

PIPE Support Contents Information

| Support Contents | PIPE Support |
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| Remote Service (Remote operation with Team Viewer) | <input checked="" type="checkbox"/> |
| Web-Based Training (3 hours) | 200USD |
| Web-Based Training (6 hours) | 400USD |
| Training by Visit*1 | 600USD |
| E-Mail Support | <input checked="" type="checkbox"/> |
| Web-Chat | <input checked="" type="checkbox"/> |
| Information Mail Distribution | <input checked="" type="checkbox"/> |
| Version up*2 | <input checked="" type="checkbox"/> |
| Flow Statement Format Modification (Customized) Support | Free of charge (5 times a year) |
| Data Corruption Repair Service*3 | Free of charge (twice a year) |
| Format creation service*4 | Free of charge (twice a year) |
| Creation of Quantity Calculation Forms*5 | 100USD/per form |

*1: Transport and accommodation costs are not included.

The training is provided for six hours from 10:00 am to 5:00 pm.

*2: Version upgrades during the contract period are not necessarily guaranteed. While you are on a subscription, we may notify you of upgrades, but they will not be carried out at regular intervals.

*3: This is applicable to our application data files. We do not guarantee 100% recovery. If you can show us your working procedures in the event of corrupted data, we are more likely to be able to repair the data quickly.

*4: An Excel sheet is created for each construction type.

Earthworks represents the quantity of excavation, backfill and overburden. Pipe material shows the length of each bore size, e.g. Hume pipe, PVC pipe, etc. Assembled manholes tabulates the depth and number of members of various manholes per size.

*5: Output formats for quantity forms (Excavation and Backfill, Pavement removal and restoration, Culverts, Manholes, House connection pipes...) are prepared and provided based on customer documentation or information.

= PIPE CLUB =

Please make use of the user site "PIPE CLUB": <http://www.pipedesign.co.jp>

You can freely download upgraded versions, flow calculation forms, and longitudinal section forms.
We hope you will take advantage of the PIPE CLUB service.