

# 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 LTE 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                                    | Asahi Net LTE (ANSIM) Data SIM Card  |
| Type                                    | Mobile Connection Service (MVNO service)   |
| Approximate maximum communication speed | LTE connections: 262.5 Mbps (download), 50 Mbps (upload)<br>3G connections: 14 Mbps (download), 5.7 Mbps (upload)<br>* With the 128 k plan, the maximum speed is 128 kbps regardless of the connection method.   |
| 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  | Services are Available in NTT docomo Xi (crossy) areas and FOMA areas. International roaming is not supported.<br>* Even within the service area, service may not be available in places (such as in the following places) where the signal is difficult to reach. (1: Tunnels, underground, etc. 2: Indoors, upper floors of high-rise buildings and apartment buildings, etc.) |

| Item   | Details  |
|--|--|
| Restrictions related to emergency notifications    | <p>If a voice SIM card is used, emergency calls (110 for police, 118 for the coast guard, and 119 for the fire department) can be made.</p> <p>However, in the event of a power outage, there are some facilities, etc., where the telephone functions will not be available within the whole or part of the area.</p> <p>In such cases, please move to a place where a signal can be found, such as outside the building.</p>   |
| Services to filter content harmful to young people | <p>If the service is to be used by a minor younger than 18 years old, we recommend the use of a filtering service with a function that selectively eliminates illegal or harmful websites, etc.</p>  |
| Other restrictions on use                          | <p>■ Restriction on Traffic Volume</p> <p>(1) With the 3 Giga Plan, the 7 Giga Plan, the 20 Giga Plan and the 50 Giga Plan, the service can be used with communication speed of up to 262.5 Mbps until the monthly data traffic reaches 3 GB,7 GB,20 GB and 50 GB respectively. If the data traffic reaches the upper limit for that month, the communication speed will be 200 kbps until the end of the month.</p> <p>(2) With the 110 MB/Day Plan, the service can be used with communication speed of up to 262.5 Mbps, until the daily data traffic reaches 110 MB. If the data traffic reaches the upper limit of 110 MB for that day, the communication speed will be 200 Kbps until the end of the day.</p> <p>(3) With the 128k plan, there is no limit on data traffic. Maximum communication speed will be 128 kbps regardless of the connection method.</p> <p>* With the 3 Giga Plan, the 7 Giga Plan, the 20 Giga Plan and the 50 Giga Plan, leftover data of the current month will be rolled over to the following month. The rolled over data can be used until and including the last day of the following month.</p> <p>* With the 110 MB/Day Plan, leftover data of the current day will be rolled over to the following day. The rolled over data can be used until and including 11:59pm of the following day.</p> <p>■ Regulation on Communication</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, such as blocking of fraudulent traffic.</li> </ul> <p>For details please refer to Asahi Net website.</p> |

## 2. Usage Charges

### (1) Initial charges

| Type                 | Charge                               |
|----------------------|--------------------------------------|
| Initial setup charge | 3,000 yen (3,300 yen, including tax) |

\* If you apply for a voice SIM card through MNP porting, it may be necessary to pay handling fees or cancellation related fees to your current carrier. Please contact your current carrier for details.

### (2) Monthly charges

| Type of plan                  |  | Monthly charges                        |  |
|-------------------------------|--|--|--|
| Asahi Net LTE (ANSIM)         | Data SIM card Without SMS (Text Message functionality) | 3 Giga Plan                            | 900 yen (990 yen, including tax)       |
|                               |  | 7 Giga Plan                            | 1,980 yen (2,178 yen, including tax)   |
|                               |  | 20 Giga Plan                           | 4,300 yen (4,730 yen, including tax)   |
|                               |  | 50 Giga Plan                           | 10,500 yen (11,550 yen, including tax) |
|                               |  | 110 MB/day Plan                        | 900 yen (990 yen, including tax)       |
|                               |  | 128 k Plan                             | 748 yen (822 yen, including tax)       |
|                               | Data SIM card With SMS (Text Message functionality)    | 3 Giga Plan                            | 1,020 yen (1,122 yen, including tax)   |
|                               |  | 7 Giga Plan                            | 2,100 yen (2,310 yen, including tax)   |
|                               |  | 20 Giga Plan                           | 4,420 yen (4,862 yen, including tax)   |
|                               |  | 50 Giga Plan                           | 10,620 yen (11,682 yen, including tax) |
|                               |  | 110 MB/day Plan                        | 1,020 yen (1,122 yen, including tax)   |
|                               |  | 128 k Plan                             | 868 yen (954 yen, including tax)       |
|                               | Voice SIM card   | 3 Giga Plan                            | 1,600 yen (1,760 yen, including tax)   |
|                               |  | 7 Giga Plan                            | 2,680 yen (2,948 yen, including tax)   |
|                               |  | 20 Giga Plan                           | 5,000 yen (5,500 yen, including tax)   |
| 50 Giga Plan                  |  | 11,200 yen (12,320 yen, including tax) |  |
| 110 MB/day Plan               |  | 1,600 yen (1,760 yen, including tax)   |  |
| Universal Service Charge (*1) |  | 2 yen (2 yen, including tax) (*2)      |  |

\* If you have purchased a device from Asahi Net, you will be billed for the cost of the device in addition to the above.

\* The service opening month is free of charge.

\*1 The Ministry of Internal Affairs and Communications has determined 020 numbers (020 prefix phone numbers) to be exempt from the Universal Service Charge.

\*2 From January 1, 2021, universal service charge will be revised to 3 yen (3 yen, including tax).

### (3) Call Charges

|              |   |  |
|--------------|---|--|
| Call Charges |   | Domestic calls within Japan<br>20 yen (22 yen, including tax)<br>/30 seconds |
| SMS Charges  | Send message to destination in Japan      | 3 yen (3.3 yen, including tax)-30 yen<br>(33 yen, including tax)/per message |
|              | Send message to destination outside Japan | 50 yen(non-taxed)-500 yen(non-taxed)/per message                             |
|              | Receiving messages                        | 0 yen (0 yen, including tax)<br>/per message                                 |

\* The above charges are typical examples. For details of the charges, please refer to the Asahi Net webpage.

### (4) Dialup connections

Dialup connections are not available.

## 3. Conditions for Withdrawing Applications/Changing Contracts

- Applications can be withdrawn by phone any time before the shipping process of the product is initiated. A cancellation charge will not be billed in such cases. However, subjected to all voice SIM cards, once identification verification of the applicant has been completed, the application cannot be withdrawn.
- Once shipping process of the product is initiated, the application cannot be withdrawn. In such cases, it is necessary to perform the stipulated procedures for cancellation, and an additional charge for cancellation may be incurred.
- If you are using a voice SIM card and cancel your ANSIM contract in 12 months or less, including the month in which you began using the service, you will be billed for an 8,000 yen (8,800 yen, including tax) voice SIM card cancellation charge.
- For MNP porting, there will be a handling fee of 3,000 yen (3,300 yen, including tax) for the issuance of an MNP reservation number.
- A handling fee of 3,000 yen (3,300 yen, including tax) is required to change the size of your SIM card or have a SIM card reissued.

#### 4. The Initial Contract Cancellation System

Initial contract cancellation system is not applicable to this service.

#### 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

#### 6. Other

- 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.

<Application for voice SIM card>

- You need to be 18 years of age or older to apply for this service. If you are between 18 and 20 years of age, you are required to obtain consent of a person with parental authority.
- For identification verification, you are required to present identification document such as:
  - Japanese driver's license
  - Japanese Health Insurance Certificate
  - Japanese passport
  - Residence Card
  - Special Permanent Resident Certificate
- For MNP porting, the contractual information you have registered with your mobile phone carrier, the information you have registered with Asahi Net and the information in the document you will supply to confirm your identity must all match.
- You cannot apply for this service if you are living outside Japan.
- Please note that your MNP reservation number must have at least 10 days of validity remaining at the time you apply. You cannot apply using MNP porting if your MNP reservation number has less than 10 days of validity remaining.
- To start using the service you must activate the voice SIM card. If you do not make a request to start using the service by the day preceding the expiry date of the MNP reservation number, the SIM card will be automatically activated and the service will be opened.
- With MNP porting, you will not be able to continue using features other than your current mobile phone number (e.g. email address provided from your previous mobile carrier.)  
The contract with the previous mobile phone carrier will be cancelled when the voice SIM card is activated, and fees related to cancellation such as penalty charge may incur.
- In keeping with requirements of the *Act for the Prevention of Illegal Mobile Phone Use* in Japan, applicants are required to submit a copy of a personal identification document.

### <Charges>

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.

#### ■ Applicable to Data SIM card and Voice SIM card

- 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.
- In the month of cancellation a full monthly charge will be billed.
- For a period during which the service cannot be used due to reissuing (including loss or damage) of a SIM card, there will be no exemption of charges.
- Previously used data SIM card loses its functionality at the point when connection is confirmed with the new SIM card, or alternatively, 10 days after the new SIM card (set of devices) is shipped. For voice SIM card, previously used SIM card loses its functionality at the point when request to issue a new SIM card is accepted.
- You may recharge the SIM card by 500 MB for 500 yen (550 yen, including tax) a time. It is possible to recharge the SIM card up to six times in a month.

### <Change of plan>

- Change of plan is only possible one time per month, and will take effect from the first day of the following month.
- Only applications for change of plan that are received and processed before 18:00 on the last day of a month will be eligible.
- If you change from the 128 K Plan to the 3 Giga Plan, the 7 Giga Plan, the 20 Giga Plan, the 50 Giga Plan or 110 MB/Day Plan, a handling fee of 3,000 yen (3,300 yen, including tax) will be billed.

### <Return of the SIM card>

- SIM card is a rental device. Therefore, after cancelling the service please return the SIM card to the address specified by Asahi Net. You will be required to bear the shipping cost of returning the SIM card.

**Information of the Service Provider**

|      |                 |
|------|-----------------|
| Name | Asahi Net, Inc. |
|------|-----------------|

**Information of the Seller**

|   |  |
|---|--|
| Name  | Asahi Net, Inc.  |
| Reception Number<br>(Telecommunications<br>Carrier) | A-10-03015   |
| Reception Number<br>(Intermediation)                | C1906322   |
| Contact   | (English Customer Support)<br>Phone: 0120-577-135<br>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 charges

| Name                          | Benefits   | Conditions  | Cancellation charge |
|-------------------------------|--|---|---------------------|
| Asahi Net LTE Bundle Discount | <ul style="list-style-type: none"> <li>•When bundled with other Asahi Net services, there is a discount of 50 yen on monthly charges (price without tax).</li> </ul> | <ul style="list-style-type: none"> <li>•Use the service together with another Asahi Net connection service.</li> <li>* When bundled with another mobile service (Asahi Net WiMAX 2+, High-Speed Mobile) the bundle discount offering the highest discount will be applied.</li> </ul> | —                   |

### ■ Campaigns and discounts related to installation charges

| Name | Benefits | Conditions | Cancellation charge |
|------|----------|------------|---------------------|
| —    | —        | —          | —                   |

### ■ Other campaigns and discounts

| Name | Benefits | Conditions | Cancellation charge |
|------|----------|------------|---------------------|
| —    | —        | —          | —                   |

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