

# 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 FTTH with FLET'S Agreement (Japanese)* 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 FTTH with FLET'S
Type	Fiber-optic connection line (FTTH access service)
Approximate maximum communication speed	•Home / Mansion Maximum 1Gbps (download/upload) •Cross Maximum 10Gbps (download/upload) *Depends on the NTT East/West fiber-optic line you have applied.
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	—
Restrictions related to emergency notifications	—
Services to filter content harmful to young people	—

Item	Details
Other restrictions on use	<p>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.</p> <p>To ensure the security of communication, Asahi Net may regulate communication ports for the customer's IP address, such as blocking fraudulent traffic.</p> <p>For details please refer to Asahi Net website.</p>

## 2. Usage Charges

### (1) Initial charges

There is no initial charge related to this contract.

\* Please check the FLET'S Hikari contract documentation issued by NTT East/NTT West for initial charges related to fiber-optic lines.

### (2) Monthly charges

Type of plan	Monthly charges
Asahi Net FTTH with FLET'S Home Course	780 yen (858 yen, including tax)
Asahi Net FTTH with FLET'S Mansion Course	700 yen (770 yen, including tax)
Asahi Net FTTH with FLET'S Cross Course	1,200 yen (1,320 yen, including tax)

\* Please check the FLET'S Hikari contract documentation issued by NTT East/NTT West for monthly charges related to fiber-optic lines.

\* The service opening month is free of charge.

### (3) Call charges

No explanation of this item is available.

### (4) Dialup connections

Dialup connections are available. The amount of time the service can be used for free and charges when that time has been exceeded differ according the selected plan.

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

- Applications can be withdrawn by phone until 5:00 p.m. on the day preceding the installation date. Cancellation charge will not be billed in such cases.
- Applications cannot be withdrawn after 5:00 p.m. on the day preceding the installation date. In such cases, it is necessary to perform the stipulated procedures, and an additional charge for cancellation will incur. (Initial contract cancellation will be described in the later part of this document.)
- Please contact NTT East/NTT West regarding cancellation of installation work related to the NTT line.
- If Asahi Net membership is cancelled within 12 months counting from the service opening month , a penalty charge of 2,000 yen (2,200 yen, including tax) will be billed. However, Asahi Net FTTH with FLET'S Cross Course is not subject to penalty.
- There are no conditions for changing contracts.

#### 4. The Initial Contract Cancellation System

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

- The contract can be canceled in writing within 8 days counting from the day you received the Notification of Contract Details.
- 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 e-mail 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 initial contract cancellation and termination of Asahi Net FTTH with FLET'S, a separate procedure is necessary with NTT East/NTT West in addition to this initial contract cancellation. For details please refer to the FLET'S Hikari contract documentation issued by NTT East/NTT West.

#### 5. Procedures and Contact Information

English Customer Support, Asahi Net, Inc. Open hours: 10:00 a.m. to 5:00 p.m. weekdays Phone: 0120-577-135
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## 6. Other

### <Provision of the service>

- This service is provided for users of NTT East/NTT West fiber-optic lines. Customers who are currently using a "Docomo Hikari (NTT Docomo)" or other Hikari Collaboration Model fiber-optic line are not able to apply for Asahi Net FTTH with FLET'S.
- Users of the NTT West FLET'S Hikari My Town service are not able to apply for the Asahi Net FTTH with FLET'S.
- 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.

### <Charges>

- Even if you change your course, including that arising from transfer of line, or cancel your membership during the period of receiving any campaigns or discounts, a full monthly charge and any other charges incurred from the use of any optional services will be billed. In addition, any applicable campaigns and discounts will be closed.
- If FLET'S Hikari line is cancelled in association with the change of name of the FLET'S Hikari line owner or a transfer of FLET'S Hikari line ownership, any applicable Asahi Net campaigns and discounts will be closed.
- 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.

### <Payments through NTT Billing Service>

- As a general rule, if you are using NTT Billing Service to make your payment, the billing responsibility will be transferred to NTT Finance Corporation. In that case, both customer notification and Request for Approval of Transfer will not be sent from NTT Finance nor Asahi Net.
- Please refer to the following page for other precautions.  
<https://asahi-net.jp/service/payment/ntt.html> (Japanese)

### <Cancellation>

- To cancel Asahi Net FTTH with FLET'S, you need to contact both NTT East/NTT West and Asahi Net, Inc.  
In the event where customer's intent to use our service cannot be confirmed, such as when the customer terminates FLET'S Hikari lines, we will cancel Asahi Net FTTH with FLET'S service or Asahi Net membership of the customer in question.

<Notes for users of FLET'S Hikari Light lines and FLET'S Hikari Light Plus lines>

- To use Asahi Net's IPv6 Connection Feature, you are required to use the FLET'S v6 Option provided by NTT East/NTT West. Please note that when using the FLET'S v6 Option, for systematic reason, a fixed volume of monthly traffic will incur regardless of the actual volume of internet data traffic used.
  - For FLET'S Hikari Light line users, 40 MB/month of internet data traffic will incur.
  - For FLET'S Hikari Light Plus line users, 100 MB/month of internet data traffic will incur.

<Notes for users of FLET'S Hikari Cross lines>

- This service can only be used with FLET'S Hikari Cross fiber-optic line offered in East Japan area.
- If you are applying for this service with FLET'S Hikari Cross fiber-optic line, a FLET'S Hikari Cross supporting rental router is required.
- This service is available in IPv6 (IPoE) connection and IPv4 over IPv6 (DS-Lite). The connection settings information will be delivered by Asahi Net automatically, and therefore you are not required to configure settings. After the fiber-optic line installation is completed, connect the FLET'S Hikari Cross-supporting rental router to the fiber-optic line and turn the switch on to wait for the delivery of settings information. Steps to start using the service are also shown on Asahi Net website.
- FLET'S Hikari Cross line may not be used with the Fixed IP Address Option and the Pre-Allocation of Fixed IP Address offered in IPv4 (PPPoE) connection.
- Also, due to its specification, FLET'S Hikari Cross line cannot be offered with IP-Phone-C option service.

<IPv6 Connection Feature>

- As a standard connection feature, IPv6 is available with Asahi Net FTTH with FLET'S. In order to provide IPv6 Connection Feature, we need customer information (User ID) issued by NTT East/NTT West. You are deemed to have agreed that such customer information will be provided mutually between Asahi Net and NTT East/NTT West for the purpose of providing IPv6 Connection Feature.
- Registration is required for FLET'S v6 Option provided by NTT East/NTT West in order to use Asahi Net's IPv6 Connection Feature. If you have not registered for FLET'S v6 Option with NTT East/NTT West, you are deemed to have agreed to Asahi Net making a proxy application to NTT East/NTT West on your behalf.
- The use of IPv6 Connection Feature is required for Asahi Net FTTH with FLET'S Cross Course. After accepting the application for Asahi Net FTTH with FLET'S Cross Course, Asahi Net will process your request for the use of IPv6 Connection Feature.

**■ Information of the Service Provider**

Name	Asahi Net, Inc.
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**■ Information of the Seller**

Name	NIPPON TELEGRAPH AND TELEPHONE EAST CORPORATION
Reception Number (telecommunications carrier)	—
Reception Number (intermediation)	C1912560
Contact	Phone: 0120-565-950 Open hours: 9 a.m. to 5 p.m. Monday through Friday (Closed Saturday, Sunday, National Holidays and New Year's Holidays [Dec.29 to Jan.3])

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

\*All the prices listed in this document are applied with 10% tax rate.

\* 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 usage charges

Name	Benefits	Conditions	Cancellation charge
Asahi Net FTTH with FLET'S Campaign (Home Course)	<ul style="list-style-type: none"> <li>■ Discount on monthly charges</li> <li>• Service opening month: No monthly charge.</li> <li>• 2<sup>nd</sup> – 37<sup>th</sup> month: Discount of 325 yen on monthly charge (price without tax).</li> </ul>	<ul style="list-style-type: none"> <li>■ Discount on monthly charges</li> <li>• Must make a new application to Asahi Net.</li> <li>• Applications must be submitted during June 01, 2021 to September 30, 2021.</li> <li>• Initial connection to the service must be made within 7 months counting from the month in which application was made.</li> </ul>	—
Asahi Net FTTH with FLET'S Campaign (Mansion Course)	<ul style="list-style-type: none"> <li>■ Discount on monthly charges</li> <li>• Service opening month: No monthly charge.</li> <li>• 2<sup>nd</sup> – 37<sup>th</sup> month: Discount of 245 yen on monthly charge (price without tax).</li> </ul>	<ul style="list-style-type: none"> <li>■ Discount on monthly charges</li> <li>• Must make a new application to Asahi Net.</li> <li>• Applications must be submitted during June 01, 2021 to September 30, 2021.</li> <li>• Initial connection to the service must be made within 7 months counting from the month in which application was made.</li> </ul>	—



■ Campaigns and discounts related to installation charges

Name	Benefits	Conditions	Cancellation charge
—	—	—	—

■ Other campaigns and discounts

Name	Benefits	Conditions	Cancellation charge
—	—	—	—

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