

## Federos Support Assistance Matrix

The use of the Oracle Support hotlines and the use of MOS to create and manage SRs is effective  
October 17, 2022

Request Type	Contact
Questions regarding use of or access to My Oracle Support (MOS)	Oracle Support via the <a href="#">Oracle Support hotline</a>
Design or implementation services	Oracle Consulting or your implementation partner
Technical product Issues	Oracle Support via <a href="#">MOS</a>
Product Defects	Oracle Support via <a href="#">MOS</a>
Questions regarding the use of the application	Oracle Support via <a href="#">MOS</a>
Product enhancement requests	Oracle Support via <a href="#">MOS</a>
Product patches	<a href="#">MOS (Patches &amp; Updates tab)</a>
Download of current software release	<a href="#">Oracle Software Delivery Cloud</a>
Documentation for current software release	<a href="#">Oracle Help Center</a>
Assistance with license key requests and issues	Oracle Support via <a href="#">MOS</a>
Previous software versions (v4, v5)	Oracle Support via <a href="#">MOS</a>
Previous software documentation (v4, v5)	Oracle Knowledgebase via <a href="#">MOS</a>
Adding additional licenses	Your account sales representative