

Telkom University
Jl. Telekomunikasi No.1 Terusan Buah Batu
Bandung, Jawa Barat
Indonesia, 40257

Subject: Oracle Support Welcome Letter

Dear Sir,

We would like to thank you for your purchase of Oracle products and services and assure you that Oracle Support Services is committed to protecting the investment you have made.

If you are new to Oracle Support Services, please visit our website at <http://www.oracle.com/us/support/index.html> where you will find information to assist you, including service descriptions, technical support policies, support news and events, and internet seminars. This comprehensive web-based service introduces you to Oracle Support Services.

Depending on the product you have purchased, you should access Oracle support through one of the industry leading web-based customer support systems:

Recently Acquired products, Support resources may vary depending on the products you have purchased. Oracle has announced the intention or has completed the acquisitions of several companies, recently, to build-out our world-class portfolio of products, to address vertical industry needs, geographical coverage, and to provide many other advantages to our customers. Those acquisitions are in varying degrees of completion and integration.

To access the appropriate support portal please go to:

<http://www.oracle.com/us/support/support-integration/index.html>

My Oracle Support (Ex OracleMetaLink), for all other Oracle programs.

To access My Oracle Support please goes to <https://support.oracle.com>

To register for **My Oracle Support**, please use your **Customer Support Identifier (CSI)** number below and country code for **Indonesia (ID)**. If you are already a registered user, please add the CSI number(s) below to your existing My Oracle Support (ex OracleMetaLink) user profile (click on 'User Profile' then 'Show License').

For **Technical Product** issues, you can now use **My Oracle Support** to submit **Service Request (SR)** or you may call our Global Support Center Hotline number at **021-25552010**.

As the technical contact for **Telkom University**, you are the person designated within your organization who may contact Oracle Support Services to resolve technical issues. If your order with Oracle allows international deployment of licenses to your subsidiaries and related companies outside the ordering country please communicate the relevant CSI number(s) below to persons in those countries who will be technical contacts with Oracle.



Please record your assigned Customer Support Identification (CSI) number(s). Your CSI number identifies your organization, product information, and service level to Oracle Support Services.

Service and License Details

The following information includes your Service Period, Service Level and Licensed Programs:

Service Contract Number: 15370065
Service Period: 30 MAY 2021 to 29 MAY 2022

<u>Licensed Program:</u>	Qty	CSI
Oracle Database Standard Edition 2 - Oracle 1 - Click Ordering Program - Processor Perpetual	2	21235270

Oracle or an Oracle-authorized partner will contact you directly approximately 60 days before your support expires to send your support renewal quotation for the following year.

We would like to take this opportunity to thank you for your continued Business with Oracle Indonesia.

Sincerely,
Oracle Support Services