

osCommerce Support

Dear customers

We would like to inform you that there will be a charge for our support forum from May 1st, 2005.

If you wish to receive our osCommerce support service, you are required to own one of the following accounts, which allow you to make use of our support forum at anytime during the contract period.

Here we have listed the account for the support services:

1. GE account (Limited support from our support forum): ¥52,500 per year
2. GE account (Limited support from our support forum with limited phone support): ¥152,500 per year
3. SU account (Unlimited support from our support forum): ¥105,000 per year
4. SU account (Unlimited support from our support forum with unlimited phone support): ¥205,000 per year

Once you are registered in our support license system, we will issue a username and a password. With the username and password you are eligible for membership of our support forum.

Please note: You will not be able to receive support unless you have one of the above accounts. Regarding your GE account, once you reach your support limit, you will no longer be able to submit inquiries into our forum. For more information about the support limit, please refer to <http://www.designload.jp/support/help>. All accounts are valid for one year starting the day we receive payment. Once you have made payment, please contact us about setting up your account, as it is not done automatically.

For previously existing customers, you will need to obtain a new support license by submitting the attached application form via fax. Once your applicaiton is approved, you will be able to receive support just as before. Please note that you will be unable to login unless it is approved.

If you would like to apply for the support forum license, please be sure to complete the attached application in full and send it to us via fax.

Until now we had been providing support to our customers free of charge. However we have found that in many cases lengthy research is needed in order to provide accurate answers. This is because osCommerce is open source software which allows users to customize or modify the program source code to suit their needs. That makes the situation more difficult.

Moreover there is no guarantee that you will receive a practical reply to solve your problems as osCommerce support systems in Japan are mainly managed by volunteers while the systems overseas

are mostly professional.

As a result, EC site administrators hardly find professional support organizations to meet their needs in Japan. Furthermore, information found on the internet is far less than satisfactory. Most information found on the internet such as manuals, individual communities etc is full of technical jargon that is too difficult for the average reader to understand. We have heard from our customers that it is virtually impossible for them to solve problems by themselves.

It is also said that most of the EC site administrators have problems maintaining their sites due to lack of specific materials and systems that help support them. In order to overcome this barrier, we would like to offer a professional support service to meet your needs so that you can manage your site without any difficulties. For this reason, we have decided to charge for membership of our support forum. We strive to improve our service and strengthen our support system, where you will receive pinpoint advice whenever you need it.

Regarding the details of our support service, our system engineers, with full knowledge about osCommerce system, will give you useful answers and preventive measures immediately. We promise to provide high quality advice which will enable you to use the online shopping system, osCommerce, safely and comfortably for years to come. It is worth much more than the price you have to pay to obtain your licence.

Your understanding on this matter is greatly appreciated.

We look forward to doing business with you in the future.

Yours sincerely

President, Norio Itabashi
DigitalStudio INC