

# 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 (Japanese)*, and *Terms of Use of the Asahi Net Docomo Hikari Service* shall be applied. Please read and consent to these Agreements before application.

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> (Japanese)

## 1. Contents of the Provided Service (Telecommunications Services)

Item	Details
Name	AsahiNet docomo Hikari (Type B)
Type	Fiber-optic connection line (FTTH access service)
Approximate maximum communication speed	Maximum 1Gbps (down/up).
Communication quality	The approximate maximum communication speeds listed are the maximum according to technical standards. 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	—
Other restrictions	To ensure communication quality and fair allocation of the network, some

Item	Details
on use	customers who send or receive a large amount of data during a set period of time may have limits placed on communication speed. To ensure the security of communication, Asahi Net may regulate communication ports for the customer's IP address.

## 2. Usage charges

### (1) Initial charges

There is no initial charge related to this contract.

※ For initial charges (including installation charges) related to this service, please confirm the NTT Docomo Hikari contract provided by NTT Docomo.

### (2) Monthly charges

Type of plan	Monthly charges
AsahiNet docomo Hikari Family	5,400 yen
AsahiNet docomo Hikari Mansion	4,200 yen

\* These are the charges for a docomo Hikari 2-year fixed-term contract. Without a 2-year fixed-term contract, there is an additional charge of 1,500 yen for a single-family house, and 1,000 yen for an apartment. See the NTT docomo website for details regarding charges.

### (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

- Procedures to terminate or change contracts for docomo Hikari must be conducted as stipulated by NTT docomo. Not available with Asahi Net. Contact NTT docomo at the location indicated on the docomo Hikari contract documentation received from NTT docomo.

#### 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 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

\* Procedures to terminate or cancel the initial contracts for docomo Hikari must be conducted separately. Check the docomo Hikari contract documentation received from NTT docomo for details.

\* It is necessary to conduct procedures related to docomo Hikari in conjunction with cancellation of the initial contract. Contact NTT docomo at the location indicated on the docomo Hikari contract documentation received from NTT docomo.

#### 5. Procedures and contact information

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

Name	Check the docomo Hikari contract documentation received from NTT docomo.
Contact	Check the docomo Hikari contract documentation received from NTT docomo.

## 7. Other

### <Applying for service>

- Please apply for Asahi Net docomo Hikari at a docomo shop or by telephone.
- 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.
- It is not possible to transfer again from this service to AsahiNet Hikari, manaba Hikari or the fiber-optic line of an operator that includes NTT. If wanting to use the AsahiNet Hikari, manaba Hikari or the fiber-optic line service of an operator that includes NTT, you will first need to cancel this service and then make a new application to use the access lines of the other service.

### <Installation work>

- Instructions will be given by NTT docomo regarding coordination of schedules and questions regarding any network installation work that is required from the time you apply for Asahi Net docomo Hikari until the line becomes available.
- docomo Hikari Type B service starts on the day on which Asahi Net has confirmed the contents of the application and fiber-optic line installation has been completed.
- When concluding a contract again for NTT East/NTT West FLET'S Hikari after concluding a contract for Asahi Net docomo Hikari, or when concluding a contract for another provider's Hikari Collabo, etc., the contract for Asahi Net docomo Hikari will be canceled, making it necessary to submit a new application for the other provider's service.

### <Charges>

- See the docomo Hikari contract documentation received from NTT docomo regarding campaign details and contract cancellation penalties, etc.
- The charge for the opening month of the service will be calculated and billed on a per diem basis based on the number of days in the month the service has been used.
- The charge for the closing month of the service will be the full monthly charge, not a per diem charge, regardless of which day in the month the service is closed.
- For Asahi Net members changing to Asahi Net docomo Hikari Course, monthly fee of Asahi Net docomo Hikari Course calculated on per-diem basis, starting from the day on which the course change is applied, will be charged for the month in which the course is changed. Monthly fee for the previous course before the change will not be charged.
- The monthly usage charges for Asahi Net docomo Hikari will be billed by NTT docomo. Optional services provided by Asahi Net other than Asahi Net docomo Hikari will be billed by Asahi Net.
- Should a new application be made for Asahi Net at the same time as the Asahi Net docomo Hikari service is opened, the payment method to be used for billing will need to be registered with Asahi Net. Payments can be made with a credit card or through a postal transfer.

<IPv6 Connection Feature>

- As a standard connection feature, IPv6 is now available with AsahiNet docomo Hikari (Type B) Service Course.
- To start using IPv6 Connection Feature, we need customer's personal information (user identification) registered at NTT. We request your authorization for Asahi Net to send your personal information (user identification) to NTT to process registration for you to start using IPv6 connection.
- 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 requested to consent to Asahi Net making a proxy application to NTT East/NTT West on your behalf.
- You may experience a brief connection service halt. If so, please reboot all the devices including computers and routers.

\* 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

For information about the Asahi Net Docomo Hikari (Type B) campaign, please confirm the NTT Docomo Hikari contract provided by NTT Docomo.

Please note that the contents of campaign and discounts may be subjected to change, when needed.

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

Name	Benefits	Conditions	Cancellation Charge
—	—	—	—

## ■ Campaigns related to initial costs

Name	Benefits	Conditions	Cancellation Charge
—	—	—	—

## ■ Other campaigns

Name	Benefits	Conditions	Cancellation Charge
—	—	—	—

## ■ Seller

Name	Check the docomo Hikari contract documentation received from NTT docomo.
Contact	Check the docomo Hikari contract documentation received from NTT docomo.

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