

HENNGE One Support Service

In order for our customers to use HENNGE One with peace of mind, HENNGE K.K. provides support services.

Support Menu and Conditions of Support

Items	Content		Notes
Support Hours	Japan Domestic	10:00~18:00	HENNGE business days (excluding Saturdays, Sundays, national holidays and other HENNGE holidays) in principle. *Same day response is not guaranteed.
		24 hours (For emergencies)	24 hours support in case of emergencies, such as major technical problems and recovering the service will be the highest priority. During outside of service hours, however, update is provided on the status dashboard.
	Overs eas	24 hours	24 hours support. However, cases which are not classified as "High" in terms of priority will be supported during Japanese business hours. *Same day response is not guaranteed.

Accepting Method of Support Request	Japan and Overseas	Telephone	<p>During outside of service hours, requests only for cases which are classified as "High" in terms of priority as described in the following "Case Management and Initial Response Time" by both parties will be accepted.</p> <p>Among requests and inquiries which are made outside of service hours, cases which are classified as "Medium" and "Low" will be only accepted on the same day and their support will commence from the next business day or later.</p> <p>*The contact phone number will be notified upon commencement of the service.</p> <p>*The call is recorded in order to improve the quality of our support services.</p>
		Emails	<p>Accepted 24 hours. However please note that responses are made during Japanese business hours.</p> <p>*Contact us by telephone in case of emergencies.</p> <p>*The contact mailing address will be notified upon commencement of the service.</p>

Coverage		All functionalities of the Service and all technical problems of the Service	Regular Support: Only for such problems which cannot be resolved by End Users' referring to the operational manual and the web support site. Emergency Support: Only for cases which are agreed as "High" in terms of priority as described in "Case Management and Initial Response Time" by both parties will be accepted.
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<p>Content of Setup Service including Support Plus</p>			<p>Setup Service for those including users of Support Plus is the service that HENNGE Support Desk staff accesses to End User's HENNGE One environment with the access privilege granted by End User and undertake the configuration work on behalf of End User.</p> <p>Content of Setup Service</p> <p>HENNGE will undertake the necessary configuration change for following two services on the administration console on behalf of End User based on End User's requirements as End User utilizes the Service;</p> <ol style="list-style-type: none">1. HENNGE Access Control; and2. HENNGE Email DLP
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			<p>Note</p> <ul style="list-style-type: none">• HENNGE One Support Desk staff may refrain from providing the Setup Service in order to avoid such staff's access to End User's highly confidential information (setting related to single sign-on, resetting user password, etc.)• The Setup Service will be provided on a first-come-first-served basis in principle to all End Users.• There is no special request form to submit for the Setup Service; however instructions for work must be specifically given by End User.• If End User's requirements are not clear, HENNGE One Support Desk staff may separately verify the requirements.
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			<ul style="list-style-type: none"> • Date of Service may vary depending on availability; generally, minor setting change may be conducted at least after 3 business days upon request and major setting change may be conducted at least after 10 business days upon request. • HENNGE One Support Desk staff undertakes the setup work on End User's behalf with utmost caution; however End User's verification is indispensable after the work is completed. • Setup Service is provided by HENNGE One Support Desk staff on a best effort basis and it does not guarantee that the Service will be provided on End User's requested date.
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* Cases where End User utilizes Cybertrust Device ID and other external linkage services for other purposes than to utilize HENNGE One will not fall under the Scope of Service as stated above.

Case Management and Initial Response Time

(1) Case Management and Definitions of Priorities

HENNGE shall manage the support cases based on the relative priorities and deal with them accordingly.

Priorities are determined based on the following criteria;

High	<ul style="list-style-type: none">✓ Problems which affect the continuity of End User's business by interruption of the service functionality;✓ Problems which may cause loss of Tenant Data or security issues;✓ Other problems which are agreed as high priority between End User and HENNGE;
Medium	<ul style="list-style-type: none">✓ Requests for setting change (including End Users who utilize Support Plus)✓ Problems with workaround solutions;✓ Problems which manifest under certain conditions;
Low	<ul style="list-style-type: none">✓ Inquiries on general operational procedures, settings, and functionalities;✓ Inquiries, requests and other matters which are not urgent;✓ Inquiries regarding support knowledge;

*Priorities may be adjusted after investigation by the HENNGE One Support Desk staff. e.g., Revising the priority from "High" to "Medium" after workaround is found and provided.

*Regardless of the criteria, resolution may take several days due to necessary investigations and analysis.

(2) Target Initial Response Time by Priority

HENNGE sets the Target Initial Response Time by priority. In order for our initial response to be precise and relevant, it is mostly appreciated that as much information as possible will be provided with respect to the problem, such as its impact and scope, whether it can be reproduced or not, what steps to take to reproduce, and so on.

High	Targeted to provide within 2 business hours of initial response and HENNGE's biggest focus is to recover the service.
Medium	Targeted to provide within 6 business hours of initial response.
Low	Targeted to provide within 8 business hours of initial response.