<Date>

Welcome to Oracle Support

< COMPANY NAME >
Customer Contact Full Name
Customer Contact Email Address
Customer Full address

On behalf of Oracle Corporation, Oracle Support Services would like to thank you for your recent purchase of Oracle products and services. Our Support Services team is ready and committed to assist you in protecting the investment you have made.

With your purchase, you now have access to Oracle's exclusive web support portal which provides you secure, real-time access to critical and timely information to optimize your business. Please visit the Oracle Support website at http://www.oracle.com/us/support/index.html where you will find information about service descriptions, technical support policies, support news and events, and internet seminars.

You can also access Oracle support through one of the industry leading web-based customer support systems:

- **My Oracle Support**
  To register for My Oracle Support, please use your **Customer Support Identifier (CSI)** number below. If you are already a registered user, please add the CSI number(s) below to your existing My Oracle Support user profile. To access My Oracle Support, click here.

  - Review our My Oracle Support - How-to Training Videos and quickly learn about key features of My Oracle Support in just a few minutes.

  - Learn more about My Oracle Support features and capabilities by attending our **My Oracle Support Essentials** sessions. View the current schedule and to register click here.

- **Support interfaces for recently Acquired Products**
  Oracle is committed to ensuring that you have extraordinary support as we transition recently acquired companies into Oracle's framework of Support Services and tools. To access the appropriate support portal for your product, please go to: http://www.oracle.com/us/support/support-integration/index.html

Technical Contact Information

As the technical contact for <insert company name>, you are the individual designated within your organization who may contact Oracle Support Services to resolve technical issues.

If your order with Oracle allows international deployment of programs to your subsidiaries or includes hardware that has been relocated outside the country of delivery, please communicate the relevant Support Identifier(s) in this email to persons in those countries who will be technical contacts with Oracle.

Technical Support Service and Products Details

Order Number:

Service Start Date | Service End Date | Service Level

Product | CSI | Serial Number | Quantity (if applicable)

Customer Support Identifier Information:
Your Support Identifier number is #######. [insert]

Note: Please call your local country Support Hotline if you are not the designated technical contact or if you have any additional questions.

Oracle provides a complete and fully integrated global service portfolio supported by over 50,000 development engineers and customer support specialists ready and able to support you. We hope you will take advantage of our essential support services including 24/7 technical assistance, powerful proactive support resources, and product updates.

Welcome to Oracle and enjoy your access to Oracle Support Services.

Sincerely,
Oracle Support Services