

Article 1. Purpose of this Document

- This moganadx Service Specification (henceforth "Specification Document") defines the content, scope, delivery method, service level, time of use, and other terms and conditions of "moganadx SaaS Service" (henceforth "SaaS Service").
- This Specification Document is established as the part of the "Terms of Use for moganadx SaaS Service". Unless specified in this Specification Document, the terms defined in "Terms of Use for moganadx SaaS Service" shall be applied with the same meaning in this document.

Article 2. Service Description and Scope

1. Overview of SaaS Service

- A) This service digitizes data management at the factory. Information such as daily production report, PLC, and defect data at the manufacturing site is stored in a database for centralized management. Accumulated data can be output as PDF or CSV, specifying the period of time by the customer.
- B) It is available on web browser, and some features are also available on mobile apps that can be installed on smartphones and tablets.
- C) The SaaS service shall be provided to subscribers who have entered into a usage agreement with our company directly or through distributors.

2. Service Features

The features offered through this service are as followed. You can contact our company for more details.

This SaaS service consists of basic features and optional features.

- ① Basic features
 1. Create Form Template
 2. Form Data Entry
 3. Dashboard
 4. Various Templates
 5. Other functions

You can use these features at the initial usage fee, which is based on basic usage fee, the number of documents and reports to be digitized, and the number of users.

- ② Optional features
 1. PLC Connection
 2. Existing System Connection

You can use these features at an additional fee, which is based on the number of data files interfaced from PLC and existing systems.

3. Provider of SaaS Service

- A) Sumitomo Corporation and certified distributors

4. Consumer of the Service

A) This service is intended for users who work in factories. You can use this service if you are registered as a user by an administrator at the contracted factory.

5. Country covered by this Service

A) Use of this service is limited to the following countries and regions:

B) If you would like to use it from a country or region other than the following, please contact us separately.

- ① Japan
- ② Vietnam

However, it would not be applicable to temporary use of the Service from other countries due to business trip, etc. In such cases, it is the customer's responsibility to comply with the laws and regulations of such countries.

6. Our Deliverables to Customers

moganadx SaaS Access URL	We will notify you by email by the start date.
Administrator Account ID/ Temporary Password	We will notify you by email by the start date.
moganadx SaaS User Manual	We will notify you by email by the start date.

7. Conditions and Restrictions for Using the Service

A) This service is available via the Internet via a web browser or smartphone/tablet application. You must own a PC, smartphone, tablet, or other device that runs a web browser, as well as an Internet connection in order to access the service.

B) Our company provides the Services with a commercially reasonable commitment to meet the Service Level Objectives set forth in Article 3, Service Level. We are unable to accept customer requests for changes to service level targets or service content set by our company.

C) This service is built on top of Amazon Web Services (Tokyo Region), and parts of the service, particularly those related to data center installation and operation, conform to Amazon Web Services' descriptions, conditions and restrictions.

① Usage environment

➤ Your device must meet the following criteria:

Device	Usage environment	Notes
PC	Available with the latest versions of Edge, Chrome, or Firefox browsers on Windows PCs	• Web browser access via iOS/iPad OS or Android (including tablets) is not guaranteed.
mobile device	Available for iOS/iPad OS and Android devices	• Only data input, edit, view, and approve functions are available on mobile device application. • Ensure that your devices have adequate security measures, such as installing anti-virus software and applying the latest security patches.

- Recommended mobile device requirements are as follows

Android

- Memory (RAM): 6GB or more
- Storage: 16 GB or more
- CPU: 8-core
- OS: Android 11-12

iOS

- iPad (7th generation or later)
- iPad mini (6th generation or later)
- OS: iOS15~

*Newer OS versions may not work properly, so it is recommended not to upgrade the OS version until the application is confirmed to work.

② Usage Notes

- Your administrator user must register users, set permissions, register master data, and set up approval workflows.
- If you have a customized user who can edit the dashboard yourself, you can edit the dashboard using Amazon QuickSight, which is provided by Amazon Web Services. Only the functions described in the manual provided by our company can be used in QuickSight connected from this service. If our company detects that you are using QuickSight functionality that is not covered in this manual, it may suspend the provision of the Service to you or terminate your agreement.
- If you're using our service from a mobile device, you should always keep the app up-to-date.

③ Number of users

- You can create users and set permissions on the Service within the number of accounts accepted by our company based on the "Application Form" you submitted to our company.
(You cannot create more than the number of accounts you have signed up for.)
- An administrator user can increase or decrease the number of available accounts by using the user permission setting feature of this service to grant or remove permissions from the user.
- If you need to increase or decrease the number of subscribed accounts, contact our company Help Desk (refer to "Article 3.5 Service Helpdesk") or your distributor.

④ Internet connection

- This service is available via the Internet, so you need an Internet connection from your office. Basically, only 443 ports are used, but the setting of firewall and router for communication and confirmation of required bandwidth are done by the customer.
- Our company shall not be liable for service interruption due to the failure of the communication line, ISP or cloud service provider.

⑤ Upgrade

- If our company determines that the Software needs to be updated, the version upgrade will be performed as described in "Article 3.7. Scheduled maintenance" Customers can upgrade their smartphone/tablet applications for free.

⑥ Notification of changes to the contents of this service

- Our company may change the contents of this Service. In case of changes related to the contents of this service, we will notify you as follows.

Time of notification	More than 30 days in advance
Notification method	Displayed on the Top screen after logging in to the service

⑦ Service Suspension or discontinuation

➤ See the moganadx SaaS Terms of Service.

Article 3. Service Level

1. Duration
 - A) 24 hours 365 days (except for scheduled maintenance)
*It may not operate during Sunday 0:00-24:00 due to maintenance.

2. Availability
 - A) This service is built on the public cloud with high availability, and human services such as operation and maintenance can be provided at multiple locations, so that it can be continuously used in situations such as wide-area disasters.
 - B) Human services, such as operation and maintenance, can also be provided at multiple sites, allowing continued use in situations such as wide-area disasters.

3. Performance
 - A) Response time is best effort.

4. Target Disaster Recovery Time
 - A) In the event of a failure, we aim to establish a system within five hours within the time required for providing maintenance and operation services, and initiate a response, but this is not guaranteed.

5. Service Helpdesk
The Helpdesk is available for inquiries about the Service.
 - A) Contact the Helpdesk
Only respond to inquiries from administrative users within the customer.

 - B) Helpdesk response time

Reception time	24 hours 365 days
Reception method	"Contact us" function in moganadx SaaS
Available business hours	Weekdays 10:15 -19: 30 (JST) *except Saturdays, Sundays, and national holidays in Vietnam

After receiving an inquiry, we will endeavor to promptly notify you that we have received it and respond to you.

- C) Helpdesk Content
 - ① We will respond to inquiries and problems related to this service.
 - ② Our responsibility to you with respect to this Help Desk shall be limited to using commercially reasonable efforts to respond to your inquiries on your behalf.

6. Failure response

Our company's response to Service failure is as follows:

- A) The status of the failure shall be checked, and the availability of the functions provided by the Service shall be informed to the customers.
- B) In case of a failure directly caused by this service, our company shall handle the recovery including restart.
- C) If data is lost or damaged due to a failure, it will be recovered from the backup, but may only be recovered up to one day before the failure.
- D) In the event of a failure, we will attempt to restore the data backed up as described above to the extent commercially reasonable, but we do not guarantee that the data can be restored or that all data will be fully restored.
- E) In the event that data is deleted, erased, damaged, lost, or leaked due to a failure in the Service, our company shall promptly seek the cause and endeavor to recover it, but this does not guarantee recovery. In the event of deletion, erasure, disposal, damage, loss, or disclosure of data attributable caused by you or any other third party, our company assumes no obligation or responsibility to restore such data.
- F) Our company may confirm the data you acquire or hold on the Service in order to respond to a failure. You acknowledge in advance that our company may review such data in response to a failure.
- G) The status of the outage will be announced on the Top screen after logging in to the service.

7. Scheduled maintenance

If our company determines that an update to the Service is necessary, our company shall notify you of the scheduled maintenance by using the notification function of the Service no later than 30 days prior to the implementation date. Note that it may not be possible to provide advance notification of emergency maintenance. In cases when we cannot notify you in advance, we will report the occurrence of the event and the status of the correspondence after conducting the emergency maintenance.

Article 4. Security

1. Security measures

In this service, security management shall be performed mainly by taking the following measures.

A) Authentication

- ① To use this service, you need to enter your ID and password. Strict control is required to prevent data leak. Multi-factor authentication is required for access by the service provider.

B) Network

- ① We take measures to detect and prevent unauthorized access at the entrance of the network.
- ② If you have a fixed global IP address, you can restrict access by IP address.
- ③ This service encrypts communications to prevent tampering or interception from outside.

C) Cybersecurity Measures

- ① In the cloud-side system environment, appropriate cybersecurity measures are implemented, including various measures against unauthorized access and computer viruses, vulnerability diagnosis, and access authority management.

D) Our company assumes no responsibility for the following security risks: Please take security measures for each customer.

- ① Your intentional or negligent deletion, erasure, disposal, damage, loss or disclosure of data (hereinafter referred to as "leakage, etc.")
- ② Leakage, etc. of data that does not go through the cloud service due to the intentional or negligent act of the customer or theft, etc. of the user device, etc. on which the client app is installed (This includes, but is not limited to, cases in which data stored internally is leaked due to theft of user equipment, etc.)

2. Data destruction upon termination of the usage contract

- A) Data destruction processing associated with termination of a usage agreement shall be performed within 10 business days from the time of termination of the usage agreement.

Article 5. Data

The following restrictions apply to the handling of data related to this service.

- We do not respond to recovery of data that has been leaked intentionally or negligently by the customer.
- If you enter into a new usage agreement again after the end and closure of the previous usage agreement, the data used in the previous usage agreement will not be migrated or recovered.
- The User Equipment, etc. on which the Client App is installed and the data in the User Equipment, etc. are maintained or managed by the Customer, and our company assumes no responsibility for the maintenance or restoration of such data.

1. Information security and handling of personal information
 - A) The storage in the cloud where the data is stored is encrypted.
 - B) The Service uses public cloud authentication and authorization services, and Customer's password is encrypted to prevent disclosure to third parties (including service providers).
 - C) This service does not manage personal information other than the user's name and email address. Please be careful not to register unnecessary personal information.
 - D) In principle, this service implements 256bit encryption for both communication data and stored data.
 - E) This service is designed and configured to prevent access to data from other companies.
 - F) The Service periodically performs security checks (vulnerability checks).
2. Information log
 - A) Various logs (Access logs, operation logs, Audit logs, etc.) are recorded and stored.
 - B) Each log has three years of data.
 - C) We take measures to prevent unauthorized access to various logs and tampering.
 - D) This service also appropriately manages the access permissions of those who perform operation and maintenance, and also collects and stores various logs in the public cloud, which is the foundation of the service.
 - E) When our company provides the Service, the information collected on the Services (various logs excluding personal information) shall be retained for the purpose of improvement, development, or maintenance of the Service, even after the termination of the usage agreement, so that our service can be tracked and analyzed.
3. Backup
 - A) The Service is provided in the public cloud and does not store information, including backups, on physical media outside the data center.
 - B) The master data and transaction data is backed up on a daily basis and can be recovered to the point of the last backup if data is lost for any reason.
 - C) Operational data backup is stored for 8 days and logs for 3 years.

Article 6. Getting Started

1. We will send you the activation notice by the agreed start date. You will start using this service as of the start date.
2. When you start using this service, you need to fill out an application form.

Article 7. Termination of Use

1. Under no circumstances can you recover customer data that our company has deleted due to termination of use.
2. If work needs to be done in the customer environment when this service is terminated, we will inform the manager and the operation staff of the work.

Article 8 Other

1. Audit requests
Our company will not respond to individual Audit requests from customers, such as the submission of materials.
2. Trademark
 - A) "moganadx" is a registered trademark of our company.
 - B) Amazon Web Services, AWS, and other AWS trademarks used on this website are trademarks of Amazon.com, Inc. or its Associated company, in the United States and other countries.
 - C) Other company and product names mentioned in this manual may be trademarks or registered trademarks of their respective companies.

Article 9. Terminology

Terminology	Definition
Administrator User	Users who can use management functions such as user management and permission settings in addition to dashboard queries and document data approval
Customization user	Users with the ability to edit form templates and dashboards
Dashboard	A group of screens that uses Amazon QuickSight to visualize data using graphs, etc.
Form template	Data input layout created using form template creation function
Form data	Operational data entered for the form template

Article 10. Update History

Version	Update Date	Summary
1.00	2023/7/10	First edition
1.01	2023/8/22	Revised the service provider.
1.02	2024/4/3	Added information on countries covered by this service. Addition of recommended devices for this service Modified some expressions of the help desk support. Revised some expressions related to failure response and planned outages.

Concluded