

Hokkaido System Science Co., Ltd.  
2-1, Shinkawa Nishi 2-1, Kitaku, Sapporo, Hokkaido

June 26th, 2013

## Re: Mail Server Problem

Dear valued customers,

Thank you for your usual order of our products and services.

We are regret to inform you that due to our mail server system problem, some e-mails sent to us during the below time may be failed to be received. The server problem had been solved by 10:00 a.m., and the e-mail system now recovers.

However, if you sent any order / inquiry mail to us at around the below time and have not received our reply yet, please kindly contact us again in case the transmission had been failed.

Thank you for your understanding.

Sincerely yours,

### <INFORMATION>

- **Date and Time of Occurrence:** at 1:00 a.m. on June 26<sup>th</sup>, 2013
- **Date and Time of Recovery:** at 10:00 a.m. on June 26<sup>th</sup>, 2013

Please contact to the below for any inquiry about this problem:

TEL: 0120-613-190 (toll free dial) or 011-768-5903

FAX: 011-768-5951