

# Oracle Textura Support Assistance Matrix

Request Type	Contact
Questions regarding use of or access to My Oracle Support (MOS)	Call Oracle Textura Support via the <a href="#">Oracle Textura Support phone numbers</a>
Technical product issues	<a href="#">Call</a> Oracle Textura Support or create an SR via <a href="#">My Oracle Support</a> (MOS)
Product defects	<a href="#">Call</a> Oracle Textura Support or create an SR via <a href="#">MOS</a>
Questions regarding the use of the product	<a href="#">Call</a> Oracle Textura Support or create an SR via <a href="#">MOS</a>
Product enhancement requests	<a href="#">Call</a> Oracle Textura Support or create an SR via <a href="#">MOS</a>

The use of MOS to create and manage SRs begins on the following dates:

- April 30, 2018: GradeBeam, Latista, Submittal Exchange, and TPM general contractor customers
- June 4, 2018: TPM subcontractor customers
- To be determined: PQM customers

For certain product areas, Textura may also be contacted via email. For a list of contact methods available for each product line, please visit the [Textura Support site on Oracle.com](#).