

Dear TWX-21 Customers,

Hitachi, Ltd.
 Cloud Service Division

Notification about the change of TWX-21 helpdesk operation service

We would like to express our sincere gratitude for your continued business and support with TWX-21 service.

Due to the spread of new Coronavirus (COVID-19) infection, some services at the TWX-21 Help Desk have been reduced.

Please kindly note that there may be changes depending on the situation in the future.

We appreciate your cooperation and support.

Malaysia Help Desk (as usual)	Language	English	Chinese	Malay
	Service Hour	24 hours a day, 365 days a year	9:00-18:00 (Malaysia Time※Except Saturday, Sunday and Holidays)	
	Telephone	Regular : +603-22620676 Toll Free Number : ※Toll Free Number are different for each countries. Please click HERE for the detail		
	Mail	helpdesk_mys@twx-21.com		
Thai Help Desk (as usual)	Language	Thai		
	Service Hour	9:00-18:00 (Thai Time ※Except Saturday, Sunday and Holidays)		
	Telephone	Regular : 02-021-5537 Toll Free Number : 1800-010-175		
	Mail	helpdesk_tha@twx-21.com		
Indonesia Help Desk *Reduced some of our supports. Duration : 9/14 ~Undecided	Language	Indonesian		
	Service Hour	8:00-17:00 (Indonesian Time ※Except Saturday, Sunday and Holidays)		
	Telephone	Not available. The automatic answering guidance is played back.		
	Mail	helpdesk_idn@twx-21.com We accept mail only. Answers from helpdesk may be delayed.		