

Toray Advanced Computer Solution, Inc.
Address: 1-3, Toranomom 1-chome, Minato-ku,
Tokyo 105-0001, Japan
Tel.: +81 (3) 6327 7000
Fax: +81 (3) 6327 7009

March 30th, 2018

Dear Customers in Thailand:

It has been a pleasure to serve you in the past and we look forward to doing business with you in the future on our series of software "CREACOMPO®".

As the DIAMOND CHANNEL CO., LTD. who is as our sales representative has explained you, we decided to withdraw from the agreement of the contract between them and us as of March 31st, 2018 to cope with change in business environment. We now would like to inform you future correspondences between you and us as the followings.

Customer support changes implemented from April 2018

1. The Customer-Support section (located in Tokyo, Japan) is in charge of customer support.

Mail address: support@toray-accs.co.jp

*Please note;

- An inquiry reception for customer support via the above-mentioned e-mails shall be available 24 hours a day, 7 days a week and reply from 9:00 a.m. to 12:00 a.m. and 1:00 p.m. to 5:00 p.m., Japan time, excluding Saturdays, Sundays, Japanese public holidays, and holidays designated by the Company.
- Correspondences shall be gone into operation in English.
- Some correspondences, such as for an inquiry of physical maintenance, shall be charged.

2. The International section (located in Tokyo, Japan) is in charge of further inquiries.

Website: <http://www.toray-accs.co.jp/overseas/>

Contact to: <http://www.toray-accs.co.jp/contact/notice2/>

Tel.: +81 (3) 6327 7007

Fax: +81 (3) 6327 7009

*Please note;

- An inquiry reception via the above-mentioned URL shall be available 24 hours a day, 7 days a week and reply from 9:00 a.m. to 12:00 a.m. and 1:00 p.m. to 5:00 p.m., Japan time, excluding Saturdays, Sundays, Japanese public holidays, and holidays designated by the Company.
- Correspondences shall be gone into operation in English.

For your reference as DIAMOND CHANNEL CO., LTD. explained you, supports

for the cutting plotter of "MUTOH AC-800" by the manufacturer and for "CREACOMPO®" running on Microsoft® Windows® XP (including the former version of Windows OS) by us have been finished.

We thank you for your patience and understanding in this change and look forward to your continued patronage. If you have any concerns about this change, please let us know.

Yours Faithfully,
Toray Advanced Computer Solution, Inc.

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