

Apiary Support Assistance Matrix

The use of the Oracle Support hotlines and the use of My Oracle Support (MOS) to create and manage service requests (SRs) is effective May 21, 2018.

Request Type	Contact
Questions regarding use of or access to MOS	Oracle Support via the Oracle Support hotline
Design or implementation services	Oracle Consulting or your implementation partner
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
Adding additional license subscription services	Your account sales representative