

1 Q. **Reference: Evidence, page 1, lines 21-24**

2 Does the vendor still provide support for JD Edwards World and has the vendor announced
3 a date that it will no longer provide support?
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6 A. The vendor, Oracle, is currently providing support for JD Edwards World. The vendor has
7 announced end of support dates for JD Edwards World,¹ which are provided in Table 1.
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9 Prior to the migration to EnterpriseOne, Newfoundland and Labrador Hydro was utilizing JD
10 Edwards World Release A9.3. Premier Support for this release ended in March 2017 and
11 Extended Support ends in March 2020. Sustaining Support has an indefinite end date and
12 provides access to technical support, including online support tools, knowledge bases, and
13 technical support experts. However, the following required items are not provided under
14 Sustaining Support:

- 15 • New updates, fixes, security alerts, data fixes, and critical patch updates;
- 16 • New tax, legal, and regulatory updates;
- 17 • New upgrade scripts;
- 18 • Certification with new third-party products/versions; and
- 19 • Certification with new Oracle products.

Table 1: Support End Dates for Oracle's JD Edwards World Releases

Release	General Availability 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
A9.2.1	May 2010	May 2015	May 2018	Indefinite
A9.3	Mar 2012	Mar 2017	Mar 2020	Indefinite

¹ "Oracle Information – Driver Support, Oracle Lifetime Support Policy, Oracle Applications," December 2018, p. 9, <<https://www.oracle.com/us/assets/lifetime-support-applications-069216.pdf>>.