

Welcome to ASAHI Net!

Please do these three things before anything else

1. Use the *A Brief Guide to ASAHI Net's Services* to help connect your computer to the Internet.
2. Open our *Account Maintenance* page in your Web browser and bookmark it.
Web page: <https://asahi-net.jp/en/support/account/individual.html>
There are many features for maintaining your account, and optional services to apply for, including:
 - Changing your ASAHI Net password to something you can remember.
Click the **Change Registered Information** option. Click the **Change Password** option.
Enter your ASAHI Net User ID and password when prompted.
Follow the on-screen instructions to change your password.
Important: if you change your password, you'll need to change it in your Internet settings as well.
 - Registering a nicer-looking ASAHI Net email address by using our MyMail service.
Click the **Email Services** option. Click the **MyMail Service** option.
Enter your ASAHI Net User ID and password when prompted.
Follow the on-screen instructions to register a MyMail address.
3. Store your *User ID and Password Notification* sheet, and any new password, in a safe place.

Your ASAHI Net User ID and password

Your User ID cannot be changed. You can change your password by using our *Account Maintenance* Web page, as explained above. Record any change of password, ensuring that nobody else has access to it. If you lose or forget your password, we can send you a new one by post; it will take at least one working day. Don't let anyone else know your password, and don't send it by email to us or anyone else. ASAHI Net does not keep a copy of your password.

Email

You have a mailbox at ASAHI Net that will hold email from anyone who will send email to either your default email address or your MyMail address (if you register one). We recommend you regularly check the contents of your ASAHI Net mailbox as we regularly send important service and support news by email. You may access ASAHI Net's Web Mail service from our Web page and get access to your ASAHI Net mailbox.

Your ASAHI Net account (charges, connections, pricing plans, etc.)

When you need to check the status of your account or change something associated with it, such as the credit card which is being billed or the charges we have made to it, you should use our *Account Maintenance* Web page at:

<https://asahi-net.jp/en/support/account/individual.html>

You will be able to see your last six months connection times and ASAHI Net charges. The page can also be used to request a change in Course and/or Plan, to apply for optional services such as the Fixed IP Address option, etc.

ASAHI Net campaigns

If you have applied for (or are thinking of applying for) one of our Internet connection services during a campaign for that service, please make sure you are familiar with all the conditions for the campaign; there may be a minimum usage period, for example, that you need to adhere to. Information in English is on our *Campaigns* Web page:

<https://asahi-net.jp/en/join/campaign/>

ASAHI Net's English Web page

This is ASAHI Net's English home page address. Please bookmark it and visit it often.

<https://asahi-net.jp/en/>

Cancellation

ASAHI Net requires a one-month notification for cancellation. Cancellations take effect on the last day of the month following the month in which you submit your cancellation request, as per Section 13 of our Individual Member Service Agreement. So, if we receive your request for cancellation in June, your account would remain available until July 31. ASAHI Net would charge your card for all services used up to and including July 31. ASAHI Net's charges would appear on your credit card statements after July 31. For information about how to submit your cancellation request, see our Frequently Asked Questions (FAQ) Web page:

<https://asahi-net.jp/en/support/qa/>

There's more useful information on the other side!

To do if things are not going well

1. Read the documentation

Please go back and check to make sure that the answer to your question is not explained in the documentation we have sent to you. In some cases the answer is there.

2. If Internet connection is not possible, consider this

- Every Thursday, from 06:00am to 06:30am, we may do maintenance on our servers.
- The dial-up service or broadband connection service may be down for scheduled or irregular maintenance. Check your mailbox for news from ASAHI Net about maintenance. If problems persist, contact us: see 4 below.

3. If you are able to view Web pages, look at our English language Web page

The following pages may explain why you are experiencing a problem.

- Maintenance and Service Outage
<https://asahi-net.jp/en/support/information.html>
Announcements of maintenance and service outages.
- FAQ (Frequently Asked Questions)
<https://asahi-net.jp/en/support/qa/>
Questions and answers about many aspects of our service.

4. Contact us

- Telephone **0570-01-3522** (Navi Dial)
 For calls from fixed-line telephones (NTT East / NTT West lines).
03-3569-3522
 For calls from PHS, cell phone and public phones.
English language telephone support is available Monday through Friday,
10:00am to 5:00pm JST, except for national holidays and company holidays,
- Email **eap-net@asahi-net.or.jp**
- FAX **03-3569-3501**
- Web **<https://asahi-net.jp/en/support/contact/>**

If you call, please supply your User ID and your name.

If you can't recall the User ID, that's fine, but we'll need to take some time to look up your records based on your name. If you are experiencing technical problems, please supply the version of your computer's operating system, the relevant applications software (e-mail programs, Web browsers, etc) and any error messages your computer gives you. In most cases it's not necessary to give us every possible detail, but if you think beforehand about how to describe for us more-or-less concisely what the symptoms are, it will make it easier for us to help you.

If you call, please make your question relevant to our service.

If you call about things like how to decompress or unzip software, why your hard drive is slow, etc., then we won't be able to help you. Please don't hesitate to call if you think your question is relevant to our service.

If you have a Japanese system and cannot read Japanese, it may be difficult for us to help you with certain problems. We recommend that you get a Japanese-capable person to transcribe error messages into roman letters for you, and if possible, to be at your side when you call us.

5. Keep up-to-date with our service

We occasionally send by email two publications: **News from ASAHI Net** which contains news about additions, changes and cancellation of the services that are offered by ASAHI Net, and **Support mail** which contains news about scheduled system maintenance, virus prevention, etc. Subscription can be controlled via this ASAHI Net Support page: <http://asahi-net.jp/en/support/news/0002.html>

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