

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

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.)

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 Zelogx

- Zelogx confirms the purchase and verifies the information in the email.
- Zelogx 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

- Zelogx replies to the ticket through the support portal.
- All communication regarding the issue is handled within the portal.

4. Changes to this Support Policy

Zelogx 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.