

## Project and on site request ordering flow

Guaranteed remote hands IT service with SLA is available only to the clients with our Retainer contract. Clients without the Retainer contract can still request us for the service; however, pricing and priority will be different. Please take the following steps in order to proceed sending our engineers.

- 1 Ordering party (the client) needs to inform us with the following information. Please email to [gp-itsupport@ecorpone.com](mailto:gp-itsupport@ecorpone.com) with the following information.
  - a. **Planned date and time to visit**  
Be sure to have enough time to get confirmation from all the related parties. If less than 24 hours until requested on site required, ordering party needs to be fully responsible even if service is not being able to be performed because of the ordering party's fault. Requesting us for quicker service may cause additional fee unless valid Retainer contract with proper service level is in place.
  - b. **Reserving number of hours on site**  
Amount of hours to spend on site needs to be reserved. Charged for reserved number of hours. No assurance if exceeds and can cause additional charge with the higher pricing. Minimum of 2 hours fee charged. If not specified, we reserve only for 2 hours + 30 minutes of grace period.
  - c. **Contact information** (including a phone number with country code, email address, AND/OR skype, whatsapp, line) of the following:
    - **Local contact (name and phone number of all the locations to visit)**
    - **Project management company (Your company)'s engineer's name and phone number.**
    - \* Always assistance required for entry/junior class engineers unless well written instruction documents provided.
    - \* Unless your company forces, eCorpOne will not send any engineers without local contact due to high risk of being unable to enter the site without local contact's attendance.**
  - d. **Engineer's skill level**  
Entry/Junior, senior, or specialist) and number of engineers needed. If not specified, senior level engineer will be designated in order to assure quality of the service.
  - e. **Communication language** requirement (English and/or Japanese)
  - f. **Address**  
Make sure that the address is correct using Google Maps. Please give us "shortened URL" of Google maps. Often spelling of the location name is wrong. What floor? Any instructions to enter the room?
  - g. **Items to bring** (For example, photo ID, PC, screw driver, smart phone for tethering, RS-232C cable, routers, hard drives, servers). eCorpOne can bring standard equipment only.
  - h. **Preparation of any papers** - if required to send any documents prior to the work (for example, scanned copy of photo ID, signature, NDA, Computer's serial#, etc.).
  - i. **Detailed work description**. Nature of target hardware to work on. Any sequence? Any confirmation required before/after performing the task? Documents needed to complete the task.
- 2 **If urgent (Class 4 - Visit immediately), please call eCorpOne** eCorpOne will start preparing resources to provide services immediately if urgent.
- 3 **eCorpOne checks availability of its engineers and resources** and sends back email with the available engineer's contact information, including photo ID if needed.
- 4 Your company informs eCorpOne to notify that the **request is approved, and SLA time starts**. Without confirmation of approval, eCorpOne send any engineers. Even if eCorpOne's engineer is unable to enter the site due to the unavailability of prerequisites, there will still be a charge of full amount for the reserved hours.
- 5 **Travel & accommodation**: eCorpOne reserves travel tickets and accommodation if required.
- 6 Visit and notify: Engineer(s) goes to the your company's site and notifies your company when he or she arrives the site.
- 7 Start the work: Unless the work is very simple and senior level or above levels available at the site, your company is required to provide assistance to the eCorpOne's engineer.
- 8 Work and completion: your company and eCorpOne communicates with each other about the progress of the work. Client must give approval to let eCorpOne's team to leave.
- 9 **Invoicing and payment**: eCorpOne issues an invoice at the end of the month. Please make a payment by the end of next month. Japanese business law requires your company to pay taxes, wire transfer fees, and exchange cost. If your company requires, eCorpOne can include such costs into each invoice.

Effective on April 1, 2022

**Service and fee description**

eCorpOne On site IT support service in Japan

How to calculate total charge
Calculated by adding all below. <b>1. Reservation fee +</b> <b>2. Travel fee +</b> <b>3. Engineering fee +</b> 4. Any other costs like if excessive International calls (Better to use skype, or customer calls the engineer) + 5. Japanese sales tax (10% as of 2021) + 6. Discounts if applicable + 7. Wire transaction fees. (Customer is required to pay for the cost of wire transaction fees including the fee required at receiver side in Japan. 4,000 JPY in general)

Reservation fee	
Free of charge up to the level of Retainer Contract.	
Urgency	Fee
Class 1 - Arrival more than 72 hours later.	<b>12,000</b>
Class 2 - Arrival in 72 hours.	<b>19,000</b>
Class 3 - Arrive next day.	<b>29,500</b>
Class 4 - Act/Visit immediately.	<b>39,500</b>
Customer is required to reserve number of hours to stay onsite prior to the reservation. There is no guarantee of exceeding hours. Even if actual number of hours spent is less than reserved hours, reserved hours will be charged.	
This fee is charged every time eCorpOne reserves engineering resources. Non refundable. SLA with Class 4 is available only with the designated locations, such surrounding cities of Tokyo (Tokyo, Saitama, Chiba, Kanagawa). Refer to the Travel.	

Engineering fee		
Retainer contract	With valid Retainer contract	No Contract Or exceeded monthly limit
Skill level		
Entry	8,500	11,000
Senior	12,500	17,000
Specialist	18,000	25,000
<b>&lt;Late night and weekend increment&gt;</b> <b>a. Normal biz hours:</b> Normal rate applies between 9:30 - 19:29 Japanese time. <b>b. Non-biz hours:</b> 35% additional charge for below. 9:30 - 19:29 Japanese holiday or weekend. 19:30-22:29/6:00-9:29, Monday to Friday. <b>c. Non-biz hours &amp; holiday/weekend:</b> 50% additional charge if all two conditions above do not match.		
<b>&lt;Overtime Fee&gt;</b> Maximum number of hours to work per day is limited to 8 hours. If customer requests us to stay at the site, we will charge 30% additional fee to the exceeded hours in addition to Late night and weekend increment. Nevertheless, we can not guarantee availability of the resources for this.		

Retainer priority service contract fee
This contract allows your organization to receive the benefit of a reduced engineering fee, assurance of providing IT resources, such as engineer(s) and basic tool(s) like a PC, a RS-232C cable, screw drivers, temporary mobile Internet connection, a photo ID of the engineer(s), SLA assurance to reach sites as written in "#hours to reach in time, and free call service to the customer. The following number of reservations are counted for 3 months period.
<b>- Normal business hours SLA</b> <b>Free Reservation fee up to class 3 (Arrive next day).</b> Retainer fee: 49,000 JPY/month and up to 15 human resource reservations. Retainer fee: 98,000 JPY/month and up to 30 human resource reservations. Retainer fee: 185,000 JPY/month and up to 60 human resource reservations.
<b>- 24H/365Day SLA</b> <b>Free Reservation fee up to class 3 (Arrive next day) and 50% discounted rate for Class 4 (visit immediately).</b> Retainer fee: 85,000 JPY/month up to 15 human resource reservations. Retainer fee: 160,000 JPY/month up to 30 human resource reservations. Retainer fee: 290,000 JPY/month up to 60 human resource reservations.
1 year contract with auto renew unless requested to cancel with 30 days of notice. If number of reservations exceeds the contracted level, guarantee of SLA becomes invalid during the exceeding 3 months period; however, other benefits remain. Customer needing to upgrade the service can do so from the next billing cycle.

Skill level
<b>Entry level engineers</b> require assistance to complete tasks or can perform basic tasks only. Customer's side of IT engineer needs to provide our engineer assistance during the work.
<b>Senior level engineers</b> can handle most technical & implementations without involvement of technical assistance.
<b>Specialist level engineers</b> are assigned for highly technical design, company wide consultation, project requiring intellectual analysis, and/or support for multi-platform environment. If the request requires intellectual ability to complete the task, this category of engineers are required.
<b>* Engineering fee will be charged in addition to the travel fees written in another page. If any other cost inquired, such as hardware purchase fee, shipping fee, etc., it will be charged in addition to those handling fees.</b>
Discount
<b>Customers requesting to allocate the following amount of the work load before the work starts can receive the following discounts.</b> Discount is applied to "Engineering fee" only. A. Full month (20days/month): <b>40% discount</b> B. Half month (10 days/month): <b>25% discount</b> C. Quarter month (5 days/month): <b>15% discount</b>
Remote support discount (remote work): <b>10% discount</b> All those discounts can apply at once.

## eCorpOne Travel fee and SLA table

Effective on April 1, 2022

Expected time to reach customer's location after order confirmation. Fees in Japanese Yen.

Cities in Japan *If not written here, please contact eCorpOne	Number of hours to reach *1	Entry & Junior Engineer	Senior & specialist Engineer
AICHI other areas	8	35,000	46,000
NAGOYA	6	29,000	38,000
CHIBA other areas	6	15,000	20,000
<b>Chiba-shi *3</b>	4	10,000	13,000
FUKUOKA	12	69,000	90,000
HOKKAIDO	16	85,000	111,000
Sapporo	15	79,000	103,000
HYOUGO	8	45,000	59,000
ISHIKAWA	7	39,000	51,000
IBARAKI	8	19,000	25,000
Toride	5	9,000	12,000
KANAGAWA other areas	5	12,000	16,000
<b>Yokohama, Kawasaki *3</b>	4	10,000	13,000
KYOTO	9	45,000	59,000
Kyoto-shi	7	39,000	51,000
MIE	7	37,000	49,000
MIYAGI	7	35,000	46,000
SENDAI	6	35,000	46,000
NAGANO	7	30,000	39,000
NARA	8	41,000	54,000
OKAYAMA	9	39,000	55,000
OKAYAMA-Shi, Kurashiki	8	35,000	49,000
OKINAWA, Naha	12	89,000	116,000
OSAKA	7	35,000	49,000
SAGA	11	72,000	94,000
SAITAMA other areas	6	15,000	20,000
<b>Saitama-shi *3</b>	5	10,000	13,000
SHIGA	8	39,000	51,000
SHIZUOKA other areas	7	35,000	46,000
Mishima,Numazu, Shizuoka-shi	6	20,000	26,000
TOCHIGI	7	25,000	33,000
Yamanashi other areas	7	29,000	38,000
Kofu	5	19,000	25,000
<b>Tokyo outside 23 zone</b>	<b>4</b>	<b>10,000</b>	<b>13,000</b>
<b>Tokyo 23 Zone *3</b>	<b>3</b>	<b>Free</b>	<b>Free</b>
TOYAMA	8	40,000	52,000
Toyama-shi	6	29,000	38,000
Wakayama	9	49,000	64,000
Wakayama-shi	7	42,000	55,000

\*1 Minimum number of hours required to arrive designated location from the time of confirming the order with resource reservation at eCorpOne (SLA hours). This SLA hours applies ONLY between 9am to 7pm JST except specified locations as those locations are covered with 24/365 service\*3 with the client with valid retainer contract.

\*2 Travel fee includes transportation expenses for round trip, engineer's HR cost during the travel, and accommodation expenses.

If requested to visit during night time (10pm to 7am) and taxi is required to arrive customer's location, cost of taxi will be charged with a receipt from taxi company in addition to the Travel fee.

\*3 Those cities can be covered for 24 hours/365 days on site service. We do not guarantee to visit in 24 hours in other locations. For Tokyo 23 zone, please check [https://en.wikipedia.org/wiki/Special\\_wards\\_of\\_Tokyo](https://en.wikipedia.org/wiki/Special_wards_of_Tokyo)

This table describes number of hours and the fee required **ONLY FOR THE TRALEL and labour of the travel**.

eCorpOne's IT resources will start preparing and move **upon confirmation from both responsible person at the destination and ordering party unless customer forces to go without confirmation**. Even if no on site work, eCorpOne will charge the related fees.

Engineering fee will be charged in addition to the Travel fee. If any other cost inquired, such as hardware purchase, shipping, etc., it will be charged in addition to those fees.

Unit of the prices is Japanese yen, and customer is required to pay in Japanese Yen to eCorpOne's bank account. eCorpOne will make an invoice at the end of the month, and payment must be made within 30 days. **Customer is responsible for all the transaction costs and exchange gain/losses, and customer must make sure that eCorpOne receives the payment in full amount as mutually agreed. As of January 2021, current exchange rate between USD and JPY is 104 JPY/USD.** If customer pays too much, the exceeding amount will be deducted from incoming invoices.

If requested to visit multiple sites at the same time, eCorpOne will calculate reasonable fee considering amount of the time spent.

If credit checking performed by eCorpOne does not fulfill minimum requirements, eCorpOne may ask for an advance payment.

eCorpOne's engineers as of October 2021

1	Name	Akihiro Fujikawa, afujikawa@ecorpone.com.
	Class	Specialist (if other engineers not available, this engineer will handle the project)
	Phone#	+81-80-3219-9912
	Main coverage	Kanto area (Tokyo, Chiba, Kanagawa, and Saitama).
	Available time	24 hours/365 days
	Language	English, Japanese (fully bilingual)
	Skype ID	akihirofujikawa
	Focus	IT consultancy, networking, PC, Windows servers, Linux, virtualization, IT in general, etc.
2	Name	K. Sano
	Class	Senior
	Phone#	+81-80-2615-****
	Main coverage	Tokai area (Shizuoka, Yamanashi)
	Available time	Normal business hours and weekend
	Language	English, Japanese (fully bilingual)
	Skype ID	
	Focus	Networking (CCNP), PC, senior level Windows servers, redundancy, IT in banking, IT in general
3	Name	Yoshio Asano
	Class	Senior
	Phone#	
	h.	Kanto area (Tokyo, Chiba, Kanagawa, and Saitama).
	Available time	Normal business hours and weekend
	Language	Japanese and entry level English.
	Skype ID	
	Focus	PC setup, networking, Windows Servers (AD).
4	Name	H. Suzuki
	Class	Mid-senior
	Phone#	
	h.	Kanto area (Tokyo, Chiba, Kanagawa, and Saitama).
	Available time	Anytime
	Language	Japanese and entry level English.
	Skype ID	
	Focus	PC setup, networking, servers.
5	Name	D. Hirano
	Class	Mid-senior
	Phone#	
	h.	Kanto area (Tokyo, Chiba, Kanagawa, and Saitama).
	Available time	Normal business hours and weekend
	Language	Japanese and entry level English.
	Skype ID	
	Focus	PC setup, networking, servers.
6	Name	N. Ishii
	Class	Junior
	Phone#	
	Main coverage	Kanto area (Tokyo, Chiba, Kanagawa, and Saitama).
	Available time	Normal business hours and weekend
	Language	Japanese and some English.
	Skype ID	
	Focus	Basic PC, networking, servers
7	Name	T. Watanabe
	Class	Junior
	Phone#	
	Main coverage	Hokuriku area (Gunma, Niigata, Nagano, Tochigi)
	Available time	Weekends and after 7pm in weekdays
	Language	Japanese
	Skype ID	
	Focus	Networking, PC, and basic Windows servers (AD, etc), IT in banking, RPA
8	Name	T. Nakamura
	Class	Junior
	Phone#	+81-90-8494-****
	Main coverage	Kansai area (Osaka, Wakayama, Hyogo, Kyoto)
	Available time	As negotiated
	Language	Japanese
	Skype ID	
	Focus	Networking, PC, generic windows servers, datacenter
9	Name	M. Nishizawa
	Class	Junior
	Phone#	
	Main coverage	Kansai area (Osaka, Wakayama, Hyogo, Kyoto)
	Available time	As negotiated
	Language	Japanese
	Skype ID	
	Focus	Networking, PC, and basic Windows servers
10	Name	Y. Harada
	Class	Junior
	Phone#	+81-90-7126-****
	Location coverage	Kansai area, especially around Okayama
	Available time	As negotiated
	Language	Japanese
	Skype ID	
	Focus	Datacenter operations and management. Highly knowledgeable in Hitachi datacenters in Kansai area.
11	Name	C. Guirald
	Class	Mid-Junior
	Phone#	+81-70-8336-****
	Location coverage	Kansai area (Osaka, Wakayama, Hyogo, Kyoto)
	Available time	As negotiated
	Language	English, low level Japanese
	Skype ID	
	Focus	Senior level desktop support, entry level server support.

<Computers to be used as of January 2021>

Lenovo TYPE 2001-S37F00 S/N PC-1C9NWT  
Asus Tach131 SN: E2NOCY03315106A  
Sony VA1011 SVP11218CJBI Serial#:54589656-0002473  
Lenovo TYPE 1286-2HJ SN: R9-EH563  
Lenovo TYPE 3045-GTO SN: LR-6RBA9  
NEC VY24GD-9 UUID:0000A6D7-561D-452B-82DB-E8C7960000F4