

Support Matrix

| Request Type | Contact |
|-----------------------------------------------------------------|---------------------------------------------------------------|
| Questions regarding use of or access to My Oracle Support (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 |