

# **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

Contents	Area	Initial Charges
NTT Contract fee	—	800 yen (880 yen, including tax)
Installation charge	NTT East	20,000 yen (22,000 yen, including tax)  *1 <sup>st</sup> month: 3,000 yen (3,300 yen, including tax) 2 <sup>nd</sup> to 24 <sup>st</sup> month: 709 yen(779 yen, including tax) Final payment: 712 yen(783 yen, including tax)
	NTT West	20,000 yen (22,000 yen, including tax)  *1 <sup>st</sup> month: 3,000 yen (3,300 yen, including tax) 2 <sup>nd</sup> to 23 <sup>st</sup> month: 740 yen(813 yen, including tax) Final payment: 740 yen(814 yen, including tax)

\*No initial charge is required for Asahi Net regarding this contract.

\*Installation charge could be paid by installments or by lump-sum.

\*The above initial charges will be billed by NTT.

\*The above installation charges are typical examples, and they are not yet discounted.

Please contact NTT for details.

(2) Asahi Net 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)

\*If your plan is S Plan, an additional monthly usage charge of 1,500 yen (1,650 yen, including tax) will be billed.

\*The monthly charge of the service opening month is free. If you cancel the service during the service opening month, you will be fully billed for the monthly charge.

(3) Fiber-line optic charges

■ NTT East

NTT Fiber-optic Line Type	NTT Monthly Charges
FLET'S Hikari Next Family	5,400 yen (5,940 yen, including tax)
FLET'S Hikari Next Mansion	3,050 yen (3,355 yen, including tax) to 4,050 yen (4,455 yen, including tax)
FLET'S Hikari Cross	•NTT monthly charge: 5,500 yen (6,050 yen, including tax) •Monthly charge for FLET'S Hikari Cross-supported rental router: 500 yen (550 yen, including tax)

■ NTT West

NTT Fiber-optic Line Type	NTT Monthly Charges
FLET'S Hikari Next Family	5,400 yen (5,940 yen, including tax)
FLET'S Hikari Next Mansion	3,200 yen (3,520 yen, including tax) to 4,500 yen (4,950 yen, including tax)
FLET'S Hikari Cross	•NTT monthly charge: 6,300 yen (6,930 yen, including tax) •Monthly charge for FLET'S Hikari Cross-supported rental router: 500 yen (550 yen, including tax)

\*The monthly charges relating to fiber-optic line will be billed by NTT.

\*The above monthly charges relating to fiber-optic line are typical examples, and they are not yet discounted. Please contact NTT for details.

(4) Call charges

No explanation of this item is available.

(5) Dialup connections

Dialup connections are available.

**3. Conditions, etc., 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.
- 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.

### <Installation>

- You will be contacted by an NTT East/NTT West representative on a later date regarding the installation of the fiber-optic line. Even if you are already using a fiber-optic line, you will be contacted by an NTT East/NTT West representative at a later date to confirm the details of your contract.

### <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.

### <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 Cross lines>

- 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 (IPv6E) 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.
- 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.
- You may experience a brief connection halt in some of the services. In such event, please reboot all the devices including computers and routers.

### ■ Information of the Service Provider

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

Name	Asahi Net, Inc.
Reception Number (Telecommunications Carrier)	A-10-03015
Reception Number (Intermediation)	C1906322
Contact	(English Customer Support) Phone: 0120-577-135 Open hours: 10:00 a.m. to 5:00 p.m., weekdays

- \* 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 Discount	<ul style="list-style-type: none"><li>• Home Course: No charge for the service opening month, plus discount of 280 yen on monthly charges (price without tax) for 36 months.</li><li>• Mansion Course: No charge for the service opening month, plus discount of 200 yen on monthly charges (price without tax) for 36 months.</li></ul>	<ul style="list-style-type: none"><li>• Applications must be submitted during June 02, 2025 to September 30, 2025.</li><li>• Initial connection to the service must be made within 7 months counting from the month in which application was made.</li></ul>	

Name	Benefits	Conditions	Cancellation charge
Change Provider Discount	<ul style="list-style-type: none"> <li>• Home Course: No charge for the service opening month, plus discount of 280 yen on monthly charges (price without tax) for 36 months.</li> <li>• Mansion Course: No charge for the service opening month, plus discount of 200 yen on monthly charges (price without tax) for 36 months.</li> </ul>	<ul style="list-style-type: none"> <li>• Be using NTT East/NTT West FLET'S Hikari service.</li> <li>* Customers using Docomo Hikari (NTT Docomo) or other fiber-optic lines on the Hikari Collaboration Model are excluded from this discount.</li> <li>• Applications must be submitted during June 02, 2025 to September 30, 2025.</li> <li>• Must make a new application through online Change Provider Form or by telephone.</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
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#### ■ Other campaigns and discounts

Name	Benefits	Conditions	Cancellation charge
—	—	—	—

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