

# LiveData Utilities Support Assistance Matrix

## Effective 14 September 2020

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
Custom Script (python) issues	Oracle Consulting or your implementation partner
Technical product issues	Oracle Support via <a href="#">My Oracle Support</a>
Product defects	Oracle Support via <a href="#">My Oracle Support</a>
Product enhancement requests	Oracle Support via <a href="#">My Oracle Support</a>
Previous release of product or License Response File	Oracle Support via <a href="#">My Oracle Support</a>
Purchase additional services and products	Your account sales representative