

# 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 *FLET'S Hikari Next/Light Course 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	FLET'S Hikari Light
Type	Fiber-optic connection line (FTTH access service)
Approximate maximum communication speed	Maximum 100 Mbps (download/upload)
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	—
Other restrictions on use	-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

Item	Details
	<p>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.

### (2) Monthly charges

Type of plan	Monthly charges
FLET'S Hikari Light Family Course	1,000 yen

\* For courses under S Plan, there will be an additional monthly charge of 1,500 yen.

\* The Mansion Course is not offered.

\* 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 to the selected plan.

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

- Applications can be withdrawn by phone until the time the initial connection is made. A cancellation charge will not be billed in such cases. Once a connection has been made, the application cannot be withdrawn. 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.)
- 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 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

#### 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

### <Charges>

- 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.

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

To use Asahi Net's IPv6 Connection Feature, you need to have registered for NTT FLET'S v6 Option. Please note that when you use NTT FLET'S v6 Option, a fixed amount of data traffic will incur on a monthly basis, regardless of the actual amount of internet data traffic.

- For FLET'S Hikari Light line users, internet data traffic of 40 MB/month will incur.
- For FLET'S Hikari Light Plus line users, internet data traffic of 100 MB/month will incur.

### <IPv6 Connection Feature>

- As a standard connection feature, IPv6 is available with Asahi Net FLET'S Hikari Light.
- 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 (User ID) 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.
- You may experience a brief connection halt in some of the services. In such event, please reboot all the devices including computers and routers.

\* 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.

\* Currently, there are no applicable campaigns.

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

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

Name	Benefits	Conditions	Cancellation charge
—	—	—	—

## ■ 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	NIPPON TELEGRAPH AND TELEPHONE EAST CORPORATION
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])

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