

December 24, 2021

To Our Valued Customers

Saison Information Systems Co.
Customer Service Center
HULFT Technical Support Center

Notice Regarding the Launch of Screen Sharing Support Service

We would like to express our deepest sympathy to all those affected by COVID, and we sincerely hope for a quick recovery.

We are pleased to announce the launch of our "Screen Sharing Support Service" for our customers in the ASEAN region, which can be booked at least two business days in advance and lasts up to 25 minutes each time. We hope you will use this service if you have any questions about how to operate our products. Our staff will provide you with detailed explanations while sharing your screen.

1 . Overview of Screen Sharing Support Service

The Screen Sharing Support Service is a support service that allows our technical support staff to explain the operation of our products while sharing the screen of the customer's environment when the operation of our products is unclear using the cloud-based conference service "Cisco Webex Meeting."

Screen Sharing Support Service is available by appointment only.

Please contact us by e-mail at least two business days prior to using the Screen Sharing Support Service to make an appointment, and we will contact you to accept your reservation.

*We may have to refuse your reservation if your desired time slot overlaps with another customer's reservation.

You will receive a URL for the meeting. Please access the URL and join the meeting when your appointment date comes.

Our staff will be pleased to answer any questions you may have about how to operate the product.

2. Applicable Customers

This service is available to ASEAN customers who have signed an annual technical support service agreement (including 24-hour support service) with us.

There is no additional cost for using the screen-sharing support.

3. How to use

Please refer to the following FAQ on the dedicated technical support service website.

https://faq2.hulft.com/faq/show/33681?site_domain=open_en

4. Start of Service Period and Service Hours

Start period: January 4, 2022

Service hours: 10:00-16:55 Indochina time (except 11:55-13:00)

We will announce the start date when it is confirmed.

【Revision History】

December 24, 2021	First edition created
----------------------	-----------------------

- Cisco Webex Meeting and Cisco Webex Meeting (logo) are registered trademarks or trademarks of Cisco Systems, Inc. in the United States and other countries.
- All other company names, service names, product names, etc., are trademarks or registered trademarks of each company.

End