

<b>Standard</b>	
<b><i>In scope</i></b>	
<b>Supported assets</b>	Limited to devices purchased through IJ GS TH and under warranty.
<b>Support types</b>	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).
<b>Technical areas</b>	Limited to Network and System on products and services purchased with IJ GS TH.
<b>Activities included</b>	Troubleshooting, root cause analysis and recommendations, configuration changes, patch management and minor upgrades, incident resolution, vendor engagement for support/escalation.
<b>Vendor coordination</b>	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.
<b>Responses to incidents and service requests</b>	Best effort response. SLO-backed response time: <ul style="list-style-type: none"> <li>- Critical: 2 hours</li> <li>- High: 4 hours</li> <li>- Medium: 8 hours</li> <li>- Low: Next business day</li> </ul> Scheduled service request handling. Response within business hours only. Prioritized based on ticket severity.
<b>Support hours and conditions</b>	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.
<b>Languages</b>	Thai, English
<b>Reporting</b>	N/A
<b>Meeting</b>	N/A
<b>Technical Account Manager (TAM)</b>	N/A
<b><i>Out of scope</i></b>	
<b>Activities</b>	<ul style="list-style-type: none"> <li>- Support of any new or additional hardware or software not previously listed in the existing inventory at the start of this agreement.</li> <li>- New solutions and design.</li> <li>- New project implementation.</li> <li>- Site recovery and disaster recovery.</li> <li>- Proof of Concept (POC) activities.</li> <li>- Hardware or software repairs or modifications other than the ones in scope.</li> <li>- Support for new application/service roll-out.</li> <li>- 3rd-party applications or custom software.</li> <li>- Training or additional documentation not mentioned in the agreement.</li> <li>- Support for servers or endpoints data storage, restore and migration.</li> <li>- Proactive hardware or software maintenance.</li> <li>- IT assessment.</li> <li>- Monthly report/Meeting</li> </ul>

### **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.**