

desknet's NEO Annual Support Agreement

1. support contents

(1) Technical Support

The following inquiries regarding "desknet's NEO" will be handled. (If customization has been performed, the scope of support includes the details of the customization.)

Inquiries about operation and configuration methods (e.g., how to create applications, etc.)

Inquiries related to problems, such as checking for malfunctions, investigating causes, and isolating problems.

This support does not include consulting support for application creation tailored to the customer's operation or inquiries about the operation of applications created by the customer (for an additional fee). (Separate fee will be charged.)

(2) License key reissue

We will support the reissue of "desknet's NEO" license keys in response to changes in the server on which desknet's NEO is installed and used.

Automatic reissuance can also be performed from the customer support site.

(3) Provision of templates

Templates for applications that can be used with "desknet's NEO" will be provided.

(4) Offline Help

Offline help for "desknet's NEO" will be provided. Help is available even in an intranet environment where client PCs cannot connect to the Internet.

※For "desknet's NEO" support, "desknet's NEO Annual Support" is required separately.

2. support provision method

(1) Technical support

e-mail: support@neothai-asia.com

TEL: 065-985-8644

<Hours: 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 5:30 p.m.

Excluding Saturdays, Sundays, and national holidays.

<We will contact you by e-mail or phone with our response.

(Response time: except Saturdays, Sundays, and national holidays)

The time required for a response will vary depending on the nature of the inquiry.

(2) Reissue of License Key

Please send the details of your request to our representative.

e-mail: support@neothai-asia.com

<We will notify you of the license key by e-mail.>

(Response time: Monday through Friday, excluding Saturdays, Sundays, and holidays)

Applications received by 12:00 p.m. on our business days will be processed on the same day.

Applications received after 12:00 p.m. on our business days and on our non-business days will be sent on the next business day.

(3) Provision of templates

The person in charge of inquiries will be notified separately.

(4) Off-line help

The contact person will be notified separately.

3. support period

(1) Annual support for the first year shall be provided from the date of the customer's first license purchase. The basic support period shall be one year from the first day of the month following the date of receipt of the order (or the first day of the current month if the date of receipt of the order is the first day of the month).

(2) The start date of the annual support period for the following year and thereafter shall be the day following the expiration date of the previous year's support period if the order is accepted by the Company during the previous year's support period. If the order from the customer is accepted by the Company after the expiration of the support period of the previous year, the support period shall start on the first day of the month following the date of acceptance (or the first day of the current month if the date of acceptance is the first day of the month).

(3) If a customer purchases Annual Support more than one year after the expiration date of the Annual Support term, the customer must purchase "Re-Continuation Annual Support.

(4) If a customer purchases additional licenses during the annual support period, annual support for the additional licenses will be provided from the date of purchase, but the support period will be based on the support period of the previous licenses. If the support fee is changed due to the purchase of additional licenses, etc., the new support fee after the addition shall be applied from the time of purchase of annual support for the following year.

(5) The Annual Support Period shall be set forth in the Annual Support Certificate. 4.

4. other terms and conditions, etc.

The terms and conditions of the Annual Support Agreement for desknet's NEO series products shall be in accordance with the contents of the attached "Annual Support Agreement for desknet's NEO series products".

NEO THAI ASIA Co., Ltd.

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