

# Support calendar

Customer Support during the New Year's Holidays						
			Tsukaeru.net Support	Payment by Credit Card / Paypal JCB/Visa/Master/American Express	Confirmation of Payments by Bank Transfer	
25-Dec	Wed		Normal support	Available 24 hours*	Normal support	*Bank transfers made after 15:00pm 25th Dec may be treated as being made on the next business day (26th Dec).
26-Dec	Thu		Normal support *call support available until 12:00		Normal support	*Bank transfers made after 15:00pm 26th Dec may be treated as being made on the next business day (27th Dec).
27-Dec	Fri	New Year's Holiday	Support mail only		x	Bank transfers made during this period will be affected on 7th of January.
28-Dec	Sat					
29-Dec	Sun					
30-Dec	Mon					
31-Dec	Tue					
1-Jan	Wed					
2-Jan	Thu					
3-Jan	Fri					
4-Jan	Sat					
5-Jan	Sun					
6-Jan	Mon		Normal support		Normal support	Normal support
7-Jan	Tue		Normal support		Normal support	Normal support
			We apologize for any inconvenience, but priority will be given to urgent inquiries if there is a concentration of inquiries.		As we expect a concentration of payment confirmations, there may be delays applying payments to accounts.	
			* Support Mail is available in case of emergency (server trouble or server down due to hardware failure, etc) while office is closed. Please contact us from here: <a href="https://support.tsukaeru.net/hc/en-us/requests/new">https://support.tsukaeru.net/hc/en-us/requests/new</a> Please select "Reboot Request" under Departments. * Chat is available from 10:00 - 16:00 during the holidays.	* If you pay by credit card, procedures for confirming payment are not required and your account will be renewed or opened shortly after payment.	*Once you have made a payment by bank transfer. Please notify us from : <a href="https://www.tsukaeru.net/banktrnsfr-en.php">https://www.tsukaeru.net/banktrnsfr-en.php</a>	