

Vocado Support Assistance Matrix

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 MOS
Product Defects	Oracle Support via MOS
Questions regarding the use of the application	Oracle Support via MOS
Cloud service system availability	Oracle Support via MOS
Product enhancement requests	Oracle Support via MOS
Billing questions	Oracle Support via the Contact Us link in MOS
Design or implementation services	Oracle Consulting or your implementation partner
Adding additional license subscription services	Your account sales representative

The use of the Oracle Support hotlines and the use of MOS to create and manage SRs is effective April 1, 2019.