

HULFT Series product / DataSpider  
Technical Support Service  
(for overseas)

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Hitachi Systems, Ltd. (hereinafter HISYS) supports our customers who has a technical support contract for HULFT with us to able to receive the following services of during the contracted period as specified separately.

## 1. Type of HULFT Technical Support

Following tables show the differences in the service of each support type by the product.

### 1) HULFT Series Product

Services		Support Hours	Support Level	Version Upgrades	Level/Revision/ Minor-Revision Upgrade
Type					
Standard Support	1	Weekday Daytime	Level 3	○	○
Standard Support with 24/7	2	Weekday Nighttime and Weekend *1	Level 1	○	○
Limited Support	3	Weekday Daytime	Level 2	○	△
Limited Support with 24/7	4	Weekday Nighttime and Weekend *1	Level 1	○	△

\*1 It requires "Weekday Daytime" support as a base contract.

### 2) DataSpider Servista

Services		Support Hours	Support Level	Version Upgrades	Revision Upgrade
Type					
Standard Support	1	Weekday Daytime	Level 3	○	○
Standard Support with 24/7	2	Weekday Nighttime and Weekend *2	Level 1	○	○

\*2 It requires "Weekday Daytime" support as a base contract.

## 2. Support Level

Following table shows the differences in the service of each support level.

Support Level			Service Description
Level 1	Level 2	Level 3	
○	○	○	Providing information such as product specification and how to use.
	○	○	Support based on the past case against issues.
		○	Investigation of the cause for the issue and providing the countermeasure.

## 3. Services and Conditions of Each Support Type

Following services will be provided for each support type.

### 1) HULFT Series Product

(1) HULFT - Standard Support (referring to 1 - 1) - 1.)	
Business Hours (Japan Standard Time)	Monday - Friday 9:30 ~ 17:00 Except Japanese national holidays and our company holidays.
Service Description	1. Inquiry support regarding product specification and how to use. 2. Investigation of the cause of the issue. 3. Product and Technical information on the membership website. *3 4. Version upgrade with free of charge or special price. *4 5. Free level, revision, and minor-revision upgrade. 6. Special price for product upgrading and license rewriting due to OS change. Note: If the cause was concluded in any misconfiguration or misuse by the customer, an additional charge might be required. Note: This service is based on the premise that the customer provides necessary information to support the inquiry. The support level depends on the provided information.

(2) HULFT - Standard Support with 24/7 (referring to 1 - 1) - 2.)	
Business Hours (Japan Standard Time)	24 hours and 7 days a week.
Service Description	1. The same services with “(1) Standard Support” will be provided during its business hours. 2. Outside of the business hours specified in the previous item, following services will be provided: <ul style="list-style-type: none"> <li>i. Inquiry support regarding product specification and how to use.</li> <li>ii. Product and Technical information on the membership website. *3</li> </ul>

\*3 “[myHULFT](#)” is for checking the license information and “[HULFT Technical Support Site](#)” is for technical documents and FAQ.

\*4 Version upgrade fee depends on the OS version. For further details, please ask your sales representative.

(3) HULFT - Limited Support (referring to 1 - 1) - 3.)	
Business Hours (Japan Standard Time)	Monday - Friday 9:30 ~ 17:00 Except Japanese national holidays and our company holidays.
Service Description	<ol style="list-style-type: none"> <li>1. Inquiry support regarding product specification and how to use. *5</li> <li>2. Workarounds for the known issues of the product.</li> <li>3. Product and Technical information on the membership website. *3</li> <li>4. Version upgrade with free of charge or special price. *4 However, the version is limited which provides the "Standard Support".</li> </ol>

(4) HULFT - Limited Support with 24/7 (referring to 1 - 1) - 4.)	
Business Hours (Japan Time)	24 hours and 7 days a week.
Service Description	<ol style="list-style-type: none"> <li>1. The same services with the "(3) Limited Support" will be provided during its business hours.</li> <li>2. Outside of the business hours specified in the previous item, following services will be provided: <ol style="list-style-type: none"> <li>i. Inquiry support regarding product specification and how to use. *5</li> <li>ii. Product and Technical information on the membership website. *3</li> </ol> </li> </ol>

\*3 "[myHULFT](#)" is for checking the license information and "[HULFT Technical Support Site](#)" is for technical documents and FAQ.

\*4 Version upgrade fee depends on the OS version. For further details, please ask your sales representative.

\*5 The scope is limited to the information which is based on the past cases and the knowledge base.

## 2) DataSpider Servista Series Product

(5) DataSpider - Standard Support (referring to 1 - 2) - 1.)	
Business Hours (Japan Standard Time)	Monday - Friday 9:30 ~ 17:00 Except Japanese national holidays and our company holidays.
Service Description	<ol style="list-style-type: none"> <li>1. Inquiry support regarding product specification and how to use.</li> <li>2. Investigation of the cause of the issue.</li> <li>3. Product and Technical information on the membership website. *12</li> <li>4. Free version and revision upgrade.</li> <li>5. Special price for product upgrading and license rewriting due to OS change.</li> </ol> <p>Note: If the cause was concluded in any misconfiguration or misuse by the customer, an additional charge might be required.</p> <p>Note: This service is based on the premise that the customer provides necessary information to support the inquiry. The support level depends on the provided information.</p> <p>Note: The support level and the scope of the technical support services depends on the support stage of the product version and may differ. *6</p>

(6) DataSpider - Standard Support with 24/7 (referring to 1 - 2) - 2.)	
Business Hours (Japan Standard Time)	24 hours and 7 days a week.
Service Description	<ol style="list-style-type: none"> <li>1. The same services with “(1) Standard Support” will be provided during its business hours.</li> <li>2. Outside of the business hours specified in the previous item, following services will be provided: <ol style="list-style-type: none"> <li>i. Inquiry support regarding product specification and how to use.</li> <li>ii. Product and Technical information on the membership website. *3</li> </ol> </li> </ol>

\*3 “[myHULFT](#)” is for checking the license information and “[HULFT Technical Support Site](#)” is for technical documents and FAQ.

\*4 Version upgrade fee depends on the OS version. For further details, please ask your sales representative.

\*6 It depends on the product life cycle. Please ask your sales representative for details.

## 4. Software Developer

SAISON INFORMATION SYSTEMS CO., LTD.

Product Portal Site (English): <https://www.hulft.com/apac>

HULFT Technical Support Site (English): <https://www.hulft.com/tech-support/en>

myHULFT: <https://his.hulft.com/mypage/login/>

## 5. Important Notes for HULFT Technical Support Service Contract

- 1) This technical support service is to be provided per serial number which is contracted with HISYS.
- 2) This technical support service is to be applied to the product used under the operating environment which the software developer recommends.
- 3) The privilege of Free Version Upgrade does not guarantee the release of the new version of the product during the contract period.
- 4) The request of the cancel for the service contract will not be accepted with any reason in the middle of the contract period.
- 5) This service contract cannot be cancelled for an option license alone.
- 6) The contract does not automatically renew. The service will be discontinued upon expiration of the contract period.
- 7) The renewal process is to be arranged and completed within the contract period.
- 8) In case the renewal process was not completed within the contract period, basically the services would be stopped until the new contract would be in effective.
- 9) The contract period is available in annual and three-year-pack.
- 10) The standard start date of this service is to be fixed on the first day of the following month to the product shipment and it does not accept a request at any other date. However, in case that this service contract was purchased at the same time with the software product, the service will be available just after the product shipment. And this standard start date will be also kept applying to its renewal.
- 11) This service contract can be renewed by backdating the contract in case it was expired or would like to newly join. For such cases, the contract period must backdate up to the next date of the latest expiration date.

End