



JSS KMA MULTOS Service level Policy

1. Services outline

Effective from 1st Oct. 2008

Registration	method	Notes	SLA ^{※2}
Account Registration ^{※1} • Service Partner • End User	Application form (MCA07JS)	After registration, the Account Administrator will receive: Certificate access code/Login name/password	5 days
User Registration	Web	After registration, the delegated representatives will receive: Certificate Access Code ⇒ Account Administrator Login Name/Password ⇒ Each User	Immediately
Application Registration		Depending on the Application, Export Controls may apply	
Issuer Registration		Available only to Service Partners	

※1 Account Registration: Please send the KMA Service contract and the KMA Service Registration/Cancellation form to the JSS KMA Helpdesk (address below).

※2 SLA: SLAs are calculated from the beginning of the next full working day after receipt of complete, correct data,

Request Type	method	Notes	SLA
Card Enablement Data (MSM-CD)	Web	An e-mail is sent to the Requester, informing the data is complete and ready for collection. Once this confirmation is received, the data is ready to be downloaded at the requester's convenience ^{※3}	1 day
Application Load Certificate (ALC) Application Delete Certificate (ADC)			
Application Developer Cards	Web	Sent by Courier	By request

※3 Download: Enablement data is downloaded by the Requester direct to their own PC.

The data can be downloaded as many times as is required, within a 3 month timeframe from production

2. Points to Note

- ◆ Service payment : Payment is based on the JSS KMA payment pricing structure
- ◆ Should there be a fault in any data produced due to an error in the data request, then the cost of producing this data shall still be at the published JSS KMA rate.
- ◆ Customers will be notified of any changes to the JSS KMA Service 30 days beforehand.
- ◆ Before using the service, please check the required PC Environment: Windows2000 SP4, Windows XP SP2 IE6.0

3. Support

- ❖ Online requests, data download: 24 hours, 365 days/year
- ❖ Normal working hours: Mon – Fri (expect Japan National holidays)
09:00 – 17:00 (Japan time)
- ❖ E-mail: jss-helpdesk@jssco.net Tel & Fax : 03-5282-4855
- ❖ Address : Japan Smartcard Solutions helpdesk
2-4 Da Vinci Okawa machi 7th floor
Kandanishiki-machi, Chiyoda-ku, Tokyo, Japan 〒101-0054