

## Information on change of our support plan

Thank you for your continued patronage of our products.  
We would like to inform you that the Fleekdrive support plan will be changed as follows.

### ■ **Free** (old : Basic support)

This is a free support plan.

Only one person can contact us, and the response from the support desk will be sent only to the person who made the inquiry.

Fees apply for phone calls and web conferencing.

When you make an inquiry for the first time, we will accept it only from the support form.

Inquiries about the API will be handled only for fault.

### ■ **Normal** (old : Standard support)

This is a support plan that can be used for 10,000 yen per month.

The number of people who can contact us is 2 people, and you can also contact us by E-mail or Telephone. \* Telephone is only available in Japanese.

For inquiries about APIs, we will respond to fault and QA.

\* We do not create actual programs or execute APIs.

### ■ **Superior** (old : Premium support)

This is a support plan that can be used for 30,000 yen per month.

The number of people who can contact us is limited to 5 people, and inquiries can be made by E-mail, Telephone, or Web conference.

\* Telephone and Web conference are only available in Japanese.

For inquiries about APIs, we will respond to fault and QA.

\* We do not create actual programs or execute APIs.

## Fleekdrive Support Service Fee

	Free	Normal	Superior
Price	Free	\$100	\$300
Initial Response Time of Support	Three business days	Eight hours (From 10AM to 6PM weekdays) One regular day (Inquiries other than the above time)	Four hours (From 10AM to 6PM weekdays) One regular day (Inquiries other than the above time)
Access to Online Resources	○	○	○
Client Contact	One	Two	Five
Inquiry Method	Support form only *	Support form E-mails	Support form E-mails
Response Method	E-mails (Not including CC)	E-mails (Including CC)	E-mails (Including CC)
Inquiry Hours	24/7 Weekdays	24/7 Weekdays	24/7 weekdays Inquiries by phone are only available from 10AM to 6PM weekdays

\* Contract is automatically renewed every year.

\* Contracted per company or organization.

\* Regarding API inquiries, in the case of "Free", we will only reply to inquiries that seem to be a failure, such as an error for the response.  
In the case of "Normal" and "Superior", we will reply that seem to be fault, as well as questions such as the calling order and description.

\* In the case of "Free", new inquiries will only be accepted from the support form, but these does not apply to ongoing questions.

### ■ Timing of plan switching

The current plan will apply until December 31, 2022.

After that, it will be switched to the new plan at the timing of contract renewal.



## ■ Contact information for new support plans

If you have any questions about the content of the new support plan, please contact our Fleekdrive support desk using one of the methods below.

### ➤ **Inquiries from the support form**

You can inquire by logging in to Fleekdrive and clicking the Headphones icon.

[Reference guide]

\* Since authentication is required, please refer to it after accessing Fleekdrive.

Fleekdrive: [https://support.fleekdrive.com/en/admin\\_manual/886/](https://support.fleekdrive.com/en/admin_manual/886/)

Fleekdrive Salesforce version:

[https://support.fleekdrive.com/salesforce/en/admin\\_manual/1101/](https://support.fleekdrive.com/salesforce/en/admin_manual/1101/)

### ➤ **Inquiries by E-mails**

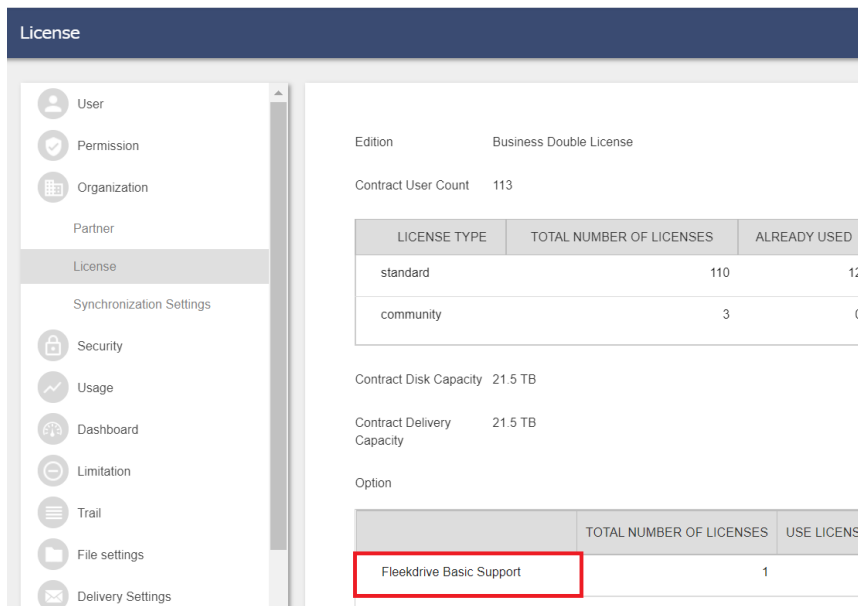
E-mail address : [support@fleekdrive.com](mailto:support@fleekdrive.com)

## ■ FAQ

Q : Is there a way to check which support plan I am currently on?

A : Open Settings > Organization > License, and the plan displayed in Options will be the support plan you are currently using.

\*The figure below is Basic support.



The screenshot shows the 'License' settings page. On the left is a navigation menu with items like User, Permission, Organization, Partner, License, Synchronization Settings, Security, Usage, Dashboard, Limitation, Trail, File settings, and Delivery Settings. The main content area displays license information:

- Edition: Business Double License
- Contract User Count: 113
- Contract Disk Capacity: 21.5 TB
- Contract Delivery Capacity: 21.5 TB

There are two tables. The first table shows license types:

LICENSE TYPE	TOTAL NUMBER OF LICENSES	ALREADY USED
standard	110	12
community	3	0

The second table, titled 'Option', shows the current support plan:

	TOTAL NUMBER OF LICENSES	USE LICENSES
Fleekdrive Basic Support	1	0

Q : We are using Basic support, but will the support service become unavailable when the contract is renewed after January 2023?

A : Basic support itself will be phased out at the time of contract renewal after January 2023, and will automatically switch to the free plan "Free", and you can use that.

Q : In the case of "Free", the initial inquiry method is "support form only", but what should I do if the support form cannot be used, such as when a problem occurs?

A : Regarding Free support, as a general rule, inquiries can only be made through the support form.

However, if there is a situation where the support form cannot be used, such as being unable to log in, we will accept inquiries by e-mail.

Even in the fault occurring, if you can use support form, please use it.

Q : When will our company update (switch to the new support plan)?

A : Please inquiry with your Customer Success Representative for renewal dates.  
If you do not know the person in charge, please contact our support desk and the person in charge will contact you separately.

Q : Our contract plan should be "Team", but is it different from that plan?

A : Team, Business, and Enterprise are product license plans.  
Different from the above, there are three types of support service plans: free Basic support, paid Standard support and Premium support.

From January 2023, the name will be changed as follows.

Basic Support → Free

Standard Support → Normal

Premium Support → Superior