

# Explanation of Important Matters Concerning Provided Services

This document has been created to explain services in accordance with the stipulations of Article 26 (Consumer Protection Rules) of the Telecommunications Business Act.

Important matters related to contract contents are explained herein. Please be sure to read it carefully before applying.

Upon use of the Service, *Asahi Net Individual Member Service Agreement*, *Prohibited Behaviour, Handling of Personal Information*, and *Asahi Net LTE Agreement* shall be applied. Please read and give consent to these Agreements before applying.

For details of each agreement and policy, please refer to the following webpages.

- <https://asahi-net.jp/en/agreement/>
- <https://asahi-net.co.jp/en/corporate/privacy.html>

## 1. Contents of the Provided Service (Telecommunications Services)

Item	Details
Name	Asahi Net LTE (ANSIM) Voice SIM Card
Type	Mobile Connection Service (MVNO service)
Approximate maximum communication speed	LTE connections: 262.5 Mbps (download), 50 Mbps (upload) 3G connections: 14 Mbps (download), 5.7 Mbps (upload) * With the 128 k plan, the maximum speed is 128 kbps regardless of the connection method.
Communication quality	The approximate maximum communication speeds listed are the maximum according to technical standards and do not indicate the effective speeds. It is possible for connection speeds to decrease significantly due to your communication environment, network congestion, etc.
Locations where services are available	Services are Available in NTT docomo Xi (crossy) areas and FOMA areas. International roaming is not supported. * Even within the service area, service may not be available in places (such as in the following places) where the signal is difficult to reach. (1: Tunnels, underground, etc. 2: Indoors, upper floors of high-rise buildings and apartment buildings, etc.)
Restrictions related to emergency notifications	If a voice SIM card is used, emergency calls (110 for police, 118 for the coast guard, and 119 for the fire department) can be made. However, in the event of a power outage, there are some facilities, etc., where the telephone functions will not be available within the whole or part of the area. In such cases, please move to a place where a signal can be found, such as

Item	Details
	outside the building.
Services to filter content harmful to young people	If the service is to be used by a minor younger than 18 years old, we recommend the use of a filtering service with a function that selectively eliminates illegal or harmful websites, etc.
Other restrictions on use	<p>■ Restriction on Traffic Volume</p> <p>(1) With the 3 Giga Plan and the 7 Giga Plan, the service can be used with communication speed of up to 262.5 Mbps until the monthly data traffic reaches 3 GB and 7 GB respectively. If the data traffic reaches the upper limit for that month, the communication speed will be 200 kbps until the end of the month.</p> <p>(2) With the 110 MB/Day Plan, the service can be used with communication speed of up to 262.5 Mbps, until the daily data traffic reaches 110 MB. If the data traffic reaches the upper limit of 110 MB for that day, the communication speed will be 200 Kbps until the end of the day.</p> <p>(3) With the 128k plan, there is no limit on data traffic. Maximum communication speed will be 128 kbps regardless of the connection method.</p> <p>* With the 3 Giga Plan and the 7 Giga Plan, leftover data of the current month will be rolled over to the following month. The rolled over data can be used until and including the last day of the following month.</p> <p>* With the 110 MB/Day Plan, leftover data of the current day will be rolled over to the following day. The rolled over data can be used until and including 11:59pm of the following day.</p> <p>■ Regulation on Communication</p> <ul style="list-style-type: none"> <li>- To ensure communication quality and fair allocation of the network, some customers who send or receive a large amount of data during a set period of time may have limits placed on communication speed.</li> <li>- To ensure the security of communication, Asahi Net may regulate communication ports for the customer's IP address, such as blocking of fraudulent traffic.</li> </ul> <p>For details please refer to Asahi Net website.</p>

## 2. Usage Charges

### (1) Initial charges

Type	Charge
Initial setup charge	3,000 yen

\* If you apply for a voice SIM card through MNP porting, it may be necessary to pay handling fees or cancellation related fees to your current carrier. Please contact your current carrier for details.

### (2) Monthly charges

Type of plan		Monthly charges	
Asahi Net LTE (ANSIM)	Data SIM card Without SMS (Text Message functionality)	3 Giga Plan	900 yen
		7 Giga Plan	1,980 yen
		110 MB/day Plan	900 yen
		128 k Plan	748 yen
	Data SIM card With SMS (Text Message functionality)	3 Giga Plan	1,020 yen
		7 Giga Plan	2,100 yen
		110 MB/day Plan	1,020 yen
		128 k Plan	868 yen
	Voice SIM card	3 Giga Plan	1,600 yen
		7 Giga Plan	2,680 yen
		110 MB/day Plan	1,600 yen
	Universal Service Fee (*1)		2 yen

\* If you have purchased a device from Asahi Net, you will be billed for the cost of the device in addition to the above.

\* The service opening month is free of charge.

\*1: The Ministry of Internal Affairs and Communications has determined 020 numbers (020 prefix phone numbers) to be exempt from the Universal Service Fee.

### (3) Call Charges

Call Charges		Domestic calls within Japan 20 yen/30 seconds
SMS Charges	Send message to destination in Japan	3 yen-30 yen/per message
	Send message to destination outside Japan	50 yen-500 yen/per message
	Receiving messages	0 yen/per message

\* The above charges are typical examples. For details of the charges, please refer to the Asahi Net webpage.

(4) Dialup connections

Dialup connections are not available.

### **3. Conditions for Withdrawing Applications/Changing Contracts**

- Applications can be withdrawn by phone any time before the shipping process of the product is initiated. A cancellation charge will not be billed in such cases. However, subjected to all voice SIM cards, once identification verification of the applicant has been completed, the application cannot be withdrawn.
- Once shipping process of the product is initiated, the application cannot be withdrawn. In such cases, it is necessary to perform the stipulated procedures for cancellation, and an additional charge for cancellation may be incurred.
- If you are using a voice SIM card and cancel your ANSIM contract in 12 months or less, including the month in which you began using the service, you will be billed for an 8,000 yen voice SIM card cancellation charge.
- For MNP porting, there will be a handling fee of 3,000 yen for the issuance of an MNP reservation number.
- A handling fee of 3,000 yen is required to change the size of your SIM card or have a SIM card reissued.

#### 4. The Initial Contract Cancellation System

An initial contract cancellation period applies to the telecommunications services stipulated in this contract.

- The contract can be cancelled in writing within 8 days counting from the day you received the Notification of Contract Details or the day following the day on which the SIM card was shipped out, whichever is later.
- In such cases, you (1) will not be billed for damages concerning initial contract cancellation or for a penalty charge. (2) If Asahi Net has received any payment, etc., from you in relation to the contract, that amount will be returned to you. (3) However, you will be billed for telecommunications services received from the time the contract was concluded to the date of which the contract was canceled, administrative fees, and installation charges for installation work which has already been performed and for any additional installation work you have requested.

<Send documents to the address below>

Customer Support, Asahi Net, Inc.

Kabukiza Tower 21F, Ginza 4-12-15, Chuo-ku, Tokyo 104-0061

<Example of a written request for cancellation during the initial contract cancellation period>

- Name registered with Asahi Net
  - Asahi Net User ID
  - Address registered with Asahi Net
  - Contact telephone number
  - Contact email address
  - Contract date (Indicated on the notification of contract details)
  - Statement of the desire to cancel the contract with Asahi Net
  - Date of submission
- 
- ◆ For new contract, or when SIM card functionality is changed from Data SIM card to Voice SIM card.
    - You will be billed for initial setup charge and Universal Service Fee incurred in association with the contract, any charges related to the use of Asahi Net LTE (ANSIM) service that you have received during the period up to the cancellation of the contract.
    - If a new phone number was issued by Asahi Net, Inc. at the time you entered into a contract with Asahi Net, Inc., you will not be able to transfer the said phone number via MNP when you cancel the contract through the Initial Contract Cancellation System.
    - SIM card is a rental device. Therefore, if you cancel the contract through the Initial Contract Cancellation System, please return the SIM card to the aforementioned postal address indicated in *<Send documents to the address below>*. You will be required to bear the shipping cost of returning the SIM card.

◆ When the data plan is changed.

- The data plan before the change will be applied retroactively up to the time the data plan is changed. However, if the month in which the data plan is changed and the month in which Initial Contract Cancellation is requested are different, the data plan before the change will be applied starting from the month following the month in which Initial Contract Cancellation is requested.

(e.g.) When 3 Giga Plan is changed to 7 Giga plan on October 28, 2018, and Initial Contract Cancellation is requested on November 2, 2018, the 3 Giga Plan will be applied starting from December 1, 2018.

## 5. Procedures and Contact Information

English Customer Support, Asahi Net, Inc.

Open hours: 10:00 a.m. to 5:00 p.m., weekdays, excluding national holidays

Phone: 0120-577-135 (Mobile/PHS/IP phone: 03-6631-0861)

## 6. Other

- If you are already using Asahi Net and complete the change to this course, it will not be possible to revert to the present status of the course used before the change.

### <Application for voice SIM card>

- You need to be 18 years of age or older to apply for this service. If you are between 18 and 20 years of age, you are required to obtain consent of a person with parental authority.
- For identification verification, you are required to present identification document such as:
  - Japanese driver's license
  - Japanese Health Insurance Certificate
  - Japanese passport
  - Residence Card
  - Special Permanent Resident Certificate
- For MNP porting, the contractual information you have registered with your mobile phone carrier, the information you have registered with Asahi Net and the information in the document you will supply to confirm your identity must all match.
- You cannot apply for this service if you are living outside Japan.
- Please note that your MNP reservation number must have at least 10 days of validity remaining at the time you apply. You cannot apply using MNP porting if your MNP reservation number has less than 10 days of validity remaining.
- To start using the service you must activate the voice SIM card. If you do not make a request to start using the service by the day preceding the expiry date of the MNP reservation number, the SIM card will be automatically activated and the service will be opened.
- With MNP porting, you will not be able to continue using features other than your current mobile phone number (e.g. email address provided from your previous mobile carrier.)  
The contract with the previous mobile phone carrier will be cancelled when the voice SIM card is activated, and fees related to cancellation such as penalty charge may incur.
- In keeping with requirements of the *Act for the Prevention of Illegal Mobile Phone Use* in Japan, applicants are required to submit a copy of a personal identification document.

### <Charges>

If you are already using Asahi Net and change to this course, the monthly charge for the month in which the course is changed will be for the course in use before the course is changed.

#### ■ Applicable to Data SIM card and Voice SIM card

- In the month you change your course or cancel your membership, a full monthly charge and any other charges incurred from the use of any optional services will be billed, regardless such cancellation or change is made during the period of receiving any campaigns or other benefits.
- In the month of cancellation a full monthly charge will be billed.
- For a period during which the service cannot be used due to reissuing (including loss or damage) of a SIM card, there will be no exemption of charges.
- Previously used data SIM card loses its functionality at the point when connection is confirmed with the new SIM card, or alternatively, 10 days after the new SIM card (set of devices) is

shipped. For voice SIM card, previously used SIM card loses its functionality at the point when request to issue a new SIM card is accepted.

- You may recharge the SIM card by 500 MB for 500 yen a time. It is possible to recharge the SIM card up to six times in a month.

■ Applicable to use of voice SIM card

- There are no free calls. Calls in Japan are charged at 20 yen/30 seconds.

- In a month a voice SIM card functionality is cancelled, regardless of the day in a month on which it is cancelled, a full monthly charge for the voice SIM card functionality will be charged.

- If you switch to another mobile phone carrier, the date on which procedures to transfer to another mobile phone carrier are completed will be the cancellation date of this service.

- Cancellation request is accepted until the 15th of the month in which you wish to cancel the service. When cancellation is requested after the 15th of the month, the service will be cancelled at the end of the following month.

- If termination of your membership is enforced due to non-payment of usage charges, the phone number you have been using with this service (voice SIM card) will be forfeited.

<Change of plan>

- Change of plan is only possible one time per month, and will take effect from the first day of the following month.

- Only applications for change of plan that are received and processed before 18:00 on the last day of a month will be eligible.

- If you change from the 128 K Plan to the 3 Giga Plan, 7 Giga Plan or 110 MB/Day Plan, a handling fee of 3,000 yen will be billed.

<Return of the SIM card>

- SIM card is a rental device. Therefore, after cancelling the service, please return the SIM card to the following SIM card return address. You will be required to bear the shipping cost of returning the SIM card.

(SIM card return address)

SIM card return counter, Asahi Net, Inc.

Kabukiza Tower 21F, Ginza 4-12-15, Chuo-ku, Tokyo 104-0061

\* The symbol “—” in the table indicates that there is no explanation available for that item.

\* All prices indicated in this document exclude tax.

\* The contents of this document may be changed at any time. When using services, always refer to the information provided on the Asahi Net website.



## List of Campaigns and Discounts

This document provides a list of concurrent campaigns and discounts. Applicable conditions, etc., may differ according to the specific details of your application.

Please note that the contents of campaign and discounts may be subjected to change, when needed.

### ■ Campaigns and discounts related to initial costs and monthly charges

Name	Benefits	Conditions	Cancellation charge
Asahi Net LTE Bundle Discount	•When bundled with other Asahi Net services, there is a discount of 50 yen on monthly charges.	•Use the service together with another Asahi Net connection service. * When bundled with another mobile service (Asahi Net WiMAX 2+, Asahi Mobile WiMAX, Neo-Discount Mobile, High-Speed Mobile) the bundle discount offering the highest discount will be applied.	—

### ■ Campaigns and discounts related to installation charges

Name	Benefits	Conditions	Cancellation charge
—	—	—	—

■ Other campaigns and discounts

Name	Benefits	Conditions	Cancellation charge
—	—	—	—

■ Information of the seller

Name	—
Contact	—

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