

JSS - MIP Service Level Policy

1. Services outline

Effective from 1st Oct.08

Registration	Registration method	Notes	TAT ^{※1}
JSS MIP Registration	Application form (MIP07J)	• Upon completion of registration, an e-mail is sent to the MIP	8 days
Application Registration Form	Application form (MIP08J)		4 days

※1 Maximum Turnaround Time is calculated from the beginning of the next full working day after receipt of complete, correct data.

Request Type	Request method	Notes	TAT
Card Enablement Data (MSM-CD) Application Load Certificate (ALC) Application Delete Certificate (ADC)	DATA Registration form (MIP09J)	• The Requester is notified upon completion of the order.	4 days
Application Developer Cards	By request	• Sent by Courier	By request

2. Points to Note

- ◆ Service payment : Payment is based on the JSS MIP 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.
- ◆ Wherever possible, completed orders will be sent to the customer by e-mail. Where this is not possible (due to the size of the data requested) the data will be burnt onto CD-ROM and sent to the customer by courier.
- ◆ If, when using a courier to deliver the data it is misplaced, JSS will re-produce the order, provided the customer informs JSS within 30 days of the original data request.
- ◆ In the event of a natural disaster, or other such unforeseen circumstance, JSS reserves the right to suspend operations. In such an instance, JSS takes no responsibility for the loss of service provision.
- ◆ Due to encryption on a MULTOS card, depending on the Application, Export Controls may be applicable.
- ◆ Customers will be notified of any changes to the JSS KMA Service 30 days beforehand.

3. Support

- ❖ Working hours: Mon – Fri (except Japan National holidays)
09:00 – 17:00 (Japan time)
- ❖ E-mail: jss-helpdesk@jssco.net Tel & Fax: +81-(0)3-5282-4855
- ❖ Address: Japan Smartcard Solutions, Helpdesk
Da Vinci Okawa machi 7th floor
2-4 Kandanishiki-cho, Chiyoda-ku, Tokyo, Japan 〒101-0054