

Welcome to **Oracle Support**

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On behalf of Oracle Corporation, Oracle Support Services would like to thank you for your recent purchase of Oracle products and technical support services. Our support services team is ready and committed to assisting 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 information related to Oracle technical support services. Please visit the [Oracle Support website](#) to find information about technical support service descriptions, policies, support news and events, and internet seminars.

Depending on the products you have purchased, you can access Oracle technical support services through one of the following customer support systems:

- **My Oracle Support**

To register for My Oracle Support, please use your **Support Identifier ("SI")** number provided in the Technical Support Service and Products table below. In addition to your SI, you will need to use your organization name, provided in the first line in the address above, to register. The first person to register will be prompted to accept the Customer User Administrator responsibility for managing your My Oracle Support users and access. Oracle recommends that you enable multiple Customer User Administrators. Learn more about the [My Oracle Support Customer User Administrator](#).

If you are already a registered user, please add the SI number(s) provided in the Technical Support Service and Products table below to your existing [My Oracle Support](#) user profile.

- Review [My Oracle Support - How-to Training Videos](#) to quickly learn about key features of My Oracle Support.
- Learn more about My Oracle Support features and capabilities by attending **My Oracle Support Essentials** sessions. To view the current schedule and to register [click here](#).

- **Support interfaces for Recently Acquired Products**

If your product is part of a company recently acquired by Oracle, we are committed to ensuring that you receive support related to your specific products as you transition to Oracle's framework of technical support services and tools. To access the appropriate support portal for your product, please go to [Oracle Support Contacts](#).

- **Oracle Hospitality or Food & Beverage**

If you are an Oracle Hospitality or Food & Beverage customer, please visit the [Support Page](#) to learn about registering for a support account.

Technical Contact Information

As the technical contact for Babu Banarasi Das Institute of Technology & Management, 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 Identifiers (SIs) in this email to persons in those countries who will be technical contacts with Oracle.

Technical Support Service and Products Details

Order number: 45092777

Babu Banarasi Das Institute of Technology & Management

Account Number: 18819402

Service Level

Software update license & support

| Service Start Date | Service End Date |
|---------------------------|-------------------------|
| 16-OCT-2025 | 15-OCT-2027 |

| Product | SI | Serial Number | Quantity |
|---------------------------------------------------------------------|-----------|----------------------|-----------------|
| Oracle Academy: Institution Level License Bundle - Nonstandard User | 102773778 | | 1 |

Support Identifier (SI) Information:

Your Support Identifier number is 102773778

Note: Please call Oracle's 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 technical support 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 outstanding technical 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