

**Oracle® Communications
Design Studio**

Licensing Information User Manual

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A.1 Classic Support Terms

Business Hours 9 x 5

Acknowledgement (email response) within 2 Business Days

Email Support

Online Access (documentation, FAQs, release notes and white papers)

Service Pack (cumulative collection of workarounds, patches and bug fixes)

Minor Release (feature releases and service packs, indicated by a change in the decimal)

A.2 Premium Support Terms

Business Hours 9 x 5

Acknowledgement (email response) within 1 Business Day

Email Support

Online Access (documentation, FAQs, release notes and white papers)

Service Pack (cumulative collection of workarounds, patches and bug fixes)

Minor Release (feature releases and service packs, indicated by a change in the decimal)

Telephone Support

Customer Patches (Fixes to severity 1 problems that do not have any acceptable workaround)

Customer Owner (designated technical contact person for all technical issues and escalations)

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