

Efforts to Provide Reliable and Secure Connection

Services

Asahi Net is taking the following steps in order to enable its Members to use reliable and stable internet connection services with a sense of security.

1. Efforts to provide a reliable service to our Members

In the light of diversifying use of internet, there are cases where the network speed decreases significantly due to small proportion of Members occupying most of the capacity that communication facilities have. To ensure communication quality and fair allocation of the network, some Members who send or receive a large amount of data during a set period of time may have limits placed on communication speed.

Implemented measures

- In an event where communication speed decreases in facilities that contain the network lines provided to our Members, we will automatically restrict communication speed of the Member using a large amount of data traffic on a temporal basis, to the same level as that of other Members, and restore communication quality to enable other Members to use a reliable service.

Once the decrease in communication speed is recovered, the speed restriction will be released.

- Restriction on communication may be placed when Members are using file-sharing software utilizing P2P technology (typical software such as Winny or Share.) Restriction on communication is not placed when Members are using P2P multiplayer games.

Applicable services and courses

- Asahi Net Hikari
- Asahi Net FTTH with FLET'S
- Asahi Net docomo Hikari
- FLET'S Hikari
- Neo-Discount ADSL

- FLET'S ADSL
- Asahi Net LTE (ANSIM)
- Asahi Net WiMAX 2+
- Asahi Mobile WiMAX
- High-Speed Mobile (Xi & FOMA)
- FLET'S ISDN
- Dial-up Connection

2. Efforts to provide a secured internet connection service to our Members

Asahi Net has implemented outbound port 25 blocking, which blocks the route of unsolicited email.

Implementation of outbound port 25 blocking by each ISP prevents unintentional sending of unsolicited email triggered by virus, etc. and at the same time, reduces receiving of unsolicited email.

Asahi Net has implemented blocking of UDP port 53 of the IP addresses used by our Members.

Blocking access to Members' IP addresses from external networks prevents the improper use of internet services caused by DDoS attacks.

3. Efforts to provide safe and secured environments for IoT devices

Asahi Net alerts Members about malware infection.

In the event the Company obtains information from a reliable third party on the IP address and time stamp of vulnerable devices, and when there is a concrete probability that service provision of the Company will be hindered if the Company does not alert and request the Member to take measures in advance, the Company, to the extent necessary, may collate the said information with Members' information, transmission history, etc., that the Company holds, identify the Member who is using the device in question, and alert the Member by sending email, documents and the like.

Also, in the event the Company obtains information from a reliable third party, through independent detection of the Company, etc., on the IP address, port number or time stamp of device that has high possibility of malware infection, and when there is a concrete probability that service provision of the Company will be hindered if the Company does not alert and request the Member to take measures in advance, the Company, to the extent necessary, may collate the said information with Members' information, transmission history, etc., that the Company holds, identify the Member who is using the device in question, and alert the Member by sending email, documents and the like.

Supplementary Provision

This policy shall be effective as of May 19, 2016.

The revised policy shall be effective as of August 10, 2019.

* This is a translation of the original *Efforts to Provide Reliable and Secure Connection Services* in Japanese. If there is any conflict between the original and the translation, the original shall prevail.