

Premium	
In scope	
Supported assets	Limited to devices purchased through IJ GS TH and under warranty.
Support types	Incident and request management. Remote support: inquiries, incidents, planned activities. On-site support: high/critical incidents only when necessary (i.e. network outages due to physical issues).
Technical areas	Limited to Network and System on products and services purchased with IJ GS TH.
Activities included	Troubleshooting, root cause analysis and recommendations, configuration changes, patch management and minor upgrades, incident resolution, vendor engagement for support/escalation.
Vendor coordination	Coordination with hardware/software vendors for support. Escalation of vendor support cases. Tracking RMA and service requests. Acting as liaison between client and OEM. Warranty check and service entitlement tracking.
Responses to incidents and service requests	Best effort response. SLO-backed response time: <ul style="list-style-type: none"> - Critical: 1 hour - High: 2 hours - Medium: 8 hours - Low: Next business day Scheduled service request handling. Response within business hours only. Prioritized based on ticket severity.
Support hours and conditions	Business Hours: 8x5 NBD Off-Business Hours: critical/high-priority incidents only. On-Call Support/Remote Support. On-Site Support provided on a case-by-case basis, for critical/high-priority issues, and subject to scheduling and resource availability.
Languages	Thai, English, Japanese
Reporting	Monthly report per request.
Meeting	Limited to twice a year per request. Remote meetings only. Scope: Review of incidents or support trends, general service performance update
Technical Account Manager (TAM)	Designated dedicated engineer.
Out of scope	
Activities	<ul style="list-style-type: none"> - Support of any new or additional hardware or software not previously listed in the existing inventory at the start of this agreement. - New solutions and design. - New project implementation. - Site recovery and disaster recovery. - Proof of Concept (POC) activities. - Hardware or software repairs or modifications other than the ones in scope. - Support for new application/service roll-out. - 3rd-party applications or custom software. - Training or additional documentation not mentioned in the agreement. - Support for servers or endpoints data storage, restore and migration. - Proactive hardware or software maintenance. - IT assessment.

Disclaimer on Service Usage and Fair Use Policy

- This SE Support service is provided based on a fair usage model to ensure optimal service quality and efficiency for all customers. The agreement assumes an average number of inquiries per month/year. Should the number of inquiries consistently exceed this threshold, **IJJ GS Thailand Co., Ltd. reserves the right to review and renegotiate the service terms and pricing** to reflect the increased workload. This ensures we can continue delivering high-quality support in a sustainable manner.
- This SE Support service is contracted based on the current location of each supported device. If a device location changes during the contract period, **IJJ GS Thailand Co., Ltd. reserves the right to review and renegotiate the service terms and pricing.**