

Zelogx MSL Setup

Corporate Support Policy

This Support Policy applies to customers who have purchased a Corporate License of MSL Setup ("Corporate Customers").

This support is primarily intended for **installation, initial setup, and the first project rollout of MSL Setup**. It does not include general consulting for your entire infrastructure, ongoing operations, or monitoring services.

All support is provided on a best-effort basis within the scope defined below.

1. Support channels

- Support languages: Japanese and English only
 - Support portal: <https://zelogx.atlassian.net/servicedesk/>
 - New ticket creation
 - Viewing and replying to Zelogx responses
 - Portal is available 24/7 for submitting requests
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2. Scope and ticket limits

- Standard response time:
 - 3–5 *business days* (best effort, no guaranteed SLA)
- Support period:
 - Support is available for *the first 1 year* from the Corporate License purchase date.
- Incidents (general support requests):
 - Up to 10 tickets per year per Corporate Customer
- Bug reports:
 - Unlimited
 - Whether a ticket is treated as a *bug report* (and therefore not counted toward the 10-ticket limit) is determined at the sole discretion of Zelogx (the Licensor).

Examples of tickets typically counted as Incidents:

- "How do I configure MSL Setup for this specific project?"
- "We changed our network layout; how should we update MSL Setup?"

Examples of tickets typically treated as Bug reports:

- MSL Setup fails with an error in a supported environment.
- Documented behavior does not work as described in the manual.

Out-of-scope items

- This support is focused on installing and operating **MSL Setup itself**.
 - The following areas are considered out of scope and are not covered by this Corporate Support. Such requests can be handled under a separate professional services agreement.
 - General configuration and features of Proxmox VE that are not directly related to running MSL Setup
 - General configuration and features of Pritunl (VPN server) unrelated to the MSL Setup automation flow
 - Design and configuration of the customer's underlying network infrastructure (e.g., routing, firewalls, WAN, internet connectivity, etc.)
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3. Support registration flow (Corporate Customers only)

Corporate support becomes available immediately after purchase and acceptance of the EULA, provided that the customer completes the registration process below.

Step 1 – Send a support registration request

Send an email to info@zelogx.com with the following information:

- English example
 - Subject: Request support
 - Customer name: John Henry
 - Organization name: Sales division, XXXX Co., Ltd.
 - Email: xxxx@xxxx.com
- Japanese example
 - Subject: サポート登録依頼
 - 担当者名: 原田正明
 - 所属: ○○株式会社 営業部
 - email: xxxx@xxxx.com

Step 2 – Verification and JSM registration by Zelox

- Zelox confirms the purchase and verifies the information in the email.
- Zelox creates a customer account in Jira Service Management (JSM).
- The user receives an email containing:
 - A link to register for the support portal
 - Instructions for setting their password

Step 3 – Opening a support ticket

- When a problem occurs, the registered user logs in to the support portal and creates a new ticket.

Step 4 – Receiving responses

- Zelox replies to the ticket through the support portal.
 - All communication regarding the issue is handled within the portal.
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4. Changes to this Support Policy

Zelox may update this Support Policy from time to time.

The version in effect at the time a support ticket is created will apply to that ticket.