

## SE SUPPORT TERMS AND CONDITIONS

This attachment outlines the SE Support terms and conditions, including a detailed description of each type of support provided.

### SE SUPPORT CONTENT OF SERVICE

No.	Type	Support	Service Time/Day	Credit Charge*
1	Remote Support	<b>Tools:</b> Telephone / Email / VPN <b>Service Level:</b> Best Effort <b>Language:</b> Thai / English / Japanese 1. Q&A 2. Maintenance 3. Troubleshooting 4. Problem investigation 5. Other requests  ** Japanese support is also available. However, the credit will be counted at twice the normal rate.	Business days (Mon-Fri 09:00 to 17:00)	0.5 credit / 30 mins ** minimum usage starts from 0.5 credits
			Weekends (Sat-Sun 00:00 to 23h59) and national holidays based on the Thai calendar	2 credits / 1 hour ** minimum usage starts from 2 credits
			Exception to the above	1 credit / 1 hour ** minimum usage starts from 1 credit
2	On-site Support	1. Troubleshooting 2. Problem investigation 3. Other requests  ** The transportation time is also charged as ticket(s)	Business days (Mon-Fri 09:00 to 17:00)	1 credit / 1 hour ** minimum usage starts from 1 credit ** transportation minimum usage starts from 1 credit
			Weekends (Sat-Sun 00:00 to 23h59) and national holidays based on the Thai calendar	2 credits / 1 hour ** minimum usage starts from 2 credits ** transportation minimum usage starts from 1 credit
			Exception to the above	1.5 credits / 1 hour ** minimum usage starts from 1.5 credits ** transportation minimum usage starts from 1 credit
3	Report	IIJ will submit a ticket consumption report within the first 2 weeks of each month  ** report provided based on agreements with customers		
<b>Remarks:</b> - Any fraction of an hour will be charged as a full hour - Credit Charge applies only to Ticket Support type. It does not apply to Monthly Support type. - To raise any inquiries, customers shall use one of the following methods: 1. Visit our dedicated portal: <a href="https://ij-gs-thailand-support.atlassian.net/servicedesk/customer/portal/7">https://ij-gs-thailand-support.atlassian.net/servicedesk/customer/portal/7</a> 2. Send us an email at <a href="mailto:thai-tech@ap.ij.com">thai-tech@ap.ij.com</a> with the subject line starting with: [ticket] 3. Call our support team at 02-255-3609				

For further information or any enquiries, please do not hesitate to contact your salesperson.

- SE Support is restricted to equipment under warranty and services purchased from IIJ.
- IIJ will not provide support for any equipment or services installed by customers, or for equipment that is out of warranty.
- SE Support tickets may be used for “Preventive Maintenance” in some cases.
- SE Support tickets begin counting when IIJ receives an inquiry. Ticket(s) will be spent, but not limited, on problem isolation, identification, or coordinating with vendors or manufacturers as needed.
- For “Maintenance Agreement contracts” of PCs and network equipment, any assistance from IIJ engineers will result in separate deduction of SE Support tickets consumption.
- Customers must inform IIJ at least 5 days in advance if the request coincides with a holiday, a weekend or necessitates overtime. Otherwise, IIJ reserves the right to decline or postpone the request if sufficient manpower cannot be arranged on short notice.