

# 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	Asahi Net WiMAX 2+
Type	Mobile connection service (BWA access service)
Approximate maximum communication speed*	WiMAX2+: 440Mbps (download), 10Mbps (upload) WiMAX: 13.3Mbps (download), 10.2Mbps (upload) LTE: 37.5Mbps (download), 12.5Mbps (upload)
Communication quality	The approximate maximum communication speeds listed are the maximum according to technical standards, and are not 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 areas with WiMAX 2+, WiMAX, and au 4G LTE networks. Even within the service area, there may be places that are difficult for the signal to reach (e.g., indoors, inside vehicles, underground, in tunnels, in the shadow of buildings, in mountainous areas). In such locations it is possible that no signal will be available or that there will be a decrease in communication speed. Even in some high-rise buildings or apartment complexes, etc., with an unobstructed view, it may not be possible to use the service.
Restrictions related to emergency notifications	—
Services to filter content harmful to young people	—

Other restrictions on use	<p>■ Traffic Volume Regulation</p> <p>(1) If the total amount of traffic using WiMAX 2+ and LTE exceeds 7GB in a month, the communication speed will be restricted until the end of that month. The restriction on communication will be lifted on the 1st of the following month.</p> <p>(2) However, in either of the following cases, the service can be used without the communication volume from use of WiMAX 2+ in High-Speed Mode being included in the aforementioned 7GB.</p> <ul style="list-style-type: none"> <li>- A contract has been concluded for the WiMAX 2+ service under the unlimited data plan. However, speeds may be restricted due to network congestion in the service area.</li> </ul> <p>* Please note that, notwithstanding the above, if use in High-Speed Plus Area Mode exceeds 7 GB in a month, the communication speed including use of WiMAX 2+ in High-Speed Mode will be limited until the end of that month.</p> <p>(3) To avoid network congestion, if the total amount of traffic with WiMAX 2+ and LTE has exceeded 10 GB over the three most recent days, a limit will be placed on the WiMAX 2+ and LTE communication speed until the following day.</p> <p>(4) At the time an Internet connection is provided, a private IP address or a global IP address will be allocated dynamically.</p> <p>(5) To help maintain service quality and also for the maintenance of equipment, it is possible that customers who have been connected for 24 consecutive hours or more will have their connections terminated.</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.</li> </ul>
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※ Download speed of WiMAX 2+ may not be consistent depending on device types or conditions at serviced areas. Please refer to following site for details.

<http://www.uqwimax.jp/signup/pop/220mbps/>

## 2. Usage charges

### (1) Initial charges

Details		Charges	
Initial setup		3,000 yen	
WiMAX 2+ device*	WX02	20,000 yen	
	WX03		
	W02		
	W03		
	W04		
	URoad-Home2+		
	novas Home + CA	13,500 yen	
	URoad-Stick		
	AC Adapter		1,200 yen
	AC Adapter for W04		1,740 yen
	Cradle for WX03		2,600 yen
	Cradle for W04		2,300 yen
	Cradle		2,000 yen

### (2) Monthly charges

Type of plan		Monthly charges
Asahi Net WiMAX 2+	Unlimited Data Plan	4,850 yen
	Fixed Data Plan	4,196 yen
LTE option charges*		1,005 yen
Universal service charge		2 yen

\* Only in months in which "high speed plus area mode" communication was used.

### (3) Call charges

No explanation of this item is available.

### (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 shipped. A cancellation charge will not be billed in such cases.
- 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.
- The contract period for the Unlimited Data Plan and the Fixed Data Plan is 2 years (25 months), with the month following the month in which service was started (\*1) constituting the first month. If cancellation of the contract is not requested in the contract renewal month (\*2), the contract will be renewed automatically for another 2 years.
- On the 25th day of the month preceding the contract renewal month you will be sent a “contract renewal notice” email to your “@asahi-net.or.jp” email address.
- If the contract is canceled during the contract period (excluding the contract renewal month), a penalty will be charged separately. If the cancellation is requested before the end of the 12th month (with the month following the month in which service was started constituting the first month), a 19,000 yen penalty will be charged. If the cancellation is requested between the 13th month and 24th month, a 14,000 yen penalty will be charged. If the cancellation is requested during the contract renewal month (the 25th month), no penalty will be charged. After that, a 9,500 yen penalty will be charged.
- Data plan changes

Changes to data plans will take effect beginning the following month. (However, when applying on the last day of the month between 9:30 PM and 11:59 PM, it is possible that the change will take effect beginning the month after the following month.)

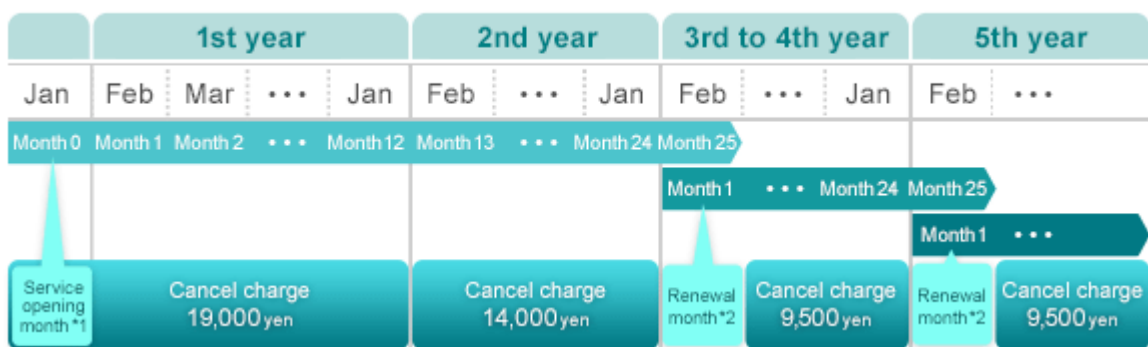
There are no additional charges for changing data plans.

The contract period and campaign details will continue to be in effect even after the plan has been changed.

\*1 The service opening month is either the month that includes the date on which the data communication device purchased from Asahi Net is used to make the first Internet connection or the month that includes the 10th day after the date the data communication device is shipped, whichever is earlier.

\*2 No cancellation penalty will be charged if the cancellation is requested the contract renewal month. The first contract renewal month is the 25th month, with the month following the month in which service was started constituting the first month. Beginning with the second year, the preceding contract renewal month becomes the 1st month and the 25th month becomes the contract renewal month.

●Example: Apply on 10th January, device shipped on 11th January.



#### 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 following reception of the notification of contract details. It will take effect at the time the documentation is submitted.
- In such cases, you (1) will not be billed for damages or for a penalty charge, etc. (2) However, you will be billed for telecommunications services, administrative fees, and installation fees for services received from the time the contract was concluded to the date on which the contract was canceled. The amount for (2) will be the amount indicated in this document plus the cost of any additional installation work you have requested. (3) Further, if Asahi Net has received any payment, etc., from you in relation to the contract, that amount will be returned to you (excluding amount billed in accordance with (2) above).

<Send documents to the address below>

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

Asahi Net, Inc. Customer Support

<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

##### ◆ New contracts

- You will be billed for any registration fees and universal service charges incurred in accordance with the contract, as well as any Asahi Net WiMAX 2+ usage charges incurred for service provided up to the time of contract cancellation.
- Should you have purchased a device at the time you applied for this service, and then make an early cancellation of the service, the contract for the purchased device will also be cancelled. In this case, you must return the communication device to Asahi Net, including cabling, the box the device was delivered in, the user guide and all other accessories supplied with the device.
- Please return any devices purchased from Asahi Net at the time you concluded the contract to the location specified by Asahi Net, promptly following cancellation of the contract. If the devices are not returned, you will be billed for them.  
For details, see Asahi Net WiMAX 2+ Agreement.

◆ Changing data plans

- The pre-change data plan will apply retroactively to the time at which the data plan was changed. (The following is an example.)

Plan before the change	Plan after the change	Cancellation, restoration location
WiMAX	WiMAX 2+	None (Contract cancellation)
Changing plans within the WiMAX 2+ service		Revert to the plan before the change in the month in which it is enacted.

**5. Procedures and contact information**

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

**6. Other**

<Provision of services>

- In order to provide services in a fair manner, Asahi Net reserves the right to deny applications in the event that multiple applications are received from the same individual or address.
- In a month a “high speed plus area mode” capable device is used, an additional LTE option charge of 1,005 yen/month will be charged.
- 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.

<Charges>

- In any month in which you change your plan or withdraw from membership during application of a campaign, normal monthly usage charges and additional charges based on the status of usage will be incurred, notwithstanding it being during a campaign.
- If the service is cancelled in the opening month, the initial setup charge and data communication charge will be billed
- 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.

<Upgrading from Asahi Mobile WiMAX to WiMAX 2+>

- Procedures to cancel the contract are conducted at the end of the month on the date on which Asahi Net WiMAX 2+ service is started (\*), and the service cannot be used beginning the following month.
- The conditions, etc., of the “Asahi Mobile WiMAX 15,000 yen Cashback Campaign” will apply to customers who applied for that campaign in the past and apply for this campaign. However, please note that if WiMAX 2+ is canceled after applying for WiMAX 2+ through this upgrade it will not be eligible.
- Please note that the fixed IP address used with Asahi Mobile WiMAX cannot be used with Asahi

Net WiMAX 2+. ★

- Customers who apply for an upgrade to Asahi Net WiMAX 2+ will be given a discount of 680 yen (tax excluded) on the monthly usage charge for the Unlimited Data Plan. The discount will apply for a period of 24 months beginning the month after the month in which Asahi Net WiMAX 2+ service is started. The Fixed Data Plan is not eligible for this discount. However, if the plan is changed to the Unlimited Data Plan, the discount will be applied until the end of the original discount period.

<Out-of-box failure>

- The support period for out-of-box failure is 14 days.

<Contact points for support of devices>

- If using the URoad-stick or URoad-Home2+ and it fails to work out of the box, develops a fault, or stops working, please contact Asahi Net for technical support.
- If using a different device, please contact Asahi Net for technical support if it fails to work out of the box. If more than 15 days has passed since delivery, please contact an au shop for assistance. If visiting an au shop please take the device, any accessories and proof of your identity with you.

- \* The service opening date is either the day on which the Asahi Net WiMAX 2+ data communication device purchased from Asahi Net is used to make the first Internet connection or the 10th day after the date the data communication device is shipped, whichever is earlier.

\* 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.

## 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 “Asahi Net WiMAX 2+” is submitted during the application period and use is started before the deadline.

Application period: March1, 2017 to March31, 2017.

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

Name	Perks	Conditions	Cancellation charge
No monthly charges for up to 6 months campaign	Service opening month + 5 months are free	- Apply within the application period indicated above.	If you cancel your contract before the end of the 24th month counting from the month following the month in which service was started, you will be charged a penalty of 10,000 yen in addition to normal cancellation charges.
Unlimited Data Plan monthly discounts	560 yen discount for 24 months starting from the month following the opening month.	Apply for the Unlimited Data Plan	—
Fixed Data Plan monthly discounts	586 yen discount for 24 months starting from the month following the opening month.	Apply for the Fixed Data Plan	—
WiMAX2+ upgrade campaign	<ul style="list-style-type: none"> <li>- Opening month is free</li> <li>- A monthly discount of 680 yen is applied to the monthly usage charge for the Unlimited Data Plan, starting in the month following the opening month.</li> <li>- A free purpose-built cradle and AC adapter if there is an upgrade to the W03 or WX02.</li> <li>- Charges for cancellation of Asahi Mobile WiMAX are waived</li> </ul>	- Customers who are currently using Asahi Mobile WiMAX must apply for an upgrade to WiMAX 2+ during the application period indicated above.	—
Asahi Net WiMAX 2+ set discount	- Discount of 200 yen on the monthly usage charge	- Must be combined with another Asahi Net connection plan.	—



Name	Perks	Conditions	Cancellation charge
Long-term use discount	A monthly discount of 500 yen starting in the first contract renewal month (the 25th month, taking the month after the service opening month as being the 1st month).	Apply for the Unlimited Data Plan or the Fixed Data Plan.	—

■ Campaigns related to installation fees

Name	Perks	Conditions	Cancellation charge
—	—	—	—

■ Other campaigns

Name	Perks	Conditions	Cancellation charge
No charge for WiMAX 2+ device campaign	- The WiMAX 2+ device is free	- Apply within the application period indicated above. (Including upgrades.)	—

■ Steps to receive the cashback payment

1. Contact about the cashback

On about the 15<sup>th</sup> day of the 13<sup>th</sup> month (including the opening month) Asahi Net will send you an email about the cashback. The email will be sent to the email address you have registered on the Asahi Net Account Maintenance page. Should you have not registered your email address, the email will be sent to your Asahi Net email address.

2. Registration of your bank information

Take the steps explained in the email about the cashback process. If you fail to register your bank account information within 45 days of the sending of Asahi Net's email about the cash back process, the cash back payment will no longer be made available. The email cannot be resent.

3. Making the cashback payment

The cash back payment is made into your bank account using the "Net De Uketori" service of Wellnet Corp.

■ Seller

Name	—
Contact	—

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- \* All prices indicated in this document exclude tax.
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