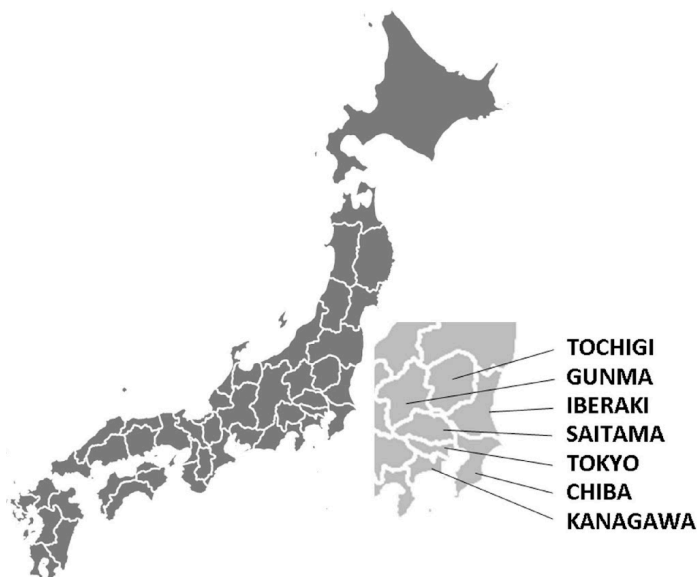


A SERVICE MADE FOR THE GLOBAL MARKET

DOING BUSINESS IN JAPAN

Tokyo ITS, a reliable experienced technical support service, has been operating in the Tokyo metropolitan area since 2008 and has grown a reputation of being reliable, experienced and professional, providing native English-speaking technicians to assist global technology consulting firms worldwide needing support in Japan. We operate from downtown Tokyo and cover a wide service area.



Our Immediate Service Area is:
SAITAMA
TOKYO
CHIBA
YOKOHAMA CITY

Extended Territories include:
TOCHIGI
GUNMA
IBERAKI
KANAGAWA

In addition to the above locations, we often travel to Osaka, Fukuoka, Nagoya and other major cities along the Shinkansen Bullet Train route across Japan.

Please inquire about your location you wanted serviced in Japan.

WE ARE LOCATED IN DOWNTOWN TOKYO

20 CITY BLOCKS FROM THE IMPERIAL PALACE

Please note we also travel to remote locations throughout Japan.
Transportation Charges may apply



Our ad-hoc business model is simple:

- We receive support requests to service hardware at a location here in Japan.
- We deploy an engineer on the agreed service date.
- Invoice the customer within 48 hours of completing the task.

Our customers are technology consultants and agents located globally, who require tech support in Japan. To date we have serviced more than 1100 locations in Japan since 2008, often revisiting corporate sites and data centers.

WE ASSIST IN A WIDE VARIETY OF SUPPORT REQUESTS TO FULFILL FOR OUR OVERSEAS CLIENTS

BASIC TECH SUPPORT

Basic tech support may include the installation, repair/replacement or decommissioning of computer related hardware that can be completed in a day or less.

All other requested work is considered **Special Projects** and will be reviewed and priced on a case by case basis.

SERVICE POLICY

Our service policy is standard for all customers, domestic and international. Service Level Agreements (SLA) is offered for server maintenance on name brand hardware. Please inquire about pricing.

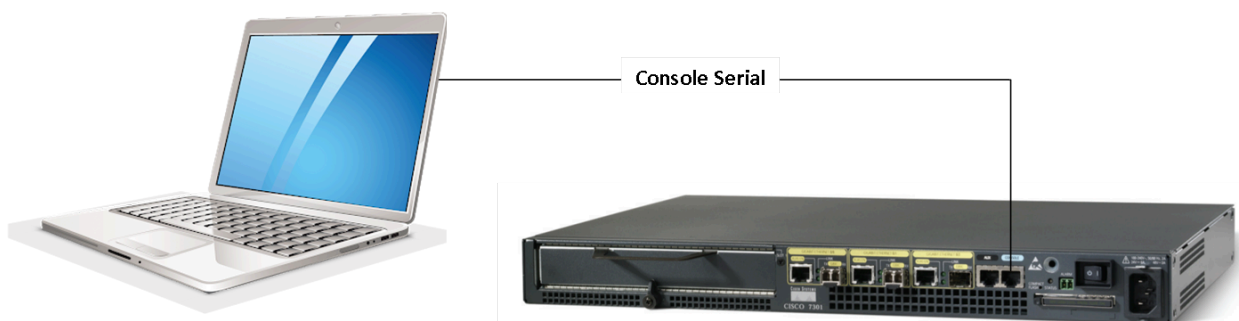
We handle hardware support for top name brand products like Cisco, Dell, HP, Juniper and IBM among others.



CISCO HARDWARE INSTALLATIONS FILL 60% OF OUR ANNUAL SUPPORT TICKETS

For installation projects our business model is simple. We unbox, install and power up the customer's hardware, then hand over access. Installations often include patching and labeling cables.

WE OFTEN PROVIDE REMOTE CONSOLE ACCESS FOR NEW SWITCH AND ROUTER INSTALLATIONS

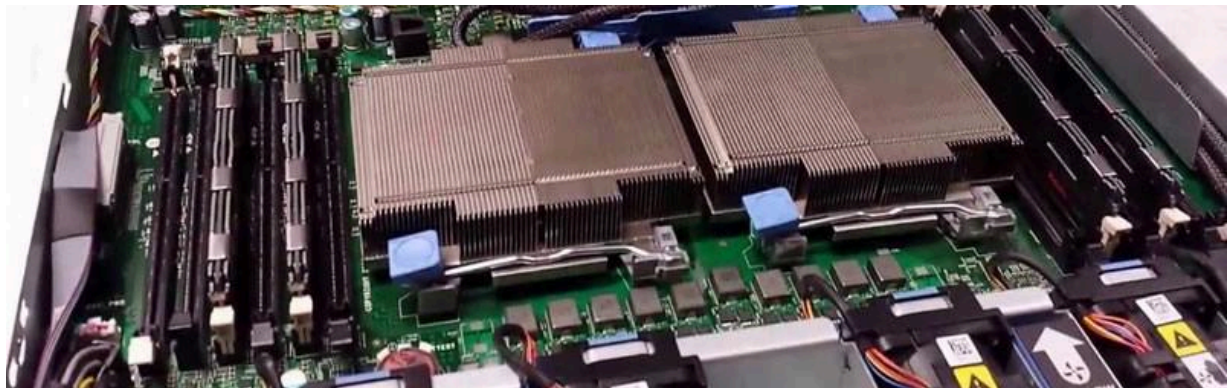


This is convenient to allow our clients to configure their hardware for circuit acquisition

PARTS REPLACEMENT

To keep our service rates competitive, we must keep insurance premiums down. We prefer our clients to order their own parts, and have them shipped to the location where the tech support work will be completed. We can assist in helping our clients find a local supplier and get them setup to order direct from them. We also accept small shipments to our office prior to an installation.

There is an advanced payment pricing policy for special projects that require product purchases related to an installation.



DUTIES AND TASKS

It is the policy of Tokyo ITS to only complete the tasks that are agreed in the standard support request (SSR) or (SOP) and does not engage in other support tasks while on site.

PRICING POLICY

Service Fee

Service fees are estimated based on service requests. Please inquire to receive a rate card from a Tokyo ITS Sales representative. Contact sales@tokyoits.com

Transportation Fees

Transportation fees will vary depending on the distance between the onsite location and our office. Transportation fees are charged in addition to the service fee.

Please note transportation fees are exempt for basic tech support within the downtown area of Tokyo.



Consulting Fee

An administrative consulting fee applies to all cases where we must complete one or more of the following:

- Researching and locating suppliers and distributors for purchasing materials
- Referring local suppliers to overseas clients
- Meeting at onsite locations prior to the work to verify prerequisites
- Translating documents or contacting Japanese based companies on behalf of our client
- Traveling on behalf of our client to complete a requested task other than tech support
- Special Projects that require more than one engineer to complete

Advanced Payments

Not often do we require a retainer, but please note that if a particular service requires an advance payment, we will issue an invoice before the work begins, and start the job as soon as the payment is received.

Advanced payments are also required for installations of hardware we must purchase for the project. Also please note labor does not require advanced payments but hardware product purchases do.

Product total value invoiced and required percentage of payments (JPY):

Product totals valued @ 1,000,000 or more	-	requires total payment for hardware
Product totals valued @ 100,000 to 999,999	-	requires 50% payment for hardware
Product totals valued up to 100,000	-	No down payment is required for hardware

Also please note we do not purchase hardware for customer unless an installation agreement is included in the estimate.

If you have additional questions regarding this please contact our sales department.
sales@tokyoits.com

BILLING POLICY

Tokyo I.T.S. billing terms are 30 days. This means the due date for payment is no more than 30 days from the invoice-date posted on the invoice. The grace period only allows up until the last day of the following month (from the invoice date) for payment, after which it is considered late. For invoicing terms more than 30-days, no grace period is applied.

For international support, all invoices will be issued in U.S. dollars (USD). Invoices include international electronic transfer charges. We are proud to bank with **Sumitomo Mitsui Banking Corporation** (SMBC) 三井住友銀行

For domestic support, customers are invoiced in Japanese yen. Domestic invoices are routed through **Rakuten Bank** 楽天銀行株式会社

Cancellation Notice of Support

If we receive a cancellation notice of a support ticket, less than 24-hours from the agreed onsite date and time, the ticket will remain to be invoiced.

- Special projects require 3 week cancellation notice.

LATE PAYMENTS

When a payment is not received by the end of the following month (from the invoice date), a 10% late-fee is applied to the total balance every 10 days the payment is overdue. Revised invoices are issued to reflect the late fees when additional charges are added.

The only exception to this policy is when an established monthly payment-date has been confirmed and placed into our billing system for specific customers. We realize many companies are only authorized to issue payment to vendors on specific days each month.

SUPPORT REQUESTS

Tokyo ITS can accept support requests by email or through the Support Request Form on our website. All support requests must accompany a purchase order number, case number or work-order number. This is used to reference invoicing.

Once we have confirmed the support request, an engineer is scheduled to visit the site location.

ALL INFORMATION REGARDING THE WORK REQUESTED MUST BE IN OUR HANDS PRIOR TO THE DEPLOYMENT OF OUR ENGINEERS TO AVOID DELAYS

Once the engineer has completed the work, a support service report is generated and the invoice is dispatched. These procedures could differ for *Special Projects*.

PROCEDURES

What Do We Need To Proceed?

When requesting tech support to service hardware, please include the following:

- The purchase order number
- Date of Service
- The full address of the onsite location, and building name if possible
- The floor and room number where the hardware is located
- Make, model and serial number of all hardware we are to service
- Special projects may require other prerequisites
- The name, email address and phone number of the primary contact-person for this ticket
- The name, email address and phone number of a 2nd contact person for escalations



DATA CENTER REQUESTS

In addition to the above information, for data centers we need the following:

- Visit referral or ticket number from the data center
- Make sure the D.C. ticket refers to the exact floor, room#, and rack location
- When you request a visit for us to access a data center site on your behalf, always use the legal name of the engineer we forward to you. Any variations from this could result in delays in accessing the hardware. Please ask if you are not sure.

WE REPRESENT OUR CLIENTS WITH THE HIGHEST LEVEL OF CUSTOMER SERVICE TO ACHIEVE YOUR GOALS AS YOUR PROXY IN JAPAN.

CHANGES TO OUR POLICY

All terms and conditions are subject for change but not without advanced notice to our overseas partners, no less than 30 days from such policy changes if they occur. If you are directed to our service policy on our website at www.tokyoits.com by email or phone conversation, please consider it the day of notice.

VALUABLE INFORMATION ABOUT DOING BUSINESS IN JAPAN

Tokyo ITS is a small organization helping technology consultants, technology agents and corporate tech support teams with branch offices in Japan, get the service needed to meet tech support demands for their clients, and their client's customers.

Our service is designed primarily to meet the needs of the international community that requires support on the ground in Tokyo and surrounding areas. Here are a few items to remember when doing business with us as we have designed our support services to operate efficiently and environmentally conscious to save time and money.

Traveling

We found the best way to move quickly in Tokyo and to other locations in Japan is by using the elaborate designed subway and bullet train system here. The unfortunate truth about Tokyo in particular is this city is much like New York City, with 3 times the people. Traveling by vehicle is a nightmare when trying to get to a service location on time. Mass public transit is utilized to move our engineers to onsite locations.

ALL OF OUR ENGINEERS ARE FITTED WITH MOBILE TOOL KITS TO COMPLETE TECH SUPPORT REQUESTS.

Doing Business in Japan

This is not difficult as long as our clients remember that customer service in Japan is next to none in the world. Businesses here expect the same from foreign companies operating in Japan. Tokyo I.T.S. engineers are always prompt and courteous with our Japanese colleagues and our international partners. We expect the same from our clients who ask us to do business here on their behalf.

When you (our partner) ship a product here to Japan, it is vital we are informed of where that product is and how to obtain it. Most data centers allow customers to reference the location of parts shipped to their facility through the customer account. We need that information in order to find the hardware and get the job done as efficiently as possible.

Searching for lost parts is a complete waste of time and non-productive. This will reflect on our partners when these types of issues occur. Please pass on the correct information to us before we are deployed concerning your hardware you send to Japan.

INQUIRE HOW WE CAN HELP GET YOUR HARDWARE THROUGH CUSTOMS AND GET IT ON SITE QUICKLY WITHOUT DELAYS.

Please support us when we need to complete difficult tasks as we may have questions and other inquiries that could need answers before projects are completed. During *Special Projects* always have someone available by email, Skype or other forms of real-time communication for us to make inquiries to when needed.

Please always get us all of the data needed to complete your requests. Not having all of the information or hardware needed when deployed could cause delays. Review the check-list in this profile document if you are not sure what to send prior to deployment.

WE ARE DELIGHTED TO BE YOUR PROXY IN JAPAN.

support@tokyoITS.com