

# 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.

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

Item	Details
Name	AsahiNet LTE (ANSIM)
Type	Mobile Connection Service (MVNO service)
Approximate maximum communication speed	LTE connections: Max. download 262.5Mbps, max. upload 50Mbps. 3G connections: Max. download 14Mbps, max. upload 5.7Mbps. * With the 128 k plan, the maximum speed is 128 kbps, regardless of the transmission method.
Communication quality	The approximate maximum communication speeds listed are the maximum according to technical standards. It is possible for connection speeds to decrease significantly due to your communication environment, network congestion, etc.
Locations where services are available	Available in NTT docomo's "Xi" areas and FOMA areas. International roaming is not supported. * Even within the service area, there may be places that are difficult for the signal to reach, making it impossible to use the service, such as the following. (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 function will not be available in an area, in whole or in part. In such cases, try going outside or somewhere else where a signal can be found.
Services to filter content harmful to young people	If the service is to be used by persons 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	<ul style="list-style-type: none"> <li>■ Communication limitations for each plan</li> <li>- With the 3 Giga Plan and the 7 Giga Plan, the service can be used with communication speeds of up to 262.5 Mbps until the monthly traffic reaches</li> </ul>

Item	Details
	<p>approximately 3 GB and 7 GB respectively. If the volume of traffic reaches the upper limit for that month, the communication speed will be 200 kbps until the end of the month. Restrictions are lifted at 12:00 AM on the first day of the next month.</p> <p>- With the 110 MB/Day Plan, the service can be used at speeds up to 262.5 Mbps, and up to approximately 110 MB. If the volume of traffic reaches the 110 MB for that day, the communication speed will be 200 Kbps until the next day. Restrictions are lifted at 12:00 AM on the next day.</p>

## 2. Usage charges

### (1) Initial charges

Type	Charge
Initial Setup Charge	3,000 yen

\* If you apply for a voice SIM through an MNP port, it may be necessary to pay service charges or fees for contract cancellation to your current carrier. Contact your current carrier for details.

### (2) Monthly charges

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

### (3) Other Charges

Type of Plan		Monthly Charges
Calls Charge		In Japan 20 yen/30 seconds
SMS Charges	Send message to destination in Japan	3yen~30yen/per message
	Send message to destination outside Japan	50yen~500yen/per message
	Receiving messages.	0yen/per message

※The above charges are typical examples. For detailed charges, please refer to the Asahi Net Web page.

#### (4) Dialup connections

Dialup connections are not available.

### **3. Conditions, etc., for withdrawing applications/changing contracts**

- Applications can be withdrawn by phone if the product has not been sent. A cancellation fee will not be charged in such cases. However, subjected to all voice SIMs, once a customer's personal ID verification is completed, the applications is no longer eligible for withdrawal.
- Once the product has been shipped, the application cannot be withdrawn. In such cases, it is necessary to perform the stipulated procedures, and an additional charge for cancellation may be incurred.
- If you are using a voice SIM and cancel your ANSIM contract in less than 12 months, including the month in which you began using the service, you will be billed for an 8,000 yen voice SIM cancellation charge.
- In the case of an MNP port, it will be necessary to pay a 3,000 yen fee for issuance of an MNP reservation number.
- A fee of 3,000 yen is required to change the size of your SIM card or have a SIM card reissued.
- If you have purchased a device from Asahi Net using installment payments and still have a balance owed when you cancel your contract, you will be billed for the entire balance at that time.

### **4. The Initial Contract cancellation System**

There is no initial contract cancellation system for this service.

### **5. Procedures and contact information**

Asahi Net, Inc. English Customer Support Open 10:00 AM to 5:00 PM weekdays Phone: 0120-577-108 (Mobile/PHS/IP phone: 03-6631-0856)
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## 6. Other

•Should you be 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.

### <The Steps To Using ANSIM Voice SIM>

•You need to be over 18 years of age. If you are between 18 and 20 years of age, you will need to get the consent of a person with parental authority.

•Please have this ready in advance:

- Japanese driver's license
- Japanese Health Insurance Certificate
- Japanese passport
- Residence Card or Certificate of Alien Registration
- Special Permanent Resident Certificate
- Basic Resident Registration Card
- Physical Disability Certificate

•Please confirm the method of getting a MNP reservation number with the mobile phone carrier you currently use. Please note that 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.

•It is not possible to apply if you live outside Japan.

•Please ensure that your MNP reservation number has at least 10 days of validity remaining before you make your application. It is not possible to make an application if there are less than 10 days of validity remaining for the MNP reservation number.

•To start using the service you must have started the process to use the voice SIM. If you do not, make a request to start using the service before the expiry date of the MNP reservation number, the service will be automatically opened.

•You won't be able to use your mobile phone carrier's email address (e.g. @docomo.ne.jp, @softbank.ne.jp, etc.).

The contract with the previous mobile phone carrier will be cancelled at the same time as the process to use the Voice SIM card has been completed. There is the possibility of penalty charges being generated related to moving the phone number.

•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>

Should you be 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 the data SIM and the voice SIM

•In a month you change Course or cancel the service, regardless of any campaign that may be in operation, the usual monthly charge will be billed as well as additional charges depending on usage conditions.

- In a month you cancel the service the full monthly charge will be billed.
- For a period during which a SIM card is re-issued (including due to loss or damage) and it cannot be used, there will be no exemption from charging, etc.

All previously used data SIMs lose its functionality at the point when connection is confirmed with new SIM card, or alternatively, 10 days after new SIMs (set of devices) are shipped. For voice SIMs, previously used SIMs loses its functionality as soon as the new SIM request is accepted. •You may recharge the SIM card by 500MB for 500 yen a time. It is possible to recharge the SIM card up to 6 times in a month.

■ Applicable to use of the voice SIM

- There are no free calls. Calls in Japan are charged at 20 yen/30 seconds.
- In a month the voice SIM functionality if cancelled, regardless of the day in the month on which it is cancelled the full monthly charge for the voice SIM functionality will be charged.
- Should you move to another mobile phone carrier's service, after moving procedures have completed the date of completion will be the determined to be the date of cancellation of this service.
- To cancel this service within this month you must request cancellation by the 15<sup>th</sup> day of this month. Should you request cancellation later than the 15<sup>th</sup> day, this 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 will be forfeited.

<Change of Plan>

- Change of Plan is only possible one time per month, and will take effect from the 1<sup>st</sup> 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.
- Should you change from the 128K Plan to the 3 Giga Plan, 7 Giga Plan or 110MB/Day Plan, a handling charge of 3,000 yen will be billed for changing the Plan.

<Return of the SIM card>

- The SIM card is a rental device, therefore after cancelling the service please return the SIM card to the address we specify. You will be required to bear the cost of returning the SIM card, your understanding is appreciated.

# Campaigns

This document provides a list of campaigns conducted during the following period. Applicable conditions, etc., may differ according to the specific details of your application.

The campaign will take effect when an application for “AsahiNet LTE” is submitted during the application period and use is started before the deadline.

Application period: February1, 2017 to February28, 2017

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

Name	Benefits	Conditions	Cancellation charge
Asahi Net LTE Campaign	Opening month No charge	•Make an application during the above application period.	—
Bundle the SIM card with the device and this campaign	•Monthly charge Discounted by 100 yen for23 months	•Applicable to those who purchase the Voice SIM card or Data SIM card together with the device.	—
Asahi Net LTE Bundle Discount	•When bundled with AsahiNet Hikari there is a 200 yen/month discount, when bundled with other services there is a 50 yen/month discount.	•Use the service together with another Asahi Net connection service. ※When bundling with another mobile service (Asahi Mobile WiMAX 2+, Asahi Mobile WiMAX, Neo-Discount Mobile, High-Speed Mobile) the bundle discount offering the highest discount takes precedence.	—

## ■ Campaigns related to the initial costs

Name	Benefits	Conditions	Cancellation charge
—	—	—	—

■ Other campaigns

Name	Benefits	Conditions	Cancellation charge
—	—	—	—

■ Seller

Name	—
Contact	—

\* 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.