

Matlantis™ Service Specification

Preferred Computational Chemistry, Inc
ver. 1.0

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Service

Matlantis is a service that provides a neural network potential called “PFP” and client libraries for calculating various physical properties. The service can be used by Matlantis customers to perform atomic-level simulations with the Python programming language.

How to Start Using the Service

Please apply through our sales representative. When the account has been set up, the following information will be sent to the customer administrator:

- URL to access the service and its documentation
- Email address of the technical support

Provided Capabilities

We provide access to PFP and libraries to calculate various physical properties. All functions in the programming environment are based on JupyterLab.

Release of PFP and its Support Period

We are improving PFP with the aim of releasing a stable version approximately every six months. The released stable versions will be available for 2 years.

System Upgrades

The system will be regularly upgraded to provide new functionalities and security updates.

User Registration and Number of Users

Users with administrator authority can add and remove other users. There is a limit to the number of available users, depending on the contract.

Computing Resources

Simulation will be performed on servers provided by Licensor. Codes in the Jupyter Notebook are executed on a system dedicated to the notebook, while the inference using PFP is executed on separate computing resources, which are scaled depending on the system usage. There is an upper limit to the

available resources depending on the contract. If the usage exceeds the available capacities, this can result in reduced latency and throughput.

Technical Support

Users may request support via inquiry form.

For customers in Japan, we will respond to your inquiry in Japanese using the form.

For customers outside of Japan, we will respond to your inquiry either in English or in Japanese using the form.

Technical support is available only to Matlantis customers.

There is no technical support available for the free trial users.

Scope of Technical Support

- Inquiries about Matlantis functionality and operation
- Support for error messages in Matlantis
- Consultation on calculation methods
- Inquiries about coding methods (as a principle, we do not support requests to create new code).

We will not provide any support for other companies' products that are linked to Matlantis.

System Operation Monitoring and Failure Recovery

Failure Recovery

If we detect a failure during our business hours, or if we detect a failure by a report from customers during our business, we will perform restoration work within two business days after the detection.

If a failure is detected outside of our business hours, we will perform restoration work within two business days from the next business day after the detection.

After the restoration work is completed, we will notify all customers (Matlantis users) by email during our business hours.

If we detect a failure that interferes with the customer's ordinary use of the service, or if we detect a relevant failure after technical support receives a failure report email from a customer, we will notify all customers (Matlantis users) by email during our business hours.

However, in cases where system modifications are required for restoration, it may take longer than the period described above, depending on the details of the modifications.

Service Notifications

Service notifications will be sent to all customers (Matlantis users) by email.

The service's planned shutdown will be announced in advance by email to all customers (Matlantis users) and via the Matlantis Operation Status <<https://status.matlantis.com/>>.

Please note that we do not guarantee to provide the contents of the above (Failure Recovery and Service Notification) to customers using the free trial version.

Service Hours

Service Hours of Matlantis

The service is available from 0:00 to 24:00 except in the following cases.

1. In the event of a system failure.
2. In the event of an emergency shutdown, such as measures to address a computer virus infection, etc.
Note: The service may be suspended for emergency measures without prior notice to customers.
3. The planned shutdown date and time about which we notified the customer administrators in advance.
4. When customers violate the Terms of Use of Matlantis and this Service Specification.
Note: We will stop providing the service to customers violating the Terms of Use of Matlantis

Technical Support

- Technical support business hours: 10:00–12:00 and 13:00–17:00 (JST) on business days.
- Response policy: First response will be sent within 2 business days after we receive an inquiry. Inquiries received after 17:00 (JST) will be processed on the next business day.
- “Business days” refer to our business days, based on Japanese public holidays, etc.

System Environment

Operating Environment

Please use the latest PC versions of one of the following browsers:

- Google Chrome
- Firefox

Subdomain

A subdomain unique to your system environment will be set up. The subdomain is part of the URL from which the customer accesses the service.

If you use a server in Japan: `https://[subdomain].matlantis.com`

If you use a server outside of Japan: `https://[subdomain].[region_code].matlantis.com`

- region_code: As of April 1, 2024
 - North America: us
 - Europe: eu

Our sales representative will ask you for the subdomain you wish to use.

Account Authentication

This service uses OpenID Connect to authenticate accounts. Please refer to the official documentation (<https://openid.net/connect/>) for an overview and specifications of OpenID Connect. Google or Microsoft

can be used as an ID provider for this service. Either of the following accounts is required to sign in to the service:

- Google organizational or personal account
- Microsoft organizational account (Azure AD)

Please let us know the ID provider to be used. If you are using an organizational account and want to limit the accounts logged in to your tenant, please also let us know your domain or tenant ID.

Settings to be Performed by the System Administrator

Permission to Application Access

Depending on your environment, you may need to grant access to the applications described below. Please ask the system administrator of your organization to set this up for you.

For Google Accounts

Application Name: Matlantis

Application ID: 451020801627-c1srj29nooql6jrd2e8i8ffokvlnm5.apps.googleusercontent.com

For more information on Google Workspace app control, please refer to the following <https://support.google.com/a/answer/7281227?hl=en>

For Microsoft Accounts

Application Name: Matlantis

Application ID: 975d5646-4842-469d-9427-e3fb6424d294

Please refer to the following sites for Azure AD Application registration.

<https://docs.microsoft.com/en-us/azure/active-directory/develop/consent-framework>

<https://docs.microsoft.com/en-us/azure/active-directory/manage-apps/configure-user-consent?tabs=azure-portal>

<https://docs.microsoft.com/en-us/azure/active-directory/manage-apps/configure-admin-consent-workflow>

<https://docs.microsoft.com/en-us/azure/active-directory/manage-apps/review-admin-consent-requests>

Permission to Domain Access

Matlantis uses the following domain. If your access to the domain is restricted, please ask your system administrator to allow access in order to use this service.

- *.matlantis.com