURE(S)

Response Signature

Signature: /Morgan Cohen/ Date: 05/13/2015

Signatory's Name: Morgan Cohen

Signatory's Position: Owner

The signatory has confirmed that he/she is not represented by either an authorized attorney or Canadian attorney/agent, and that he/she is either (1) the applicant or (2) a person(s) with legal authority to bind the applicant; and if an authorized U.S. attorney or Canadian attorney/agent previously represented him/her in this matter, either he/she has filed a signed revocation of power of attorney with the USPTO or the USPTO has granted the request of his/her prior representative to withdraw.

Serial Number: 86349190

Internet Transmission Date: Wed May 13 10:26:11 EDT 2015

TEAS Stamp: USPTO/ROA-XXX.XXX.XXX.XXX-20150513102611

612859-86349190-5305ac7a3399aeaf230626da

7e15b1c6262d64fde5885be8d429f7ac99a033-N

/A-N/A-20150513092412550147

Similarity of the Marks

The Office Action contends that the applicant has merely added wording to the mark in U.S. Registration No. 2025071. The applicant rejects this argument, because the addition "OF CLOUD" is not merely adding wording, rather, it is entirely transforming the meaning. A pillar is defined as "1. an upright shaft or structure, of stone, brick, or other material...", "2. A natural formation resembling such a construction" and "3. Any upright, supporting part; post" (see enclosed search on <http://dictionary.reference.com>). The phrase "PILLAR OF CLOUD" on the other hand, was one of the manifestations of the presence of God in the Bible (see enclosed Wikipedia entry "Pillar of Cloud"). The Bible is the world's best-selling and most widely distributed book (estimated 5 billion copies in circulation), and this phrase is widely known.

In the case cited by the examiner, BENGAL LANCER was found to be confusingly similar to BENGAL. In that case, a proper noun "LANCER" was appended to another proper noun "BENGAL". The addition of the word LANCER brings change in meaning, and it is obvious that there is a likelihood of confusion. The applicant's case is entirely different, as "PILLAR" is a common noun with a well-known meaning. Appending "OF CLOUD" does not merely add wording, as in the case of BENGAL LANCER, because the additional words transform the meaning. The phrase "PILLAR OF CLOUD" is a well known phrase from the bible. Even those unfamiliar with this phrase, would tend to think about a cloud in the shape of a pillar. Thus the connotation and commercial impression of "PILLAR OF CLOUD" is entirely different from that of "PILLAR".

The Office Action contends that consumers are generally more inclined to focus on the first word, prefix, or syllable in any trademark. The applicant agrees that this assertion is often true, however it is not true in the present case, and is therefore rejected. Firstly, there is clear difference in appearance between the three word phrase "PILLAR OF CLOUD" and the single word "PILLAR". Secondly, the phrase PILLAR OF CLOUD contains two words of equal significance PILLAR and CLOUD, joined by the connecting word OF. In English grammar, the word OF places the focus on the following word, CLOUD. This is in contrast with the single word mark "PILLAR". Thirdly, there is a significant difference in sound. When the phrase PILLAR OF CLOUD is spoken, the vocal emphasis is clearly on the third word CLOUD. In summary, consumers will be inclined to focus on the words OF CLOUD at least as much as the word PILLAR.

To conclude, the marks are not similar in appearance, sound, connotation or commercial impression. There is therefore no likelihood of confusion.

Similarity or Relatedness of the Goods and Services

The applicant does not dispute that the identification of goods and services in the application and those in US Registration No. 2025071 are closely related and overlapping. This is however moot, as the registered mark has not been used in commerce since June 2007, when its new owner Oracle Corporation discontinued the Pillar software product. Please see enclosed evidence:

- "Ironically though, in 2007, Oracle acquired Hyperion and finally killed Pillar which was replaced with Hyperion Planning" from article "Alight Planning Becomes Oracle Gold Partner", Budgeting Software Journal, November 30th, 2011
- "Pillar 5.7.11.x GA Date Jun 2007" (GA means General Availability until) from page 37 of document "Oracle Lifetime Support Policy", October 2014

This constitutes abandonment of the mark, as it has not been used in commerce for over 7 years. Indeed the owner is still recorded in the trademark register as Delaware corporation "HYPERION SOLUTIONS CORPORATION", even though this company ceased to exist in 2008 (see enclosed search results "Entity Information" from NY Department of State Division of Corporations website). This failure by the owner to update the trademark registration is further evidence that the mark has been abandoned.

Conclusion

The applicant has provided arguments and evidence to show why the refusal should be withdrawn and the mark should register.

Identification of Goods and Services

The applicant agrees to adopt the suggested wording in the Office Action for the identification of services in class 42.

pillar

[**pil**-er]

Synonyms Examples Word Origin

noun

1. an upright shaft or structure, of stone, brick, or other material, relatively slender in proportion to its height, and of any shape in section, used as a building support, or standing alone, as for a monument:
Gothic pillars; a pillar to commemorate Columbus.
2. a natural formation resembling such a construction:
a pillar of rock; a pillar of smoke.
3. any upright, supporting part; post:
the pillar of a table.
4. a person who is a chief supporter of a society, state, institution, etc.:
a pillar of the community.
5. *Horology.* any of several short parts for spacing and keeping in the proper relative positions two plates holding the bearings of a watch or clock movement.
6. *Mining.* an isolated mass of rock or ore in a mine, usually serving as a roof support in early operations and later removed, wholly or in part.
7. *Nautical,* mast ¹(def 2).

verb (used with object)

8. to provide or support with pillars.

Idioms

9. **from pillar to post,**
 - a. aimlessly from place to place.
 - b. uneasily from one bad situation or predicament to another.

Pillar of Cloud

From Wikipedia, the free encyclopedia

A **pillar of cloud** (Hebrew: עמוד ענן) was one of the manifestations of the presence of the God of Israel in the Torah. According to Exodus, the pillar of cloud guided the Israelites by day during the Exodus from Egypt (circa the 18th Dynasty; see dating of the Exodus). The pillar of cloud is traditionally paired with the manifestation of the divine presence by night as the pillar of fire, which provided light. This was so they "could travel by day or night".^[1]



The Children of Israel Crossing the Jordan, Exodus 13:21-22 By day the Lord went ahead of them in a pillar of cloud to guide them on their way and by night in a pillar of fire.

Usage

- Exodus 13:21-22 By day the Lord went ahead of them in a pillar of cloud to guide them on their way and by night in a pillar of fire to give them light, so that they could travel by day or night. Neither the pillar of cloud by day nor the pillar of fire by night left its place in front of the people.
- Numbers 14:14 And they will tell the inhabitants of this land about it. They have already heard that you, O LORD, are with these people and that you, O Lord, have been seen face to face, that your cloud stays over them, and that you go before them in a pillar of cloud by day and a pillar of fire by night.
- Deuteronomy 1:33 Who went in the way before you, to search you out a place to pitch your tents in, in fire by night, to shew you by what way ye should go, and in a cloud by day.
- Psalms 99:7 In a pillar of cloud He then spoke to them; they kept His testimonies and the statute He gave them.
- Nehemiah 9:12 By day you led them with a pillar of cloud, and by night with a pillar of fire to give them light on the way they were to take.
- Nehemiah 9:19 "Because of your great compassion you did not abandon them in the desert. By day the pillar of cloud did not cease to guide them on their path, nor the pillar of fire by night to shine on the way they were to take.

See also

- Theophany

References

1. Exodus 13:21 (<http://tools.wmflabs.org/bibleversefinder/?book=Exodus&verse=13:21&src=HE>)

Retrieved from "http://en.wikipedia.org/w/index.php?title=Pillar_of_Cloud&oldid=631666987"

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Alight Planning Becomes Oracle Gold Partner

November 30, 2011 By Budgeting Software Journal

Alight LLC, developers of [Alight Planning](#) financial planning and reporting software, today announced that it has joined Oracle's partnership program at the Gold level. As the leader and industry spokesperson for budgeting and enterprise planning solutions, Rand Heer, Alight's CEO was delighted to be selected as an Oracle Gold Partner. Rand, who founded Pillar, the first enterprise planning software package, reflects on some important history to frame this partnership, "In 1994, Hyperion acquired Pillar. With over 2,500 customers purchasing Hyperion Pillar, the deal proved to be one of the great cash cows of the decade. Ironically, though in 2007, Oracle acquired Hyperion and finally killed Pillar which was replaced with Hyperion Planning. Some Pillar users did not make the move to Hyperion Planning including Apple Computer which is still using Pillar at the time of our partnership because Pillar had some beautiful functionality especially around unit rate amounts."

Jeffrey Walker who built Oracle's applications business and was also CFO at Oracle was pleased to learn of the partnership, "Looking back on it, it's too bad we at Oracle didn't pick up on Pillar and Rand's vision before Hyperion. You can see the Pillar foundations for enterprise planning today in offerings from Oracle, IBM, and SAP. With Alight, Rand advances his vision to new heights and makes his planning tools accessible to companies of all sizes—not just big players with deep pockets. I expect the partnership with Oracle will lead to big things for both parties."

The news of the partnership is quite exciting to finance and IT teams who are already working with both Alight and Oracle. Mark Brinkerhoff, VP Finance with Ultradent, is eager to reap the benefits of this new relationship, "Before Alight was selected as an Oracle Gold Partner, I have been able to get our financial data out of Oracle Financials and into Alight. We have a complex chart of accounts so we leverage Alight's logfiles feature which gives us complete visibility if something slips during an import. While data integration from Oracle to our spreadsheet model often took several days, we can get our Oracle data integrated into Alight in about one business day. With Oracle Gold Partner status, Alight's import process with Oracle Financials is on track to get even better in 2012."

In addition to Ultradent, dozens of companies who use both the Alight Planning solution and Oracle/Hyperion applications should benefit from this new partnership including mid-sized companies such as Atronix and larger organizations such as Siemens PLM Software.

Oracle PartnerNetwork (OPN) Specialized is the latest version of Oracle's partner program that provides partners with tools to better develop, sell and implement Oracle solutions. OPN Specialized offers resources to train and support specialized knowledge of Oracle products and solutions and has evolved to recognize Oracle's growing product portfolio, partner base and business opportunity. Key to the latest enhancements to OPN is the ability for partners to differentiate through Specializations. Specializations are achieved through competency development, business results, expertise and proven success. To find out more visit <http://www.oracle.com/partners>.

About Alight LLC

Alight LLC's Alight Planning is a true driver-based financial planning and reporting software package that automates complex business modeling for more accurate strategic plans, revenue projections, budgets and rolling forecasts. Its unique architectures and easy-to-use interfaces provide finance staff the power they need to build complex driver-based planning models, while delivering traditional budgeting and planning structures such as line item detail, integrated financial statements and multiple-user security. Cost-effective and IT-independent, Alight Planning is affordable and easily deployed by Fortune 500 business units, as well as midmarket companies with limited IT resources. Alight has over 250 customers including Kaiser Permanente, Pennsylvania State University, British Telecommunications, Pittsburgh Mercy Health, the Swan and Dolphin Resort at Disney World and Verizon Wireless. For more information about Alight Planning, visit <http://www.AlightPlanning.com> or call 800-960-7717.

<http://www.budgetingjournal.com/2011/11/30/alight-planning-becomes-oracle-gold-partner/>

ORACLE INFORMATION-DRIVEN SUPPORT

Oracle Lifetime Support Policy
Oracle Applications



ORACLE®

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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 2016	Not Available	Indefinite
Oracle Fusion Financials (Financials) 11.1.x	Sep 2011	Sep 2016	Not Available	Indefinite
Oracle Fusion Human Capital Management (HCM) 11.1.x	Sep 2011	Sep 2016	Not Available	Indefinite
Oracle Fusion Incentive Compensation (OIC) 11.1.x	Sep 2011	Sep 2016	Not Available	Indefinite
Oracle Fusion Procurement (PRC) 11.1.x	Sep 2011	Sep 2016	Not Available	Indefinite
Oracle Fusion Projects (PRJ) 11.1.x	Sep 2011	Sep 2016	Not Available	Indefinite
Oracle Fusion Supply Chain Management (SCM) 11.1.x	Sep 2011	Sep 2016	Not Available	Indefinite
Oracle Fusion Governance, Risk and Compliance Manager (GRC) 11.1.x	Sep 2011	Sep 2016	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 Enterprise Applications Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
CRM 9.2	Jun 2013	Jun 2018	Jun 2021	Indefinite
CRM 9.1	Oct 2009	Oct 2014	Oct 2017	Indefinite
CRM 9.0	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 **1	Dec 2006	Dec 2016	Dec 2019	Indefinite
ELM 9.2	Mar 2013	Mar 2018	Mar 2021	Indefinite
ELS 9.1	Oct 2009	Oct 2014	Oct 2017	Indefinite
ELS 9.0	Apr 2006	Apr 2011	Jun 2015	Indefinite
ELS 8.81	Sep 2003	Sep 2008	Sep 2011	Indefinite
EPM 9.1 **2	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 9.2	Mar 2013	Mar 2018	Mar 2021	Indefinite
FMS/ESA/SCM 9.1	Nov 2009	Nov 2014	Nov 2017	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	Apr 2011	Apr 2016	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	Mar 2011	Mar 2016	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

Oracle's PeopleSoft Enterprise Applications Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
HCM 9.2 ⁴	Mar 2013	Mar 2018	Mar 2021	Indefinite
HCM 9.1(Formerly HRMS) ⁴	Sep 2009	Sep 2014	Sep 2017	Indefinite
HCM 9.0 (Formerly HRMS)	Dec 2006	Dec 2011	Jun 2015	Indefinite
HCM/CS 8.9 ANZ (Formerly HRMS) ³	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
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 9.1 ⁴	Oct 2009	Oct 2018	Not Available	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

Oracle PeopleSoft Continuous Delivery Exceptions Table *1

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends	Last Supported PeopleTools Version
Portal Solutions 9.1 (Internal Controls Enforcer, Investor Portal)	Oct 2009	Oct 2014	Oct 2017	Indefinite	Not Applicable
EPM 9.1 (all products not noted below)	Apr 2010	Apr 2018	Not Available	Indefinite	Not Applicable
EPM 9.1 (Balanced Scorecard/Scorecard, Healthcare Scorecard, Customer Scorecard, Manufacturing Scorecard, Workforce Scorecard)	Apr 2010	Apr 2015	Not Available	Indefinite	8.53
EPM 9.1 (Project Portfolio Management, Supplier Rating System)	Apr 2010	Apr 2015	Not Available	Indefinite	8.53
EPM 9.1 (Workforce Rewards, Workforce Planning, Activity Based Management, Risk Weighted Capital, Funds Transfer Pricing, Global Consolidations)	Apr 2010	Apr 2016	Not Available	Indefinite	Not Applicable

*1: These PeopleSoft applications follow a Continuous Delivery model where the support dates are evaluated yearly for extension. However, 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. For additional details see the PeopleSoft Lifetime Support Summary on MyOracleSupport Doc Id1348959.1

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

*3: Product and dates are only applicable to Australia and New Zealand. Please see MyOracleSupport Doc Id1348959.1 for details.

*4: 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.

We are committed to providing upgrade paths to the latest release of Oracle Fusion Applications from the latest two major releases of PeopleSoft. 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 Fusion Intelligence products follow the same support time frame as the PeopleSoft EPM 9.0 application.

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>).

Until at least December 31, 2024, Oracle will offer Premier Support for the PeopleSoft Enterprise Human Resources, Payroll, and Financials products released during this timeframe. Each individual PeopleSoft Enterprise Human Capital Management and Financials product release will be subject to release specific Lifetime Support policy timeframes as defined in Oracle's Lifetime Support Policy document. In the event that no new PeopleSoft Enterprise Human Capital Management and Financials product releases become generally available after January 1, 2020, Premier Support for the final product release will be offered through December 31, 2024. For the period of at least January 1, 2025 through December 31, 2027, Oracle will offer Extended Support for all PeopleSoft Enterprise Human Capital Management and Financials products that become generally available after January 1, 2020. In the event that no new PeopleSoft Enterprise Human Capital Management and Financials product releases become generally available after January 1, 2020, Extended Support will be offered on the final product release.

Until at least December 31, 2020, Oracle will offer Premier Support for the PeopleSoft Enterprise Campus Solutions product released during this timeframe. Each individual PeopleSoft Enterprise Campus Solutions product release will be subject to release specific Lifetime Support policy timeframes as defined in the Lifetime Support Policy document. In the event that no new PeopleSoft Enterprise Campus Solutions product releases become generally available after January 1, 2016, Premier Support on the final product release will be offered through December 31, 2020. For the period of at least January 1, 2021 through December 31, 2023, Oracle will offer Extended Support for all PeopleSoft Enterprise Campus Solutions products that become generally available after January 1, 2016. In the event that no new PeopleSoft Enterprise Campus Solutions product releases become generally available after January 1, 2016, Extended Support will be offered on the final product release.

For PeopleSoft HCM Payroll for North America customers in Sustaining Support and needing additional time to upgrade, Oracle offers 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 as of July 2015, for release 9.0. For more information please read <http://www.oracle.com/us/support/library/north-american-payroll-tax-updates-069273.pdf>. A similar service is offered for Legislative Updates for HCM 8.9 for seven countries with additional details available at <http://www.oracle.com/us/support/advanced-customer-services/resource-library/global-payroll-legislative-updates-1870465.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 2016 **	Dec 2019	Indefinite
12.2	Sep 2013	Sep 2018	Sep 2021	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 and 2014 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

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	Sep 2008	Sep 2013	Sep 2016	Indefinite
9.0.2	Nov 2010	Nov 2015	Nov 2018	Indefinite
9.1	Mar 2012	Mar 2017	Mar 2020	Indefinite

Each JD Edwards EnterpriseOne Tools release expires no sooner than three months after a new JD Edwards EnterpriseOne Tools release becomes generally available. 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 JD Edwards EnterpriseOne 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 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

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 JD Edwards World 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 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 2016	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 Intranet 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](#).

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 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 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 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

Oracle Communications (Formerly MetaSolv) Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
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
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
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 2016	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	Current -1 (Flash Cut)	Not Available	Indefinite
MetaSolv Solution ASR 44.0*	Jan 2012	Current -1 (Flash Cut)	Not Available	Indefinite

Oracle Communications (Formerly MetaSolv) Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
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
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 Internet Name and Address Management 6.1**	Mar 2006	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
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

Oracle Communications (Formerly MetaSolv) Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
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
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

Oracle Communications MetaSolv Solution service packs will be supported for customers as Current-2, Oracle Communications.

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

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

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

** Oracle Communications Internet Name and Address Management (formerly Policy Services)

Oracle Communications Unified Communications

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Communications Unified Communication Suite 7	Sep 2009	Oct 2016	Not Available	Indefinite
Oracle Communications Instant Messaging Server 9	Oct 2011	Oct 2016	Not Available	Indefinite
Oracle Communications Calendar Server 7.0	Sep 2009	Oct 2016	Not Available	Indefinite
Oracle Communications Calendar Server for CALDAV Clients 7.0	Sep 2009	Oct 2016	Not Available	Indefinite
Oracle Communications Mobile Synchronization Server 1.0	Dec 2008	Dec 2013	Not Available	Indefinite
Oracle Communications Messaging Server 7.0	Jul 2008	Jul 2016	Not Available	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-Cz7.x	Dec 2012	Dec 2017	Not Available	Indefinite
S-Cx6.x	Jul 2008	Jun 2016	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.

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-Cz7.x	Apr 2014	Apr 2019	Not Available	Indefinite
S-Cjy]6.x	Aug 2012	Jan 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 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

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
S-Cx6.x	Sept 2008	Jun 2016	Not Available	Indefinite
C4.5.x	Aug 2007	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-Cz7.x	Apr 2014	Apr 2019	Not Available	Indefinite
S-C[z]6.x	Aug 2012	Jan 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 Session Router (Formerly Acme Packet Net-Net Session Router)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
S-Cz7.x	Dec 2012	Dec 2017	Not Available	Indefinite
S-Cx6.x	Jul 2008	Jun 2016	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-Cx3.x	Jan 2013	Jul 2015	Not Available	Indefinite
M-Cx2.x	Jun 2012	Dec 2014	Not Available	Indefinite
M-Cx1.x	Jun 2009	Dec 2011	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.x	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 5.x	Aug 2012	Aug 2017	Not Available	Indefinite
ISR 4.x	May 2012	Nov 2014	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
NNC 7.x	Jun 2011	Jun 2015	Not Available	Indefinite
EMS 8.x	Dec 2009	Feb 2013	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.

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[sz]6.x	May 2012	Oct 2015	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 Enterprise 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

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-Cz2.x	May 2012	Nov 2014	Not Available	Indefinite
D-Cx1.x	Apr 2012	Oct 2014	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
Oracle Communications EAGLE Software				
EAGLE Software 45.0	Nov 2013	Jan 2017	Not Available	Indefinite
EAGLE Software 44.0	Jun 2011	Jul 2015	Not Available	Indefinite
EAGLE Software 43.1	Jan 2011	Jul 2015	Not Available	Indefinite
EAGLE Software 43.0	Mar 2011	Jul 2014	Not Available	Indefinite
EAGLE Software 42.0	Oct 2010	Jul 2013	Not Available	Not Available
EAGLE Software 41.1.x	Dec 2009	Jan 2013	Not Available	Not Available
LSMS Software 12.x	Sep 2010	Jan 2015	Not Available	Indefinite
LSMS Software 11.1	Jul 2009	Jan 2013	Not Available	Not Available
LSMS Software 11.0	Sep 2008	Jul 2012	Not Available	Not Available
LSMS Software 10.x	Oct 2007	Jul 2012	Not Available	Not Available
ELAP Software 9.x	Aug 2011	Jan 2015	Not Available	Indefinite
ELAP Software 8.0	Sep 2008	Jan 2013	Not Available	Not Available
ELAP Software 7.x	Dec 2007	Jan 2015	Not Available	Indefinite
EPAP Software 15.0	Nov 2012	Jan 2017	Not Available	Indefinite
EPAP Software 14.x	Dec 2011	Jul 2016	Not Available	Indefinite
EPAP Software 13.x	May 2010	Jan 2015	Not Available	Indefinite
EAGLE Element Management System 45.0	Nov 2013	Jan 2017	Not Available	Indefinite
EAGLE EMS Software 44.0	Jun 2011	Jul 2014	Not Available	Not Available
EAGLE EMS Software 43.0	Jan 2011	Jul 2014	Not Available	Not Available
EAGLE EMS Software 42.0	Sep 2010	Jul 2013	Not Available	Not Available
EAGLE EMS Software 41.1.x	Dec 2009	Jan 2013	Not Available	Not Available
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
SCS Software 8.10	Not Available	Jan 2013	Not Available	Not Available
SCS Software 8.3	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
Oracle Communications Diameter Signaling Router				
Diameter Signaling Router 5.1	Jul 2014	Jul 2016	Not Available	Indefinite
Diameter Signaling Router 5.0	Dec 2013	Jul 2016	Not Available	Indefinite
Diameter Signaling Router 4.1	Aug 2013	Jan 2016	Not Available	Indefinite
Diameter Signaling Router 4.0	Dec 2012	Jan 2016	Not Available	Indefinite
Diameter Signaling Router 3.0	Jun 2012	Jan 2016	Not Available	Indefinite
SSR SIP Signaling Router 3.0	Not Available	Jul 2015	Not Available	Indefinite
SSR SIP Signaling Router 2.5	Not Available	Mar 2015	Not Available	Indefinite
Service Broker Software 3.1	Not Available	Mar 2015	Not Available	Indefinite
Service Broker Software 2.0	Not Available	Mar 2015	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 7.5.x	Aug 2012	Jul 2014	Not Available	Indefinite
PIC 7.1.x	Oct 2011	Jan 2014	Not Available	Not Available
PIC 7.0.x	Jun 2011	Jan 2014	Not Available	Not Available
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 Communications Subscriber Data Management (Formerly Tekelec
Subscriber Data Management)**

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Subscriber Data Management 9.0	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
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 4.0	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

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.

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 2006	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 2008	May 2010	Not Available	Indefinite

Oracle's JD Edwards EnterpriseOne Supply Chain Planning Releases (continued)

Release	GA Date	Updates, Fixes, Security Alerts, and Upgrade Scripts	Tax, Legal, and Regulatory	Extended Support Ends	Sustaining Support Ends
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	Nov 2008	Nov 2017	Nov 2020	Indefinite
CRM 8.2.x	Nov 2011	Nov 2017	Nov 2020	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 Management 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

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 Customer Self-Service 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

See chart "Oracle's Siebel Applications Releases" for additional customer self-service solutions.

Oracle's Hyperion Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Enterprise Performance Management Releases				
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
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	Apr 2018	Apr 2021	Indefinite
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 2015	Apr 2018	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
System 9 Products				
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

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
Pre-System 9 Products				
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
Other Products				
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 releases on Premier and Extended Support, previous patch sets (formerly maintenance releases) will be supported for six months after the release date of a new patch set. Patch set updates (formerly service pack updates) will be supported for three months after the release of a new patch set update.

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
Oracle Branded Releases				
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 ³ 4.0	May 2003	Sep 2005	Jun 2006	Indefinite
G-Log GC ³ 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

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 Transportation Management Suite (Formerly Global Logistics) 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 Financial Services Applications Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Budgeting and Planning 4.5	Jul 2000	Jul 2010	Jul 2011	Indefinite
Financial Data Manager 4.5	Jul 2000	Jul 2011	Jul 2012	Indefinite
Financial Services Analytical Applications Infrastructure 7.3	Feb 2012	Feb 2017	Feb 2020	Indefinite
Financial Services Analytical Applications Infrastructure 7.2	Aug 2010	Aug 2015	Aug 2018	Indefinite
Financial Services Analytical Applications Infrastructure 7.0 - 7.1	Oct 2009	Oct 2014	Not Available	Indefinite
Financial Services Asset Liability Management 6.1	Feb 2013	Feb 2018	Feb 2021	Indefinite
Financial Services Asset Liability Management 6.0	Mar 2012	Mar 2017	Mar 2020	Indefinite
Financial Services Asset Liability Management 5.2	Oct 2010	Oct 2015	Oct 2018	Indefinite
Financial Services Asset Liability Management 5.0 - 5.1	Oct 2009	Oct 2014	Not Available	Indefinite
Financial Services Asset Liability Management Analytics 6.1	Feb 2013	Feb 2018	Feb 2021	Indefinite
Financial Services Asset Liability Management Analytics 5.2	Jun 2011	Jun 2016	Jun 2019	Indefinite
Financial Services Asset Liability Management Analytics 5.1	Mar 2010	Mar 2015	Not Available	Indefinite
Financial Services Asset Liability Management Analytics 4.5	Apr 2008	Apr 2013	Not Available	Indefinite
Financial Services Balance Sheet Planning 5.2	Oct 2010	Oct 2015	Oct 2018	Indefinite
Financial Services Balance Sheet Planning 5.0	Mar 2010	Mar 2015	Not Available	Indefinite
Financial Services Data Warehouse 7.3	Apr 2012	Apr 2017	Apr 2020	Indefinite
Financial Services Data Warehouse 5.2	Dec 2010	Dec 2015	Dec 2018	Indefinite
Financial Services Funds Transfer Pricing 6.1	Feb 2013	Jan 2018	Jan 2021	Indefinite
Financial Services Funds Transfer Pricing 6.0	Mar 2012	Mar 2017	Mar 2020	Indefinite
Financial Services Funds Transfer Pricing 5.2	Oct 2010	Oct 2015	Oct 2018	Indefinite
Financial Services Funds Transfer Pricing 5.0 - 5.1	Oct 2009	Oct 2014	Not Available	Indefinite
Financial Services Hedge Management and IFRS Valuations 6.1	Feb 2013	Jan 2018	Jan 2021	Indefinite
Financial Services Hedge Management and IFRS Valuations 6.0	Mar 2012	Mar 2017	Mar 2020	Indefinite
Financial Services Hedge Management and IFRS Valuations 5.5	Apr 2011	Apr 2016	Apr 2019	Indefinite
Financial Services Pricing Management 5.2	Apr 2011	Apr 2016	Apr 2019	Indefinite
Financial Services Pricing Management 5.1	Feb 2010	Feb 2015	Not Available	Indefinite
Financial Services Pricing Management, Transfer Pricing Component 6.1	Feb 2013	Jan 2018	Jan 2021	Indefinite
Financial Services Pricing Management, Transfer Pricing Component 6.0	Mar 2012	Mar 2017	Mar 2020	Indefinite
Financial Services Profitability Analytics 6.1	Feb 2013	Feb 2018	Feb 2021	Indefinite
Financial Services Profitability Analytics 5.6	Sep 2011	Sep 2016	Sep 2019	Indefinite

Oracle Financial Services Applications Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Financial Services Profitability Analytics 5.1	Mar 2010	Mar 2015	Not Available	Indefinite
Financial Services Profitability Analytics 4.5	Apr 2008	Apr 2013	Not Available	Indefinite
Financial Services Profitability Management 6.1	Feb 2013	Feb 2018	Feb 2021	Indefinite
Financial Services Profitability Management 6.0	Mar 2012	Mar 2017	Mar 2020	Indefinite
Financial Services Profitability Management 5.2	Oct 2010	Oct 2015	Oct 2018	Indefinite
Financial Services Profitability Management 5.0 - 5.1	Oct 2009	Oct 2014	Not Available	Indefinite
Insurance Data Foundation 7.3 (formerly Oracle Insurance Data Warehouse)	Jan 2013	Jan 2018	Jan 2021	Indefinite
Performance Analyzer 4.5	Jul 2000	Jul 2011	Jul 2012	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

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

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
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
Customer Care and Billing 2.4.x	Nov 2012	Nov 2017	Nov 2020	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
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
Extractors and Schema 2.5.x	Dec 2013	Dec 2018	Not Available	Indefinite
Outage Analytics 2.3	Sep 2010	Sep 2015	Not Available	Indefinite
Network Management System 1.6.1.x	Sep 2002	Mar 2008	Not Available	Indefinite

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

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
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 1.10.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
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
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
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
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

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

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
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 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
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
PeopleSoft Enterprise Revenue Management 8.8	Mar 2003	Jun 2009	Not Available	Indefinite
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
Smart Grid Gateway (SGG) 2.0	Jan 2011	Jan 2016	Not Available	Indefinite
Smart Grid Gateway (SGG) 2.1.x	Jul 2013	Jan 2018	Not Available	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	Not Available	Indefinite
Operational Device Management 2.0.x	Jul 2012	Jul 2017	Not Available	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
Billing Component 1.5x	Oct 2008	Oct 2013	Not Available	Indefinite
Billing Component 1.6x	Mar 2010	Mar 2017	Mar 2020	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
Quotations Management 1.5x	Oct 2008	Oct 2013	Not Available	Indefinite
Quotations Management 1.6x	Mar 2010	Mar 2017	Mar 2020	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

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

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Rate 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 2017	Mar 2020	Indefinite
Load Analysis 9.0	Oct 2004	Oct 2009	Not Available	Indefinite
Load Analysis 9.1	Sep 2006	Sep 2011	Not Available	Indefinite
Load Analysis 1.9.x	Jan 2009	Jan 2014	Not Available	Indefinite
Load Analysis 1.10.x	Aug 2010	Aug 2015	Not Available	Indefinite
Load Analysis 1.11.x	Jul 2011	Jul 2016	Not Available	Indefinite
Meter Data Management 4.5	Jun 2006	Mar 2012	Not Available	Indefinite
Meter Data Management 1.5x	Oct 2008	Oct 2013	Not Available	Indefinite
Meter Data Management 1.6.x	Mar 2010	Mar 2017	Mar 2020	Indefinite
Meter Data Management 2.0.x	Aug 2010	Aug 2015	Not Available	Indefinite
Meter Data Management 2.1.x	Jan 2013	Jan 2018	Not Available	Indefinite
Portfolio Management 4.10	Oct 2005	Jul 2010	Not Available	Indefinite
Portfolio Management 4.5	Jun 2006	Mar 2012	Not Available	Indefinite
Portfolio Management 1.5x	Oct 2008	Oct 2013	Not Available	Indefinite
Portfolio Management 1.6.x	Mar 2010	Mar 2017	Mar 2020	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
Load Profiling and Settlement 1.5x	Oct 2008	Oct 2013	Not Available	Indefinite
Load Profiling and Settlement 1.6.x	Mar 2010	Mar 2017	Mar 2020	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
Transaction Management 1.5x	Oct 2008	Oct 2013	Not Available	Indefinite
Transaction Management 1.6x	Mar 2010	Mar 2017	Mar 2020	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.

* AIX/WebLogic platform will remain on Premier Support until April 2015 for Oracle Utilities Customer Care and Billing 2.2 (AIX 6.1 and WebLogic 10MP1)

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 4.6.1	Aug 2007	Feb 2012	Not Available	Indefinite
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
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	Nov 2009	Nov 2014	Not Available	Indefinite
Clinical 4.6.x	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 2.0.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 2.0.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

Oracle Health Sciences Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
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
Life Sciences Data Hub 2.x	Jul 2006 - May 2011	May 2016	Not Available	Indefinite
Oracle Argus Analytics 1.x	Sep 2011	Sep 2016	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
Cohort Explorer 3.0	Dec 2013	Dec 2018	Not Available	Indefinite
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 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 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
Omics Data Bank 3.0	Dec 2013	Dec 2018	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 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

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
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 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 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 4.0	Aug 2000	Sep 2005	Not Available	Indefinite
Oracle Remote Data Capture 4.1	Aug 2001	Sep 2005	Not Available	Indefinite
Oracle Remote Data Capture 4.5.0	Nov 2003	Dec 2008	Not Available	Indefinite
Oracle Remote Data Capture 4.5.1	Jun 2005	Aug 2011	Not Available	Indefinite
Oracle Remote Data Capture 4.5.2	Oct 2008	Aug 2011	Not Available	Indefinite
Oracle Remote Data Capture 4.5.3	Dec 2007	Aug 2011	Not Available	Indefinite
Oracle Remote Data Capture 4.6	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
Thesaurus Management System 4.0.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	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 2016	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	May 2016	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	Oct 2016	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

Oracle's Relsys Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Argus Affiliate (LAM) 4.1x	May 2004	Not Available	Not Available	Indefinite
Argus Affiliate (LAM) 4.2x	Sep 2006	Dec 2010*	Not Available	Indefinite
Argus Affiliate (LAM) 5.0x	Apr 2009	Dec 2011	Not Available	Indefinite
Argus Affiliate (LAM) 6.0x	May 2010	May 2015	Not Available	Indefinite
Argus Affiliate (LAM) 7.0x	Apr 2011	Apr 2016	Not Available	Indefinite
Argus Dossier (ePSUR) 4.1x	Aug 2004	Not Available	Not Available	Indefinite
Argus Dossier (ePSUR) 4.2x	Sep 2006	Dec 2010	Not Available	Indefinite
Argus Dossier (ePSUR) 5.0x	Apr 2009	Dec 2011	Not Available	Indefinite
Argus Dossier (ePSUR) 8.0x	May 2010	May 2015	Not Available	Indefinite
Argus Dossier (ePSUR) 7.0x	Apr 2011	Apr 2016	Not Available	Indefinite
Argus EasyTrak 5.1x	Jan 2002	Not Available	Not Available	May 2012
Argus Insight 4.1x	Jul 2004	Not Available	Not Available	Indefinite
Argus Insight 4.2x	Dec 2006	Dec 2010*	Not Available	Indefinite
Argus Insight 5.0x	May 2009	Dec 2011	Not Available	Indefinite
Argus Insight 6.0x	Sep 2010	Sep 2015	Not Available	Indefinite
Argus Insight 7.0x	May 2011	May 2016	Not Available	Indefinite
Argus Interchange (ESM) 3.0x	Feb 2003	Not Available	Not Available	Indefinite
Argus Interchange (ESM) 4.1x	May 2004	Not Available	Not Available	Indefinite
Argus Interchange (ESM) 4.2x	Sep 2006	Dec 2010*	Not Available	Indefinite
Argus Interchange (ESM) 5.0x	Apr 2009	Dec 2011	Not Available	Indefinite
Argus Interchange (ESM) 6.0x	May 2010	May 2015	Not Available	Indefinite
Argus Interchange (ESM) 7.0x	Apr 2011	Apr 2016	Not Available	Indefinite
Argus J 4.2x	Mar 2007	Dec 2010	Not Available	Indefinite
Argus Perceptive 4.2x	Mar 2007	Dec 2010	Not Available	Indefinite
Argus Perceptive 5.0x	Jun 2009	Dec 2011	Not Available	Indefinite
Argus PV Asset 4.1x	Oct 2004	Not Available	Not Available	Dec 2010
Argus Reconciliation 4.2x	Jul 2008	Dec 2010	Not Available	Indefinite
Argus Reconciliation 5.0x	Apr 2009	Dec 2011	Not Available	Indefinite
Argus Reconciliation 6.0x	May 2010	May 2015	Not Available	Indefinite
Argus Reconciliation 7.0x	Apr 2011	Apr 2016	Not Available	Indefinite

Oracle's Relsys Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Argus Safety 3.0x	Feb 2003	Not Available	Not Available	Indefinite
Argus Safety 4.1x	May 2004	Not Available	Not Available	Indefinite
Argus Safety 4.2x	Sep 2006	Dec 2010*	Not Available	Indefinite
Argus Safety 5.0x	Apr 2009	Dec 2011	Not Available	Indefinite
Argus Safety 6.0x	May 2010	May 2015	Not Available	Indefinite
Argus Safety 7.0x	Apr 2011	Apr 2016	Not Available	Indefinite
Argus Safety Japan 6.0x	May 2010	May 2015	Not Available	Indefinite
Argus Safety Japan 7.0x	Apr 2011	Apr 2016	Not Available	Indefinite
Argus Unblinding (EOSU) 4.2x	Sep 2006	Dec 2010*	Not Available	Indefinite
Argus Unblinding (EOSU) 5.0x	Apr 2009	Dec 2011	Not Available	Indefinite
Argus Unblinding (EOSU) 6.0x	May 2010	May 2015	Not Available	Indefinite
Argus Unblinding (EOSU) 7.0x	Apr 2011	Apr 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
Oracle Product Lifecycle Analytics 3.3	Apr 2011	Apr 2016	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 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 Support Ends	Extended Support Ends	Sustaining Support Ends
Global Specifications Management 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Global Specifications Management 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Supply Chain Relationship Management 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Supply Chain Relationship Management 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Reporting 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Reporting 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Content Synchronization and Syndication 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Content Synchronization and Syndication 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Document Reference Library 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Document Reference Library 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Design Workbench 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Design Workbench 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Computer-Aided Compliance Screening 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Computer-Aided Compliance Screening 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Product Quality Scorecard 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Product Quality Scorecard 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Nutrition Surveillance Management 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Nutrition Surveillance Management 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
eQuestionnaire 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
eQuestionnaire 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Supplier Portal 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Supplier Portal 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite

**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
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
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
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 Quality Management for Process 6.1.1	Jan 2013	Jan 2018	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 Support Ends	Extended Support Ends	Sustaining Support Ends
AutoVue 18.0	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 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 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
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

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 ¹	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 ²	Dec 2005	Sep 2016	Not Available	Indefinite
Transaction Controls Governor 7.2 and above ³	Mar 2007	Sep 2010	Not Available	Indefinite
Transaction Controls Governor 8.x	Apr 2008	Sep 2016	Not Available	Indefinite
Preventive Controls Governor 7.x ⁴	Mar 2007	May 2015	Not Available	Indefinite

¹ Designates the Oracle-branded releases of LogicalApps ACTIVE Governance Access Governor 7.2 (without prebuilt Controls Library) product

² Designates the Oracle-branded releases of LogicalApps Integra Apps 5.1 (including Integra Metabuilder 5.1) product

³ Designates the Oracle-branded releases of LogicalApps ACTIVE Governance Policy Governor 7.2 product

⁴ 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 ¹	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 ²	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 ³	Oct 2006	Sep 2009	Not Available	Indefinite
ACTIVE Governance 7.2 ³	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

¹ Including Integra Metabuilder 5.1

² Including any combination of AppsForm, AppsFlow, and AppsAudit

³ 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) 10	Oct 2013	Oct 2018	Oct 2021	Indefinite
Insurance Policy Administration System (J2EE) 9	Jun 2011	Jun 2016	Jun 2019	Indefinite
Insurance Policy Administration System (J2EE) 8.016.43.0	Jun 2008	Jun 2011	Jun 2012	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
Oracle Branded Releases				
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 6.x	Jan 2008	Not Available	Not Available	Not Available
Charts 5.x	Oct 2006	Not Available	Not Available	Not Available
Charts Designer 6.x	Jan 2008	Not Available	Not Available	Not Available
Charts Designer 5.x	Oct 2006	Not Available	Not Available	Not Available
Contract Manager 12.0	Apr 2008	Not Available	Not Available	Dec 2009
Contract Manager 11.1 and prior	Apr 2007	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 9.0	Nov 2008	Nov 2011	Not Available	Dec 2013
Evolve 8.9	Nov 2007	Not Available	Not Available	Dec 2013
Evolve 8.6	Nov 2006	Not Available	Not Available	Dec 2009
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 13.x	Oct 2009	Jun 2015	Not Available	Not Available
Primavera Contract Management 12.1	Nov 2008	Nov 2011	Not Available	Nov 2012
Primavera Contract Management, Business Intelligence Publisher Edition 14.0	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 8.3	Mar 2013	Mar 2018	Not Available	Indefinite
Primavera P6 Enterprise Project Portfolio Management 8.2	Dec 2011	Dec 2016	Not Available	Indefinite
Primavera P6 Enterprise Project Portfolio Management 8.1	May 2011	May 2016	Not Available	Indefinite
Primavera P6 Enterprise Project Portfolio Management 8.0	Nov 2010	Nov 2015	Not Available	Indefinite
Primavera P6 Enterprise Project Portfolio Management 7.0	Oct 2009	Oct 2015	Not Available	Indefinite
Primavera P6 Enterprise Project Portfolio Management 6.2	Nov 2008	Nov 2013	Not Available	Indefinite
Primavera Portfolio Management 9.0	Aug 2011	Aug 2016	Not Available	Indefinite
Primavera P6 Professional Project Management 8.3	Mar 2013	Mar 2018	Not Available	Indefinite
Primavera P6 Professional Project Management 8.2	Dec 2011	Dec 2016	Not Available	Indefinite
Primavera P6 Professional Project Management 8.1	May 2011	May 2016	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 7.0	Oct 2009	Oct 2015	Not Available	Indefinite
Primavera P6 Professional Project Management 6.2	Nov 2008	Nov 2013	Not Available	Indefinite
Primavera P6 Professional Project Management 6.1	Dec 2007	Not Available	Not Available	Dec 2009
Primavera P6 Professional Project Management 6.0	Jul 2007	Not Available	Not Available	Dec 2009
Primavera P6 Professional Project Management 5.0 and prior	Jul 2005	Not Available	Not Available	Sep 2009
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 8.7	Mar 2010	Mar 2016	Not Available	Indefinite
Primavera Risk Analysis 8.5	Nov 2008	Nov 2011	Not Available	Dec 2012
Primavera Portfolio Management 8.0	Mar 2010	Mar 2015	Not Available	Indefinite
Primavera Portfolio Management 7.5	Nov 2008	Nov 2011	Not Available	Dec 2012
Primavera Capital Planning and Investment Control Budgeting 14.x	Apr 2012	Apr 2017	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 12.x	Jan 2010	Jan 2015	Not Available	Indefinite
Primavera Capital Planning and Investment Control Budgeting 7.5	Nov 2008	Nov 2011	Not Available	Dec 2012
Primavera P6 Reporting Database 6.2	Nov 2008	Nov 2013	Not Available	Indefinite
Primavera P6 Reporting Database 3.0	Dec 2011	Dec 2016	Not Available	Indefinite
Primavera P6 Reporting Database 2.2	May 2011	May 2016	Not Available	Indefinite
Primavera P6 Reporting Database 2.1	Nov 2010	Nov 2015	Not Available	Indefinite
Primavera P6 Reporting Database 2.0	Apr 2010	Apr 2015	Not Available	Indefinite
Primavera P6 Analytics 3.1	Jan 2013	Jan 2018	Not Available	Indefinite
Primavera P6 Analytics 2.0	Dec 2011	Dec 2016	Not Available	Indefinite
Primavera P6 Analytics 1.2	May 2011	May 2016	Not Available	Indefinite
Primavera P6 Analytics 1.1	Nov 2010	Nov 2015	Not Available	Indefinite
Primavera P6 Analytics 1.0	Apr 2010	Apr 2015	Not Available	Indefinite
Primavera Gateway 1.0	Mar 2013	Mar 2016	Not Available	Indefinite
Primavera Inspire for SAP 8.0	Jun 2012	Jun 2017	Not Available	Indefinite
Primavera Inspire for SAP 8.0.4	Nov 2008	Nov 2013	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

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

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 8.7.6	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) 1.5.3 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

Oracle's Skywire Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Documaker Desktop 12.2	Aug 2013	Aug 2018	Aug 2021	Indefinite
Documaker Desktop 12.1	Jul 2012	Jul 2017	Jul 2020	Indefinite
Documaker Desktop 12.0	Dec 2010	Dec 2015	Dec 2018	Indefinite
Documaker Desktop 11.5	Apr 2010	Apr 2015	Apr 2018	Indefinite
Documaker Desktop 11.4	Apr 2009	Apr 2014	Apr 2017	Apr 2019
Documaker Desktop 11.3 p05	Jul 2008	Jul 2013	Jul 2016	Jul 2018
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 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 Studio 11.2 p11 and prior*	Apr 2008	Not Available	Not Available	Dec 2010
Documaker Workstation RP 11.2 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
Documanager Bridge 3.5	May 2009	May 2014	May 2017	May 2019
Documanager Bridge 3.4 p02	Jul 2008	Jul 2011	Jul 2013	Apr 2017
Documanager Bridge 3.4 p01*	Jun 2008	Not Available	Not Available	Apr 2010
Documanager Server 6.6	May 2009	May 2014	May 2017	May 2019
Documanager Server 6.5 p04	Aug 2008	Aug 2011	Aug 2013	Apr 2017
Documanager Server 6.5 p03*	Apr 2008	Not Available	Not Available	Apr 2010
Documanager Workstation 6.6	May 2009	May 2014	May 2017	May 2019
Documanager Workstation 6.5 p04	Jul 2008	Jul 2011	Jul 2013	Apr 2017
Documanager 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
Docupresentation 2.2 p04	Mar 2008	Mar 2013	Mar 2016	Mar 2018
Docupresentation 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
Docupresentation 1.8 p54	May 2007	May 2010	May 2012	May 2015
Docupresentation 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 Documanage 1.3 p01	Jul 2008	Jul 2011	Jul 2013	May 2019
DPA View/Documaker "DPA Plug-in" for Documanage 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
GrafkCommander 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
Documaker Enterprise Edition 12.2	Aug 2013	Aug 2018	Aug 2021	Indefinite

Oracle's Skywire Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Documaker Enterprise Edition 12.3	Mar 2013	Mar 2018	Mar 2021	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	Dec 2009	Dec 2014	Dec 2017	Indefinite
Oracle Insurance InSbridge Enterprise Rating 4	Apr 2010	Apr 2015	Apr 2018	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
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 2015
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 2015
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

Oracle's Skywire Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
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 2006	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
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

Oracle's Skywire Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
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 2006	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 ¹	Jul 2003	Dec 2011	Not Available	Indefinite
Haley Office Rules 7.x ²	Apr 2005	Dec 2011	Not Available	Indefinite
Haley Office Rules 8.x ²	Mar 2006	Dec 2011	Not Available	Indefinite
Haley Office Rules 9.x ³	Jun 2007	Dec 2011	Not Available	Indefinite
Haley Office Rules Runtime 4.x ⁴	Jun 2001	Dec 2011	Not Available	Indefinite
Haley Office Rules Runtime 6.x ⁴	Jul 2003	Dec 2011	Not Available	Indefinite
Haley Office Rules Runtime 7.x ⁵	Apr 2005	Dec 2011	Not Available	Indefinite
Haley Office Rules Runtime 8.x ⁵	Mar 2006	Dec 2011	Not Available	Indefinite
Haley Office Rules Runtime 9.x ⁶	Jun 2007	Dec 2011	Not Available	Indefinite
Haley Office Rules Runtime for Mobile Devices 9.x ⁶	Dec 2008	Dec 2011	Not Available	Indefinite
Haley Office Rules Connector for SAP JCo 1.0 ⁸	Jun 2008	Dec 2011	Not Available	Indefinite
Haley Office Rules Connector for Oracle Siebel 1.0 ⁷	Sep 2008	Dec 2011	Not Available	Indefinite

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

Oracle Branded Releases	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Policy Modeling 9.4 SP3	Apr 2009	Apr 2014	Not Available	Indefinite
Oracle Policy Modeling 10.0	Dec 2009	Dec 2014	Not Available	Indefinite
Oracle Policy Modeling 10.1	Mar 2010	Mar 2015	Not Available	Indefinite
Oracle Policy Modeling 10.2	Dec 2010	Dec 2015	Not Available	Indefinite
Oracle Policy Modeling 10.3	Jun 2011	Jun 2016	Not Available	Indefinite
Oracle Policy Modeling 10.4	Mar 2012	Mar 2017	Mar 2020	Indefinite
Oracle Policy Automation 9.4 SP3	Apr 2009	Apr 2014	Not Available	Indefinite
Oracle Policy Automation 10.0	Dec 2009	Dec 2014	Not Available	Indefinite
Oracle Policy Automation 10.1	Mar 2010	Mar 2015	Not Available	Indefinite
Oracle Policy Automation 10.2	Dec 2010	Dec 2015	Not Available	Indefinite
Oracle Policy Automation 10.3	Jun 2011	Jun 2016	Not Available	Indefinite
Oracle Policy Automation 10.4	Mar 2012	Mar 2017	Mar 2020	Indefinite
Oracle Policy Automation for Mobile Devices 9.4 SP3 ¹⁰	Apr 2009	Apr 2014	Not Available	Indefinite
Oracle Policy Automation for Mobile Devices 10.0 ¹⁰	Dec 2009	Dec 2014	Not Available	Indefinite
Oracle Policy Automation for Mobile Devices 10.1	Mar 2010	Mar 2015	Not Available	Indefinite
Oracle Policy Automation for Mobile Devices 10.2	Dec 2010	Dec 2015	Not Available	Indefinite
Oracle Policy Automation for Mobile Devices 10.3	Jun 2011	Jun 2016	Not Available	Indefinite
Oracle Policy Automation for Mobile Devices 10.4	May 2012	Mar 2017	Not Available	Indefinite

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

Oracle Branded Releases	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Policy Automation Connector for Siebel 9.4.2 ¹¹	Jul 2009	Jul 2014	Not Available	Indefinite
Oracle Policy Automation Connector for Siebel 10.0	Dec 2009	Dec 2014	Not Available	Indefinite
Oracle Policy Automation Connector for Siebel 10.1	May 2010	May 2015	Not Available	Indefinite
Oracle Policy Automation Connector for Siebel 10.2	Jan 2011	Jan 2016	Not Available	Indefinite
Oracle Policy Automation Connector for Siebel 10.3	Sep 2011	Sep 2016	Not Available	Indefinite
Oracle Policy Automation Connector for Siebel 10.4	Jul 2012	Jul 2017	Mar 2020	Indefinite
Oracle Policy Automation Connector for SAP Java Connector 10.0	Jan 2010	Jan 2015	Not Available	Indefinite
Oracle Policy Automation Connector for SAP Java Connector 10.2	Apr 2011	Apr 2016	Not Available	Indefinite
Oracle Policy Automation Connector for Oracle CRM On Demand 10.3	Sep 2011	Sep 2016	Not Available	Indefinite
Oracle Policy Automation Connector for Oracle CRM On Demand 10.4	Oct 2012	Oct 2017	Not Available	Indefinite

¹ Released as Statute Expert Developer 6.x

² Released as RuleBurst Studio 7.x, 8.x

³ Released as RuleBurst Studio 9.0, and Haley Office Rules 9.1 through 9.3

⁴ Released as Statute Expert Runtime 4.x, 6.x

⁵ Released as RuleBurst Runtime Technologies 7.x, 8.x

⁶ Released as RuleBurst Runtime Technologies 9.0 and Haley Determination Services 9.1 through Haley Determination Services 9.3

⁷ Released as Haley Determinations Connector for Oracle Siebel 1.0

⁸ Released as Haley Determinations Connector for SAP JCo 1.0

⁹ Distributed via Haley Office Rules

¹⁰ Distributed via Oracle Policy Modeling

¹¹ 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
Televoing 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 Communication Services Gatekeeper 4.x	Jul 2008	Jul 2013	Jul 2015	Indefinite
Oracle Communications and Mobility Server 10.1.3	Jun 2008	Jun 2015	Not Available	Indefinite
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, Service Controller 6.1	Feb 2013	Feb 2018	Feb 2021	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 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 6.0	Dec 2011	Dec 2016	Dec 2019	Indefinite
Oracle Communications Service Broker 5.0	Jan 2011	Jan 2016	Jan 2019	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
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	Oct 2017	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 2006	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 2016	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 (x84 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 1.8x	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 Inqira 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's Health Insurance Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Health Insurance Administration Web Services 2.x.y	May 2011	May 2016	Not Available	Indefinite
Oracle Health Insurance Alternative Reimbursement 2.x.y	Jan 2013	Jan 2018	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 Claims 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 Disbursements and Collections 10.x.y	May 2011	May 2016	Not Available	Indefinite
Oracle Health Insurance Data Management 10.x.y	Sep 2014	Sep 2019	Not Available	Indefinite
Oracle Health Insurance Data Management 10.x.y	Sep 2014	Sep 2019	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 Product Definition 2.x.y	Jan 2013	Jan 2018	Not Available	Indefinite
Oracle Health Insurance Commissions 10.x.y	Jun 2013	Jun 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 SP6	Mar 2010	Mar 2015	Not Available	Indefinite
Avantellis 5.0 SP3	Jan 2010	Jan 2015	Not Available	Indefinite
embeddedMND 3.4	Mar 2011	Mar 2016	Not Available	Indefinite
embeddedMND 3.5	Sep 2011	Sep 2016	Not Available	Indefinite
embeddedMND 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

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

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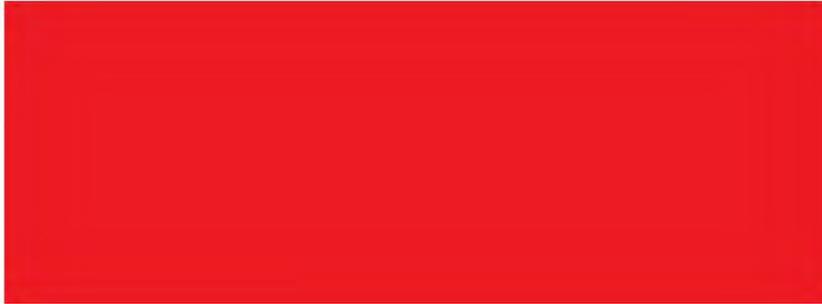
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NYS Department of State

Division of Corporations

Entity Information

The information contained in this database is current through May 12, 2015.

Selected Entity Name: HYPERION SOLUTIONS CORPORATION
Selected Entity Status Information

Current Entity Name: HYPERION SOLUTIONS CORPORATION
DOS ID #: 1959350
Initial DOS Filing Date: SEPTEMBER 25, 1995
County: NEW YORK
Jurisdiction: DELAWARE
Entity Type: FOREIGN BUSINESS CORPORATION
Current Entity Status: INACTIVE - Surrender of Authority (Sep 18, 2008)

Selected Entity Address Information

DOS Process (Address to which DOS will mail process if accepted on behalf of the entity)

C/O ORACLE CORPORATION
500 ORACLE PARKWAY
M/S 50P7
REDWOOD SHORES, CALIFORNIA, 94065

Chief Executive Officer

GODFREY SULLIVAN
5450 GREAT AMERICA PARKWAY
SANTA CLARA, CALIFORNIA, 95054

Principal Executive Office

HYPERION SOLUTIONS CORPORATION
5450 GREAT AMERICA PARKWAY
SANTA CLARA, CALIFORNIA, 95054

Registered Agent

REGISTERED AGENT REVOKED

, ,

This office does not record information regarding the names and addresses of officers, shareholders or directors of nonprofessional corporations except the chief executive officer, if provided, which would be listed above. Professional corporations must include the name(s) and address(es) of the initial officers, directors, and shareholders in the initial certificate of incorporation, however this information is not recorded and only available by [viewing the certificate](#).

*Stock Information

# of Shares	Type of Stock	\$ Value per Share
No Information Available		

*Stock information is applicable to domestic business corporations.

Name History

Filing Date	Name Type	Entity Name
OCT 13, 1998	Actual	HYPERION SOLUTIONS CORPORATION
SEP 25, 1995	Actual	ARBOR SOFTWARE CORPORATION

A **Fictitious** name must be used when the **Actual** name of a foreign entity is unavailable for use in New York State. The entity must use the fictitious name when conducting its activities or business in New York State.

NOTE: New York State does not issue organizational identification numbers.

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To: Cohen, Morgan (mcohen@cohensystems.com)
Subject: U.S. TRADEMARK APPLICATION NO. 86349190 - PILLAR OF CLOUD - N/A
Sent: 5/21/2015 9:13:01 AM
Sent As: ECOM118@USPTO.GOV
Attachments: [Attachment - 1](#)
[Attachment - 2](#)

UNITED STATES PATENT AND TRADEMARK OFFICE (USPTO)
OFFICE ACTION (OFFICIAL LETTER) ABOUT APPLICANT'S TRADEMARK APPLICATION

U.S. APPLICATION SERIAL NO. 86349190

MARK: PILLAR OF CLOUD

86349190

CORRESPONDENT ADDRESS:

COHEN, MORGAN
ST. JOHANNES-RING 133
BASEL
4056
SWITZERLAND

CLICK HERE TO RESPOND TO THIS LETTER:
http://www.uspto.gov/trademarks/teas/response_forms.jsp

[VIEW YOUR APPLICATION FILE](#)

APPLICANT: Cohen, Morgan

CORRESPONDENT'S REFERENCE/DOCKET NO.:

N/A

CORRESPONDENT E-MAIL ADDRESS:

mcohen@cohensystems.com

OFFICE ACTION

STRICT DEADLINE TO RESPOND TO THIS LETTER

TO AVOID ABANDONMENT OF APPLICANT'S TRADEMARK APPLICATION, THE USPTO MUST RECEIVE APPLICANT'S COMPLETE RESPONSE TO THIS LETTER **WITHIN 6 MONTHS** OF THE ISSUE/MAILING DATE BELOW.

ISSUE/MAILING DATE: 5/21/2015

THIS IS A FINAL ACTION.

This Office action is in response to applicant's communication filed on 5/13/15.

The amended identification of services is acceptable.

Likelihood of Confusion

For the reasons set forth below, the refusal under Trademark Act Section 2(d) is now made FINAL with respect to U.S. Registration No(s). 2025071. See 15 U.S.C. §1052(d); 37 C.F.R. §2.63(b).

Trademark Act Section 2(d) bars registration of an applied-for mark that so resembles a registered mark that it is likely a potential consumer would be confused, mistaken, or deceived as to the source of the goods and/or services of the applicant and registrant. See 15 U.S.C. §1052(d). A determination of likelihood of confusion under Section 2(d) is made on a case-by case basis and the factors set forth in *In re E. I. du Pont de Nemours & Co.*, 476 F.2d 1357, 177 USPQ 563 (C.C.P.A. 1973) aid in this determination. *Citigroup Inc. v. Capital City Bank Grp., Inc.*, 637 F.3d 1344, 1349, 98 USPQ2d 1253, 1256 (Fed. Cir. 2011) (citing *On-Line Careline, Inc. v. Am. Online, Inc.*, 229 F.3d 1080, 1085, 56 USPQ2d 1471, 1474 (Fed. Cir. 2000)). Not all the *du Pont* factors, however, are necessarily relevant or of equal weight, and any one of the factors may control in a given case, depending upon the evidence of record. *Citigroup Inc. v. Capital City Bank Grp., Inc.*, 637 F.3d at 1355, 98 USPQ2d at 1260; *In re Majestic Distilling Co.*, 315 F.3d 1311, 1315, 65 USPQ2d 1201, 1204 (Fed. Cir. 2003); see *In re E. I. du Pont de Nemours & Co.*, 476 F.2d at 1361-62, 177 USPQ at 567.

In this case, the following factors are the most relevant: similarity of the marks and similarity and nature of the goods and/or services. See *In re Viterro Inc.*, 671 F.3d 1358, 1361-62, 101 USPQ2d 1905, 1908 (Fed. Cir. 2012); *In re Dakin's Miniatures Inc.*, 59 USPQ2d 1593, 1595-96 (TTAB 1999); TMEP §§1207.01 *et seq.*

Related Goods and Services

The goods and/or services of the parties need not be identical or even competitive to find a likelihood of confusion. See *On-line Careline Inc. v. Am. Online Inc.*, 229 F.3d 1080, 1086, 56 USPQ2d 1471, 1475 (Fed. Cir. 2000); *Recot, Inc. v. Becton*, 214 F.3d 1322, 1329, 54 USPQ2d 1894, 1898 (Fed. Cir. 2000) (“[E]ven if the goods in question are different from, and thus not related to, one another in kind, the same goods can be related in the mind of the consuming public as to the origin of the goods.”); TMEP §1207.01(a)(i).

The respective goods and/or services need only be “related in some manner and/or if the circumstances surrounding their marketing [be] such that they could give rise to the mistaken belief that [the goods and/or services] emanate from the same source.” *Coach Servs., Inc. v. Triumph Learning LLC*, 668 F.3d 1356, 1369, 101 USPQ2d 1713, 1722 (Fed. Cir. 2012) (quoting *7-Eleven Inc. v. Wechsler*, 83 USPQ2d 1715, 1724 (TTAB 2007)); TMEP §1207.01(a)(i).

The applicant’s goods and services are “Computer software for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security” and “ Computer services in the field of information technology, namely, software as a service (SaaS) featuring software for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security; consulting services in the field of design, development and implementation of cloud computing systems; computer consulting services in the field of cloud computing; computerized information services relating to cloud computing.” The applicant’s goods are “computer programs for use in business applications, namely budgeting, financial planning, financial analysis, forecasting and reforecasting.”

Applicant concedes that “the identification of goods and services in the application and those in U.S. Registration No. 2025071 are closely related and overlapping.”

Comparison of the Marks

Marks are compared in their entireties for similarities in appearance, sound, connotation, and commercial impression. *Stone Lion Capital Partners, LP v. Lion Capital LLP*, 746 F.3d 1317, 1321, 110 USPQ2d 1157, 1160 (Fed. Cir. 2014) (quoting *Palm Bay Imps., Inc. v. Veuve Clicquot Ponsardin Maison Fondée En 1772*, 396 F. 3d 1369, 1371, 73 USPQ2d 1689, 1691 (Fed. Cir. 2005)); TMEP §1207.01(b)-(b)(v). “Similarity in any one of these elements may be sufficient to find the marks confusingly similar.” *In re Davia*, 110 USPQ2d 1810, 1812 (TTAB 2014) (citing *In re White Swan Ltd.*, 8 USPQ2d 1534, 1535 (TTAB 1988); *In re 1st USA Realty Prof’ls, Inc.*, 84 USPQ2d 1581, 1586 (TTAB 2007)); TMEP §1207.01(b).

In this case, the applicant’s mark, PILLAR OF CLOUD, is highly similar to the registrant’s mark, PILLAR.

Applicant has argued that the marks are not confusingly similar because the addition of the wording OF CLOUD to the registrant’s mark transforms the meaning. Applicant further argues that “PILLAR OF CLOUD” is a “well known phrase from the bible.” The examining attorney respectfully disagrees. The attached webpage indicates that there are 783,137 words in the Bible. The fact that the proposed mark appears in the Bible does not prove that it is a “well known phrase” or that relevant consumers would be aware of its meaning. Since the term CLOUD appears in the applicant’s identification of goods and services, it is likely that consumers would view the term as a reference to cloud computing, rather than as a biblical term.

Consumers are generally more inclined to focus on the first word, prefix, or syllable in any trademark or service mark. See *Palm Bay Imps., Inc. v. Veuve Clicquot Ponsardin Maison Fondée En 1772*, 396 F. 3d 1369, 1372, 73 USPQ2d 1689, 1692 (Fed. Cir. 2005); *Presto Prods., Inc. v. Nice-Pak Prods., Inc.*, 9 USPQ2d 1895, 1897 (TTAB 1988) (“it is often the first part of a mark which is most likely to be impressed upon the mind of a purchaser and remembered” when making purchasing decisions).

Adding wording to a registered mark generally does not obviate the similarity between the compared marks, as in the present case, nor does it overcome a likelihood of confusion under Section 2(d). See *In re El Torito Rests., Inc.*, 9 USPQ2d 2002, 2004 (TTAB 1988) (finding MACHO and MACHO COMBOS confusingly similar); TMEP §1207.01(b)(iii). In the present case, the marks are identical in part.

Constructive Abandonment

Applicant argues that the owner of the cited registration has abandoned its trademark and/or service mark due to nonuse. However, a trademark or service mark registration on the Principal Register is prima facie evidence of the validity of the registration and the registrant’s exclusive right to use the mark in commerce in connection with the specified goods and/or services. See 15 U.S.C. §1057(b); TMEP §1207.01(d)(iv).

Thus, evidence and arguments that constitute a collateral attack on a cited registration, such as information or statements regarding a registrant's nonuse of its mark, are not relevant during ex parte prosecution. See *In re Dixie Rests.*, 105 F.3d 1405, 1408, 41 USPQ2d 1531, 1534-35 (Fed. Cir. 1997); *In re Peebles Inc.*, 23 USPQ2d 1795, 1797 n.5 (TTAB 1992); TMEP §1207.01(d)(iv). Such evidence and arguments may, however, be pertinent to a formal proceeding before the Trademark Trial and Appeal Board to cancel the cited registration.

Summary

Because the marks are highly similar and the goods and services are closely related, there is a substantial likelihood that consumers would be confused as to the source of the goods and services.

Response

Applicant must respond within six months of the date of issuance of this final Office action or the application will be abandoned. 15 U.S.C. §1062(b); 37 C.F.R. §2.65(a). Applicant may respond by providing one or both of the following:

- (1) A response that fully satisfies all outstanding requirements and/or resolves all outstanding refusals.
- (2) An appeal to the Trademark Trial and Appeal Board, with the appeal fee of \$100 per class.

37 C.F.R. §2.63(b)(1)-(2); TMEP §714.04; see 37 C.F.R. §2.6(a)(18); TBMP ch. 1200.

In certain rare circumstances, an applicant may respond by filing a petition to the Director pursuant to 37 C.F.R. §2.63(b)(2) to review procedural issues. TMEP §714.04; see 37 C.F.R. §2.146(b); TBMP §1201.05; TMEP §1704 (explaining petitionable matters). The petition fee is \$100. 37 C.F.R. §2.6(a)(15).

/Ronald McMorrow/
Examining Attorney
Law Office 118
571-272-9306
ronald.mcmorrow@uspto.gov

TO RESPOND TO THIS LETTER: Go to http://www.uspto.gov/trademarks/teas/response_forms.jsp. Please wait 48-72 hours from the issue/ mailing date before using the Trademark Electronic Application System (TEAS), to allow for necessary system updates of the application. For *technical* assistance with online forms, e-mail TEAS@uspto.gov. For questions about the Office action itself, please contact the assigned trademark examining attorney. **E-mail communications will not be accepted as responses to Office actions; therefore, do not respond to this Office action by e-mail.**

All informal e-mail communications relevant to this application will be placed in the official application record.

WHO MUST SIGN THE RESPONSE: It must be personally signed by an individual applicant or someone with legal authority to bind an applicant (i.e., a corporate officer, a general partner, all joint applicants). If an applicant is represented by an attorney, the attorney must sign the response.

PERIODICALLY CHECK THE STATUS OF THE APPLICATION: To ensure that applicant does not miss crucial deadlines or official notices, check the status of the application every three to four months using the Trademark Status and Document Retrieval (TSDR) system at <http://tsdr.uspto.gov/>. Please keep a copy of the TSDR status screen. If the status shows no change for more than six months, contact the Trademark Assistance Center by e-mail at TrademarkAssistanceCenter@uspto.gov or call 1-800-786-9199. For more information on checking status, see <http://www.uspto.gov/trademarks/process/status/>.

TO UPDATE CORRESPONDENCE/E-MAIL ADDRESS: Use the TEAS form at <http://www.uspto.gov/trademarks/teas/correspondence.jsp>.



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If You Meet Me And Forget Me You Have Lost Nothing, But If You Meet Jesus Christ And Forget Him You Have Lost EVERYTHING !!



BIBLE STATISTICS



Amazing Bible Facts And Statistics - compiled from various sites and sources

BIBLE STATISTICS:

Number of books in the Bible: 66
Chapters: 1,189
Verses: 31,101
Words: 783,137
Letters: 2,566,480
Number of promises given in the Bible: 1,260
Comments: 0,468
Predictions: over 8,000
Fulfilled prophecy: 3,208 verses
Unfulfilled prophecy: 3,140
Number of questions: 3,294
Longest name: Maher-shalal-hashbaz (Isaiah 8:1)
Longest verse: Esther 8:9 (78 words)
Shortest verse: John 11:53 (2 words: "Jesus wept")
Middle book: Micah and Nahum
Middle chapter: Psalm 117
Shortest chapter (by number of verses): Psalm 117 (by number of words)
Longest book: Psalms (150 chapters)
Shortest book (by number of words): 3 John
Longest chapter: Psalm 119 (176 verses)
Number of times the word "God" appears: 3,358
Number of times the word "Lord" appears: 7,736
Number of different authors: 40
Number of languages the Bible has been translated into: over 1,200

OLD TESTAMENT STATISTICS:

Number of books: 39
Chapters: 929
Verses: 23,114
Words: 602,383
Letters: 2,278,100
Middle book: Proverbs
Middle chapter: Job 20
Middle verse: 2 Chronicles 20:17,18
Smallest book: Obadiah
Shortest verse: 1 Chronicles 1:25
Longest verse: Esther 8:9 (78 words)
Longest chapter: Psalms 119
Largest book: Psalms

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- [Bible Trivia](#)
- [Bible Trivia Answers](#)

NEW TESTAMENT STATISTICS:

Number of books: 27
Chapters: 260
Verses: 7,957
Words: 180,552
Letters: 634,360
Middle book: 2 Thessalonians
Middle chapters: Romans 8, 9
Middle verse: Acts 27:17
Smallest book: 1 John
Shortest verse: John 11:35
Longest verse: Revelation 20:4 (68 words)
Longest chapter: Luke 1
Largest book: Luke

A number of verses in the Bible (KJV) contain all but 1 letter of the alphabet: Ezra 7:21 contains all but the letter j; Joshua 7:24, 1 Kings 19, 1 Chronicles 12:40, 2 Chronicles 36:10, Ezekiel 28:13, Daniel 4:37, and Haggai 1:1 contain all but q; 2 Kings 16:15 and 1 Chronicles 4:10 contain all but z; and Galatians 1:14 contains all but k.

There are 8,674 different Hebrew words in the Bible, 5,624 different Greek words, and 12,143 different English words in the King James Version.

Based on the King James Version of the Holy Bible

- Written by Approximately 40 Authors
- Written over a period of 1,600 years
- Written over 40 generations
- Written in three languages: Hebrew, Greek and Aramaic
- Written on three continents: Europe, Asia and Africa
- Written in different locations: wilderness, dungeons, palaces, prisons, in exile, at home
- Written by men from all occupations: kings, peasants, doctors, fishermen, tax collectors, scholars, etc.
- Written in different times: war, peace, poverty, prosperity, freedom and slavery
- Written in different moods: heights of joy to the depths of despair
- Written in harmonious agreement on a widely diverse range of subjects and doctrines

10 Longest Books in the Bible

- Psalms - 150 chapters, 2,461 verses, 43,743 words
- Jeremiah - 52 chapters, 1,364 verses, 42,659 words
- Ezekiel - 48 chapters, 1,273 verses, 39,407 words
- Genesis - 50 chapters, 1,522 verses, 26,267 words
- Isaiah - 66 chapters, 1,292 verses, 37,044 words
- Numbers - 36 chapters, 1,288 verses, 32,902 words
- Exodus - 40 chapters, 1,213 verses, 32,602 words
- Deuteronomy - 34 chapters, 958 verses, 28,451 words
- 2 Chronicles - 36 chapters, 822 verses, 26,074 words
- Luke - 24 chapters, 1,151 verses, 25,944 words

10 Shortest Books in the Bible

- 3 John - 1 chapter, 14 verses, 299 words
- 2 John - 1 chapter, 13 verses, 303 words
- Philemon - 1 chapter, 25 verses, 445 words
- Jude - 1 chapter, 25 verses, 613 words
- Obadiah - 1 chapter, 21 verses, 670 words
- Titus - 3 chapters, 46 verses, 921 words
- 2 Thessalonians - 3 chapters, 47 verses, 1,042 words
- Haggai - 2 chapters, 38 verses, 1,151 words
- Nahum - 3 chapters, 47 verses, 1,285 words
- Jonah - 4 chapters, 48 verses, 1,321 words

To: Cohen, Morgan (mcohen@cohensystems.com)
Subject: U.S. TRADEMARK APPLICATION NO. 86349190 - PILLAR OF CLOUD - N/A
Sent: 5/21/2015 9:13:03 AM
Sent As: ECOM118@USPTO.GOV
Attachments:

UNITED STATES PATENT AND TRADEMARK OFFICE (USPTO)

**IMPORTANT NOTICE REGARDING YOUR
U.S. TRADEMARK APPLICATION**

USPTO OFFICE ACTION (OFFICIAL LETTER) HAS ISSUED
ON **5/21/2015** FOR U.S. APPLICATION SERIAL NO. 86349190

Your trademark application has been reviewed. The trademark examining attorney assigned by the USPTO to your application has written an official letter to which you must respond. Please follow these steps:

(1) **READ THE LETTER** by clicking on this [link](#) or going to <http://tsdr.uspto.gov/>, entering your U.S. application serial number, and clicking on "Documents."

The Office action may not be immediately viewable, to allow for necessary system updates of the application, but will be available within 24 hours of this e-mail notification.

(2) **RESPOND WITHIN 6 MONTHS** (*or sooner if specified in the Office action*), calculated from **5/21/2015**, using the Trademark Electronic Application System (TEAS) response form located at http://www.uspto.gov/trademarks/teas/response_forms.jsp.

Do NOT hit "Reply" to this e-mail notification, or otherwise e-mail your response because the USPTO does NOT accept e-mails as responses to Office actions.

(3) **QUESTIONS** about the contents of the Office action itself should be directed to the trademark examining attorney who reviewed your application, identified below.

/Ronald McMorrow/
Examining Attorney
Law Office 118
571-272-9306
ronald.mcmorrow@uspto.gov

WARNING

Failure to file the required response by the applicable response deadline will result in the ABANDONMENT of your application. For more information regarding abandonment, see <http://www.uspto.gov/trademarks/basics/abandon.jsp>.

PRIVATE COMPANY SOLICITATIONS REGARDING YOUR APPLICATION: Private companies **not** associated with the USPTO are using information provided in trademark applications to mail or e-mail trademark-related solicitations. These companies often use names that closely resemble the USPTO and their solicitations may look like an official government document. Many solicitations require that you pay "fees."

Please carefully review all correspondence you receive regarding this application to make sure that you are responding to an official document from the USPTO rather than a private company solicitation. All official USPTO correspondence will be mailed only from the "United States Patent and Trademark Office" in Alexandria, VA; or sent by e-mail from the domain "@uspto.gov." For more information on how to handle

private company solicitations. see http://www.uspto.gov/trademarks/solicitation_warnings.jsp.

Request for Reconsideration after Final Action

The table below presents the data as entered.

Input Field	Entered
SERIAL NUMBER	86349190
LAW OFFICE ASSIGNED	LAW OFFICE 118
MARK SECTION	
MARK	http://tmng-al.uspto.gov/resting2/api/img/86349190/large
LITERAL ELEMENT	PILLAR OF CLOUD
STANDARD CHARACTERS	YES
USPTO-GENERATED IMAGE	YES
MARK STATEMENT	The mark consists of standard characters, without claim to any particular font style, size or color.
EVIDENCE SECTION	
EVIDENCE FILE NAME(S)	
ORIGINAL PDF FILE	evi_7611559169-20151120192445460522_OA-2dBasic_86349190.pdf
CONVERTED PDF FILE(S) (8 pages)	\\TICRS\EXPORT16\IMAGEOUT16\863\491\86349190\xml7\RFR0002.JPG
	\\TICRS\EXPORT16\IMAGEOUT16\863\491\86349190\xml7\RFR0003.JPG
	\\TICRS\EXPORT16\IMAGEOUT16\863\491\86349190\xml7\RFR0004.JPG
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	\\TICRS\EXPORT16\IMAGEOUT16\863\491\86349190\xml7\RFR0009.JPG
DESCRIPTION OF EVIDENCE FILE	See arguments in attached file.
GOODS AND/OR SERVICES SECTION (009)(class deleted)	
GOODS AND/OR SERVICES SECTION (042)(no change)	
NEW ATTORNEY SECTION	
NAME	Luke Brean
FIRM NAME	BreanLaw, LLC
STREET	P.O. Box 4120, ECM #72065
CITY	Portland
STATE	Oregon
ZIP/POSTAL CODE	97208
COUNTRY	United States

PHONE	5035494854
EMAIL	tmsupport@breanlaw.com
AUTHORIZED EMAIL COMMUNICATION	Yes
CORRESPONDENCE SECTION	
ORIGINAL ADDRESS	COHEN, MORGAN ST. JOHANNIS-RING 133 BASEL CH 4056
NEW CORRESPONDENCE SECTION	
NAME	Luke Brean
FIRM NAME	BreanLaw, LLC
STREET	P.O. Box 4120, ECM #72065
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STATE	Oregon
ZIP/POSTAL CODE	97208
COUNTRY	United States
PHONE	5035494854
EMAIL	tmsupport@breanlaw.com
AUTHORIZED EMAIL COMMUNICATION	Yes
SIGNATURE SECTION	
RESPONSE SIGNATURE	/LB/
SIGNATORY'S NAME	Luke Brean
SIGNATORY'S POSITION	Attorney of Record, Oregon State Bar
SIGNATORY'S PHONE NUMBER	5035494854
DATE SIGNED	11/20/2015
AUTHORIZED SIGNATORY	YES
CONCURRENT APPEAL NOTICE FILED	NO
FILING INFORMATION SECTION	
SUBMIT DATE	Fri Nov 20 19:27:30 EST 2015
TEAS STAMP	USPTO/RFR-XX.XXX.XX.XXX-2 0151120192730953634-86349 190-540955bed1a6f9ab957bd 6c2b63361e1439c2932f0ef85 242ff26feda94627a7b-N/A-N /A-20151120192445460522

Request for Reconsideration after Final Action

To the Commissioner for Trademarks:

Application serial no. **86349190** PILLAR OF CLOUD(Standard Characters, see <http://tmng-al.uspto.gov/resting2/api/img/86349190/large>) has been amended as follows:

EVIDENCE

Evidence in the nature of See arguments in attached file. has been attached.

Original PDF file:

[evi_7611559169-20151120192445460522_OA-2dBasic_86349190.pdf](#)

Converted PDF file(s) (8 pages)

[Evidence-1](#)

[Evidence-2](#)

[Evidence-3](#)

[Evidence-4](#)

[Evidence-5](#)

[Evidence-6](#)

[Evidence-7](#)

[Evidence-8](#)

CLASSIFICATION AND LISTING OF GOODS/SERVICES

Applicant hereby deletes the following class of goods/services from the application.

Class 009 for Computer software for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security

ATTORNEY ADDRESS

Applicant proposes to amend the following:

Proposed:

Luke Brean of BreanLaw, LLC, having an address of
P.O. Box 4120, ECM #72065 Portland, Oregon 97208
United States
tmsupport@breanlaw.com
5035494854

CORRESPONDENCE ADDRESS CHANGE

Applicant proposes to amend the following:

Current:

COHEN, MORGAN
ST. JOHANNES-RING 133
BASEL
CH
4056

Proposed:

Luke Brean of BreanLaw, LLC, having an address of
P.O. Box 4120, ECM #72065 Portland, Oregon 97208
United States
tmsupport@breanlaw.com
5035494854

SIGNATURE(S)

Request for Reconsideration Signature

Signature: /LB/ Date: 11/20/2015

Signatory's Name: Luke Brean

Signatory's Position: Attorney of Record, Oregon State Bar

Signatory's Phone Number: 5035494854

The signatory has confirmed that he/she is an attorney who is a member in good standing of the bar of the highest court of a U.S. state, which

includes the District of Columbia, Puerto Rico, and other federal territories and possessions; and he/she is currently the owner's/holder's attorney or an associate thereof; and to the best of his/her knowledge, if prior to his/her appointment another U.S. attorney or a Canadian attorney/agent not currently associated with his/her company/firm previously represented the owner/holder in this matter: (1) the owner/holder has filed or is concurrently filing a signed revocation of or substitute power of attorney with the USPTO; (2) the USPTO has granted the request of the prior representative to withdraw; (3) the owner/holder has filed a power of attorney appointing him/her in this matter; or (4) the owner's/holder's appointed U.S. attorney or Canadian attorney/agent has filed a power of attorney appointing him/her as an associate attorney in this matter.

The applicant is not filing a Notice of Appeal in conjunction with this Request for Reconsideration.

Mailing Address: Luke Brean
BreanLaw, LLC
P.O. Box 4120, ECM #72065
Portland, Oregon 97208

Serial Number: 86349190
Internet Transmission Date: Fri Nov 20 19:27:30 EST 2015
TEAS Stamp: USPTO/RFR-XX.XXX.XX.XXX-2015112019273095
3634-86349190-540955bed1a6f9ab957bd6c2b6
3361c1439c2932f0ef85242ff26feda94627a7b-
N/A-N/A-20151120192445460522

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: PILLAR OF CLOUD
Serial No. : 86349190
For : BreanLaw, LLC
Examiner : Ronald McMorro
Law Office : 118

RESPONSE TO OFFICE ACTION DATED 5/21/2015

This is responsive to Office Action dated 5/21/2015. The Applicant respectfully requests that the application be reconsidered.

BACKGROUND

Applicant Morgan Cohen seeks registration of PILLAR OF CLOUD for “Computer services in the field of information technology, namely, software as a service (SaaS) featuring software for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security; consulting services in the field of design, development and implementation of cloud computing systems; computer consulting services in the field of cloud computing; computerized information services relating to cloud computing,” in International Class 042. The trademark-examining attorney has refused registration of the mark PILLAR OF CLOUD under Trademark Act Section 2(d), 15 U.S.C. § 1052(d); *see* TMEP § § 1207.01 *et seq.* alleging the applied for mark is likely to be confused with registration number 2025071 PILLAR brand “computer programs for use in business applications, namely

budgeting, financial planning, financial analysis, forecasting and reforecasting,” in International Class 09.

APPLICANT’S ARGUMENT IN SUPPORT OF REGISTRATION

Applicant respectfully disagrees with the Examining Attorney’s decision for the reasons discussed below.

The Standard for Determining Likelihood of Confusion

A determination of likelihood of confusion between two marks is determined on a case by case basis. *In re Dixie Restaurants Inc.*, 41 USPQ2d 1531, 1533 (Fed. Cir. 1997). The examining attorney is to apply each of the applicable thirteen factors set out in *In re E.I. DuPont DeNemours & Co.*, 476 F.2d 1357, 1361, 177 USPQ 563, 567 (CCPA 1973). The relevant *DuPont* factors as they relate to likelihood of confusion in this case are reviewed below.

The dissimilarity of the marks in their entireties as to appearance, sound, connotation and commercial impression;

In comparing two trademarks for confusing similarity, the Examining Attorney must compare the marks for resemblances in sound, appearance and meaning or connotation. *In re E.I. DuPont de Nemours & Co.*, 476 F.2d 1357, 177 U.S.P.Q. 563 (C.C.P.A. 1973). Similarity in one respect – sight, sound, or meaning – does not support a finding of likelihood of confusion, even where the goods or services are identical or closely related. TMEP §1207.01(b)(i).

It has long been established under the “anti-dissection rule” that “the commercial impression of a trademark is derived from it as a whole, not from its elements separated and considered

in detail. For this reason it should be considered in its entirety.” *Estate of P. D. Beckwith, Inc. v. Commissioner of Patents*, 252 U.S. 538, 545–46, 64 L. Ed. 705, 40 S. Ct. 414 (1920). It violates the anti-dissection rule to focus on the "prominent" feature of a mark, ignoring other elements of the mark, in finding likelihood of confusion. *Massey Junior College, Inc. v. Fashion Institute of Technology*, 492 F.2d 1399, 181 U.S.P.Q. 272 (C.C.P.A. 1974). See *Franklin Mint Corp. v. Master Mfg. Co.*, 667 F.2d 1005, 212 U.S.P.Q. 233 (C.C.P.A. 1981) (“It is axiomatic that a mark should not be dissected and considered piecemeal; rather, it must be considered as a whole in determining likelihood of confusion.”); *Sun-Fun Products, Inc. v. Suntan Research & Development, Inc.*, 656 F.2d 186, 213 U.S.P.Q. 91 (5th Cir. 1981) (the test is “overall impression,” not a “dissection of individual features”).

1. No Explicit Rule that Likelihood of Confusion Applies Where Junior User’s Mark Contains the Whole of Another Mark.

There is no explicit rule that likelihood of confusion automatically applies where a junior user’s mark contains in part the whole of another mark. See, e.g., *Colgate-Palmolive Co. v. Carter-Wallace, Inc.*, 432 F.2d 1400, 167 U.S.P.Q. 529 (C.C.P.A. 1970) (PEAK PERIOD not confusingly similar to PEAK); *Lever Bros. Co. v. Barcolene Co.*, 463 F.2d 1107, 174 U.S.P.Q. 392 (C.C.P.A. 1972) (ALL CLEAR not confusingly similar to ALL); *In re Ferrero*, 479 F.2d 1395, 178 U.S.P.Q. 167 (C.C.P.A. 1973) (TIC TAC not confusingly similar to TIC TAC TOE); *Conde Nast Publications, Inc. v. Miss Quality, Inc.*, 507 F.2d 1404, 184 U.S.P.Q. 422 (C.C.P.A. 1975) (COUNTRY VOGUES not confusingly similar to VOGUE); *In re Merchandising Motivation, Inc.*, 184 U.S.P.Q. 364 (T.T.A.B. 1974) (there is no absolute rule that no one has the right to incorporate the total mark of another as a part of one's own mark: MMI MENSWEAR not confusingly similar to MEN'S WEAR); *Plus Products v. General Mills, Inc.*, 188 U.S.P.Q. 520

(T.T.A.B. 1975) (PROTEIN PLUS and PLUS not confusingly similar). See *Monsanto Co. v. CIBA-GEIGY Corp.*, 191 U.S.P.Q. 173 (T.T.A.B. 1976) (use of portion of another's mark to indicate that defendant's product contains plaintiff's product held not likely to cause confusion). Even the use of identical dominant words or terms does not automatically mean that two marks are similar. *Luigino's Inc. v. Stouffer Corp.*, 50 USPQ2d 1047, the mark LEAN CUISINE was not confusingly similar to MICHELINA'S LEAN 'N TASTY though both products were similar low-fat frozen food items and both shared the dominant term "lean." Finally, "marks tend to be perceived in their entireties, and all components thereof must be given appropriate weight." *In re Hearst*, 982 F.2d 493, 494 (Fed.Cir. 1992). In *Hearst*, Applicant registered VARGA GIRL for calendars and was refused registration by the Trademark Trial and Appeal Board because of earlier registration of VARGAS for posters, calendars, and greeting cards. The Federal Circuit reversed the refusal on appeal. the higher court found that the Board inappropriately changed the mark by diminishing the portion of "girl." When the entire mark was reviewed in its entirety, there was no likelihood of confusion. Here, the marks share the term "PILLAR" in common but this common term is not enough to support a finding of likelihood of confusion, particularly where there are a number of differentiating factors.

2. Marks Differ in Sight, Sound, and Appearance

a. Marks Differ in Sight

A visual examination of the literal elements of the conflicting marks supports a finding that they are different. Applicant's mark consists of PILLAR OF CLOUD. In contrast, Registrant's mark consists of PILLAR. Accordingly, the marks do not share the terms "of cloud" in common.

Given the significantly different literal elements discussed above, there is little likelihood of confusion.

b. Marks Differ in Sound

Here, the marks vary substantially in sound. Applicant's mark is pronounced with four syllables whereas Registrant's marks are pronounced with two. Moreover, Applicant's mark ends with the sounds created by the words "of cloud" that are absent the Registrant's mark. As such, these marks sound little alike and have an entirely different phonetic profile.

However, even where two marks are phonetically similar, no likelihood of confusion exists if other differentiating factors can be established. See *National Distillers & Chemical Corporation v. William Grant and Sons, Inc.*, 505 F.2d 719 (finding that DUVET and DUET did not raise likelihood of confusion where other differentiating factors existed such as the term "duet" was a common word whereas "duvet" was not). As stated above, the visual differences between Applicant's mark and the Registrant's mark provide one of many differentiating factors that do not support a claim of likelihood of confusion.

c. Marks Differ in Commercial Impression

The marks in this case vary substantially in commercial impression. Registrant's PILLAR brings to mind a tall vertical structure of stone, wood, or metal, used as a support for a building, or as an ornament or monument. In contrast, Applicant's PILLAR OF CLOUD presents a much more incongruous impression that evokes a vertical structure made of a visible mass of con-

densed water vapor floating in the atmosphere. While such an object would be offer poor support for a building, the notion does emphasize the intangible nature of the Applicant's computer consulting services. Given the significant differences in commercial impressions, there is little likelihood of confusion between the marks.

The dissimilarity and nature of the goods or services as described in an application or registration in connection with which a prior mark is in use;

Goods and services fall into three categories: (1) competitive, (2) non-competitive but related, and (3) non-competitive and non-related. *Homeowners Group, Inc. v. Home Mktg. Specialists Inc.*, 931 F.2d 1100, 18 USPQ2d 1587,1593 (6th Cir. 1991). Services in the last category are unlikely to be confused. *Murray v. Cable National Broadcasting Co.*, 86 F.3d 858,861 39 USPQ2d 1214 (9th Cir. 1996). Moreover, "the presence of goods in the same store does not necessarily lead to the conclusion that confusion would arise under such conditions." *7-Eleven, Inc. v. HEB Grocery Company, LP*, 83 U.S.P.Q.2d 1257 at *22 (TTAB 2007)(citations omitted).

Here, while both Applicant's and Registrant's goods can broadly be described as related to computing, the goods and services are non-competitive. Registrant's goods are "computer programs for use in business applications" in class 09 which would be delivered by magnetic media and either directly downloaded and saved over the internet, or delivered to the consumer by CD or DVD ROM. Accordingly, Registrant's goods are products.

In contrast, Applicant assists businesses in quickly leveraging efficiencies of integrating business systems across a variety of cloud computing platforms. In the case of consulting, Applicant is interviewing clients to understand their needs and offering suggestions based on Appli-

cant's knowledge of available solutions on the marketplace and understanding of what steps can be taken to integrate disparate systems. In contrast to a product, Applicant is selling expertise and knowledge of the cloud computing marketplace and their skill set in integrating the SAAS products of others. Given the non-competitive nature of the goods and services of both parties, there is little likelihood of confusion.

CONCLUSION

For the reasons listed above, Applicant respectfully submits that the trademark examining attorney should remove the Section 2(d), 15 U.S.C. § 1052(d) refusal for the trademark PILLAR OF CLOUD (Serial no. 86349190) for "Computer services in the field of information technology, namely, software as a service (SaaS) featuring software for business management, enterprise resource planning, accounting, customer relationship management, e-commerce, database management and security; consulting services in the field of design, development and implementation of cloud computing systems; computer consulting services in the field of cloud computing; computerized information services relating to cloud computing," in International Class 042.

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