

HULFT Square

Service Specifications

June 8, 2022, Rev 1.0
October 10, 2023, Rev 5.0

HULFT, Inc.

Revision

Version	Date of issue	Changes
Rev 1.0	Jun. 8, 2022	First edition published.
Rev 2.0	Aug. 17, 2022	URLs added.
Rev 3.0	Aug. 22, 2022	Addition of Appendix 4.
Rev 4.0	Feb. 8, 2023	Changed service function overview diagram. Addition of 2-1-4-3.
Rev 5.0	Oct. 10, 2023	1-2 Add description of support partner response

Table of Contents

1.	Service Overview	
1-1	Service Functions	7
1-2	Support.....	7
1-3	Service Plans	7
1-4	Service Usage Environment	7
2.	Service Specification/SLA	
2-1	Services.....	8
2-2	Guarantee	8
3.	Other	
3-1	User Registration	9
3-2	Equipment, etc.....	9
3-3	Contact	9
3-4	Revisions of this document	9

Appendix 1, "HULFT Square Functions"

https://hulftinc.com/wp-content/uploads/Appendix-1_HULFT-Square-Functions_EN.pdf

Appendix 2, "HULFT Square Pricing Structure"

https://hulftinc.com/wp-content/uploads/Appendix-2_HULFT-Square-Pricing-Structure_EN.pdf

Appendix 3, "HULFT Square Security White Paper"

https://hulftinc.com/wp-content/uploads/Appendix-3_HULFT-Square-Security-White-Paper_EN.pdf

Appendix 4, "Standard technical support for HULFT Square"

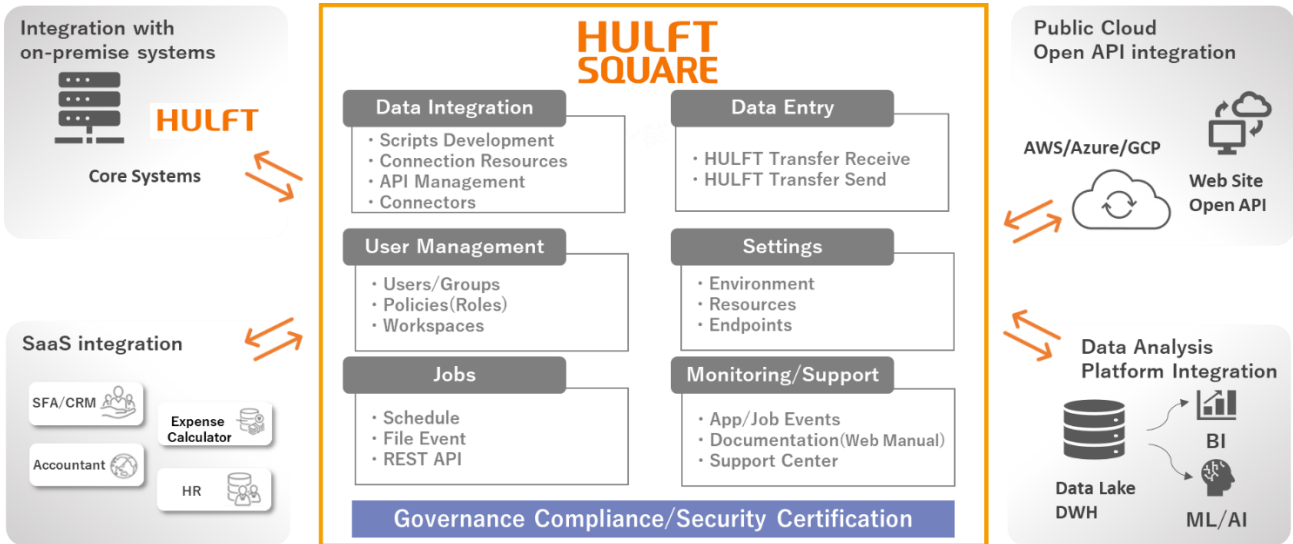
https://hulftinc.com/wp-content/uploads/Appendix-4_HULFT-Square-Standard-Technical-Support_EN.pdf

1. Service Overview

HULFT Square ("the Service") is a platform service that enables secure and diverse data integration. It supports the liberty and secure use of data and the realization of data business.

1-1 Service Functions

<Service function overview diagram>.



Refer to Appendix 1 " HULFT Square Functions".

1-2 Support

Inquire from the "Contact us" on the support website.

Refer to Appendix 4 " Standard Technical Support for HULFT Square".

*This does not apply when a support partner provides support.

1-3 Service Plans

Refer to Appendix 2 " HULFT Square Pricing Structure"

1-4 Service Usage Environment

1-4-1 Client Environment (Recommended Environment)

The following OS/Browser and Internet connection are required to use HULFT Square.

OS	Microsoft Windows 10 x64 version
Browser	Google chrome 94 or later, Microsoft Edge 94 or later
Internet connection	10Mbps or higher

※ Depending on your environment, you may not be able to access the Service.

2. Service Specifications / SLAs

2-1 Services

2-1-1 Service Hours

24 Hours 365 Days (excluding various maintenance hours)

2-1-2 Service Utilization Targets

99.9%

*Service utilization rate is calculated by subtracting the unavailable time from the service time during the month.

Service utilization rate = Monthly service operating hours(*1) ÷ Service hours

(*1) Monthly service operating hours = Monthly Service Hours -Monthly Unavailable time (*2)

(*2) Unavailable time

Unable to respond to the outside for more than 3 minutes due to a failure of this service, etc.

*Service availability, including outages, can be checked on the "HULFT Square Status Site".

2-1-3 Maintenance

2-1-3-1 Scheduled Maintenance

and Service Updates (function additions, bug fixes, etc.)

To provide continuous and stable service, scheduled maintenance (*3) and service updates (*4) will be performed. Service may be temporarily unavailable during maintenance.

(*3) Scheduled maintenance is performed every Sunday from 18:00 to 24:00 (JST) in principle.

(*4) Service updates not more than twice a month

*Maintenance schedule can be found on the "HULFT Square Maintenance Information Site".

2-1-3-2 Emergency Maintenance

Emergency maintenance may be performed in the event of a failure.

*Service availability, including outages, can be checked on the "HULFT Square Status Site".

2-1-4 Notification site

2-1-4-1 Service Availability

The information can be found on the "HULFT Square Status Site".

2-1-4-2 Maintenance Schedule

The information will be announced on the "HULFT Square Maintenance Information Site".

*Scheduled maintenance and service updates are generally published on the website at least one month prior to the scheduled date.

*In case of emergency maintenance, we will publish it on the site and notify administrator user by e-mail.

2-1-4-3 Advance Notice of Maintenance Contents

In the event of specification changes that affect customer processing, at least 6 months prior to the change, an announcement will be published on the "HULFT Square Maintenance Information Site".

* HULFT Square Maintenance Information Site

<https://www.hulft.com/service/hulft-square/maintenance-info>

2-1-5 Target recovery time in case of failure

The target is to restore the system within 24 hours.

2-1-6 Event logs

Application logs and service logs for the past month can be checked from "Event

Monitoring" on the service website.

2-1-7 Security

Refer to Appendix 3 "Security White Paper".

2-2 Guarantee

If the service utilization rate does not reach the "2-1-2_ Service Utilization Targets", the customer reports it by the 15th of the following month, and after confirming this fact, we will discount 10% of the amount equivalent to the charge for the month from the next billing.

3. Others

3-1 User Registration

The user ID is an e-mail address. In principle, the user ID must be the same domain as the ID of the administrator user.

If you wish to use a domain different from the administrator user, please contact us in advance.

3-2 Equipment, etc.

This service uses the services of an IaaS service provider, the data center facilities, infrastructure (OS/MW), etc. will follow the services of the IaaS service provider.

3-3 Contact

Please contact us through our service website.

3-4 Revision of this document

If the contents of this document are revised, notice will be given in advance on the website.

If these service specification and appendices are translated into a language other than Japanese, the Japanese version will prevail to the extent that there is any conflict or discrepancy in meaning between the Japanese version and any translation thereof.
