

Talari Support Assistance Matrix

Effective January 27, 2020

Request Type	Contact
Questions regarding use of or access to My Oracle Support (MOS)	Oracle Support via the Oracle Support hotline
Technical product issues	Oracle Support via My Oracle Support
Product defects	Oracle Support via My Oracle Support
Product enhancement requests	Oracle Support via My Oracle Support
Adding additional software or hardware	Your account sales representative
Shipping inquiries	Your account sales representative
Dead on Arrival (DOA)	Oracle Support via My Oracle Support
Design or implementation services	Your Oracle Consultant or account sales representative
