HULFT
Technical Support Center

Service Overview

1. HULFT Technical Support

We provide technical support with the aim of ensuring our customers get the most from HULFT products while maximizing reliability and security.

Our staffs will always strive to provide the best answer promptly while being mindful of the critical nature of our customers' business needs.

The HULFT Technical Support Promise

> **We are dedicated to providing thoughtful and prompt technical**
>
> **support that contributes to our customers' business.**

- ✧ We continuously strive to improve our knowledge so that we may provide precise and prompt support that promotes an optimal user experience for our products.
- ✧ We proactively provide information to empower our customers to enhance their knowledge of our products.

2. Operating Environment, Support Scope, Languages

The specifications of our recommended operating environments (OS, middleware, DB, Java, file system, network environment, etc.) are publicly available. Our technical support is applicable only to HULFT products operating under the recommended operating environment.
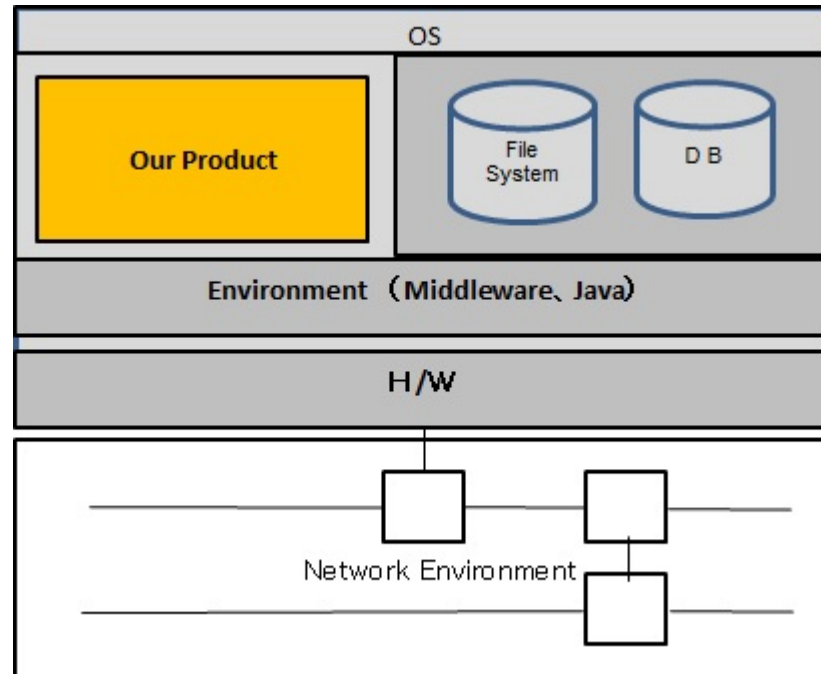
About H/W, OS, Middleware, Java, DB, File System, Network Environment, etc.

We investigate the issue from our product's perspective to isolate the cause. If the issue resides

with our product, we will provide a measure for resolution.
- ・ Depending on your product version, we may suggest for you to upgrade your version.
- ・ The following will be based on the understanding that the operating environment is eligible for each product's Standard Support and in addition to being subscribed to Maintenance Support.

We require customer to investigate their operating environment (H/W, OS, middleware, DB, Java, file system, network environment, etc. Including product's required environment). Therefore, upon contacting the manufacturer with questions regarding your product, please be aware that you would need to have subscribed to product support per manufacturer for them to assist you. The product manufacturer provides support for the environment which you are using; thus, unfortunately, we are not able to provide support for it.

If we find out the issue is due to the customer's operating environment, the troubleshooting must be done by the customer (applying patches, exchanging parts, etc.).

We will do our best to support every inquiry, but we cannot guarantee to specify the cause or to resolve the issue.

Supported Languages
We provide technical support in English and Japanese.

3. Technical Support Service Scope

We provide technical assistance as follows.

Application \ Type		Accepting Time (JST)	Support Level	Provides VUP *8	Provides RUP/LUP *9	HULFT *6	DSS *10
Standard Support (Annual Technical Support)		Daytime Acceptance	Level 3	⋁	⋁	⋁	⋁
Nighttime/Weekend Support *1,3		Nighttime Acceptance	Level 1	⋁	⋁	⋁	⋁
Limited Support (Product Extended Support) *7		Daytime Acceptance	Level 2	⋁	⋁	⋁	－*5
Nighttime/Weekend Limited Support (Product Extended Support) *2,4,7		Nighttime Acceptance	Level 1	⋁	⋁	⋁	－*5

*1: Must have a Standard Support contract

*2: Must have a Limited Support contract

*3: Must have a Nighttime/Weekend Support contract

*4: Must have a Nighttime/Weekend Product Extended Support contract

*5: Conformed to the product manufacturer support policy

*6: Includes HULFT-WebFileTransfer and DataMagic

*7: Products with Limited Support did not exist at the time of April 2016.

*8: Provides the version upgrade version   (For details, refer to the HULFT division policy)

*9: Provides the version upgrades of revision/level for free   (For more information, refer to the HULFT division policy)

*10: DataSpider Servista, DataSpider Servista Mini for Excel

Support Level

The provided support level corresponding to the type of HULFT support service is as follows.

Support Level			Description
Level 1	Level 2	Level 3	
↓	↓	↓	Inquiry regarding product usage and its specification, information provision
	↓	↓	Restoration support against product issue/answer to past case of product issue
		↓	Investigation of Level 2 issue, also presentation of permanent measure

Description of Each Technical Support Service

(1) Standard Support (Normal support) [15,16,17]	
Business Hours (JST)	Monday-Friday 9:30-17:00 (Excludes holiday and December 30-January 3)
Service Description	1. Inquiry support regarding product usage and its specification [11] 2. Restoration support and investigation regarding product issue [*] 3. Provides information regarding products [12] 4. Provides version upgrade version [13, 14] 5. Provides version upgrades for revision and level with no cost [13] 6. Rewrites license by changing the OS, providing upgrade version *If the issue is caused by the customer (misusage, misconfiguration, etc.), additional costs for reparation/restoration support will incur. *Information provided by the customer will be the premise of the inquiry support service. The level of the answer will differ depending on the provided information.

(2) Nighttime/Weekend Support Service * Always provided with (1) Standard Support	
Business Hours (JST)	24 Hours
Service Description	1. Same service as the Standard Support will be provided during the Standard Support Service hours. 2. The description of the service outside the Standard Support Service hours is the following: • Inquiry support regarding product usage and its specification [11] • Provides information regarding products [12] *In the case of system shutdown during nighttime or weekend, our priority is to restore the operation. Then, we will be investigating the cause and its permanent measures starting the next business day. As a part of operation restoration, we may need to ask for a temporary measure and business-related system restart. We will explain about the support we can best provide after consulting the definition of the restored operation status.

(3) Limited Support (Extended Support) [7]	
Business Hours (JST)	Monday-Friday 9:30 ~ 17:00 (Excludes holiday and December 30 ~ January 3)
Service Description	1. Inquiry support regarding product usage and its specification [11] 2. Provides workaround against malfunction caused by the product • However, it is limited to malfunction with known workaround 3. Provides version upgrade version [13] • As a rule, an additional fee will be incurred. • However, it is limited to the version upgrade version provided by the Standard Support.

(4) Nighttime/Weekend Limited Support [7] *Always provided with (3) Limited Support

Business Hours (JST)	24 Hours
Service Description	1. Same service as the Limited Support will be provided during the Limited Support Service hours 2. The description of the service outside the Limited Support Service hours is the following: • Inquiry support regarding product usage and its specification [11] • Provides information regarding products [12] * In the case of system shutdown during nighttime or weekend, our priority is to restore the operation. Then, we will be investigating about the cause and its permanent measure starting the next business day. As a part of operation restoration, we may need to ask for a temporary measure and business-related system restart. We will explain about the support we can best provide after consulting the status of restored operation.

Note:

For registered HULFT product, in the case of changing the OS or architecture of the same product and version, a change fee may incur in certain products   (e.g.: UNIX products). For more details, please inquire the sales representative.

[7] Products with Limited Support did not exist at the time of April 2016.

[11] Answers from the past cases and the knowledge base.

[12] Able to view and obtain from the dedicated technical support site.

[13] May be provided in a download method. If you request for provision by media such as CD-ROM, an additional cost will incur.

[14] Depending on the OS version, a fee may incur. For details, please inquire.

[15] Regarding description details and cost for service, please inquire.

[16] If the Standard Support product changes to the Limited Support because of product life-cycle, an inquiry support will be limited to the guidance of past cases.

[17] About the Japanese version of HULFT 7, we do also provide support in Japan. The Japan service contents will differ. For details, please inquire.

4. Upgrade Versions for Version, Revision, and Level

For products using the HULFT technical support service, upgrades for version, level, and revision are available. Details regarding eligible products or how to apply are posted here:
http://www.hulft.com/en/purchase/

5. HULFT Technical Support Service Period

Please access and login to the URL written on the ID Notice and check the "Verify License Information" section.

End

Revision History

Edition	Published Date	Revision Description
First Edition	June 1 2016	First edition published