

# Support calendar

Customer Support during the 10 consecutive holidays						
			Tsukaeru.net Support	Payment by Credit Card / Paypal JCB/Visa/Master/American Express	Confirmation of Payments by Bank Transfer	
25-Apr	Thu		Normal support	Available 24 hours*	Normal support *Bank transfers made after 15:00pm 24th Apr may be treated as being made on the next business day (25th Apr).	
26-Apr	Fri		Normal support *call support available until 15:30		Normal support *Bank transfers made after 15:00pm 25th Apr may be treated as being made on the next business day (26th Apr).	
27-Apr	Sat	New Year's Holiday	Support mail only		×	Bank transfers made during this period will be affected on 8th of April.
28-Apr	Sun					
29-Apr	Mon					
30-Apr	Tue					
1-May	Wed					
2-May	Thu					
3-May	Fri					
4-May	Sat					
5-May	Sun					
6-May	Mon					
7-May	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.ne.jp/index.php?/Tickets/Submit/">https://support.tsukaeru.ne.jp/index.php?/Tickets/Submit/</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>	