

# 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 *FLET'S Hikari Next/Light/Cross Course 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	FLET'S Hikari Cross
Type	Fiber-optic connection line (FTTH access service)
Approximate maximum communication speed	Maximum 10 Gbps (download/upload).
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	—

Item	Details
Restrictions related to emergency notifications	—
Services to filter content harmful to young people	—
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

There is no initial charge related to this contract.

### (2) Monthly charges

Type of plan	Monthly charges
FLET'S Hikari Cross Course	1,200 yen

\* The service opening month is free of charge.

(3) Call charges

No explanation of this item is available.

(4) Dialup connections

Dialup connections are available. The amount of time the service can be used for free and charges when that time has been exceeded differ according to the selected plan.

**3. Conditions, etc., for Withdrawing Applications/Changing Contracts**

- Application can be withdrawn by phone if the IPv6 connection service is not provided. A cancellation charge will not be billed in such cases. Once the IPv6 connection feature is provided, the application cannot be withdrawn. In such cases, it is necessary to perform the stipulated procedures, and an additional charge for cancellation will incur. (Initial contract cancellation is explained in later clause.)
- 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 email address
- Contract date (Indicated on the Notification of Contract Details)
- Statement of the desire to cancel the contract with Asahi Net
- Date of submission

#### 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>

- To use the FLET'S Hikari Cross Course, a contract with NTT East/NTT West FLET'S Hikari Cross line is required. You are also required the rental router supporting the FLET'S Hikari Cross, which is provided by NTT East/NTT West.
- This service is used for: IPv6 (IPoE) connection and IPv4 over IPv6 (DS-Lite). The connection settings information will be delivered by Asahi Net, and therefore you are not required to configure settings. After the application has been completed, please wait on the day you desire to start the service by connecting the NTT East/NTT West Home Gateway to the fiber-optics and by turning the switch on. To know more about steps to start using the service, please refer to [this page](#).
- This service may not be used with the Fixed IP Address Option and the Pre-Allocation of Fixed IP Address offered with the IPv4 (PPPoE) connection.
- Due to its specification, this service cannot be provided with IP-Phone-C option service.
- If you are already using Asahi Net and completed the change to this course, it will not be possible to revert to the present status of the course used before the change.

### < IPv6 Connection Feature>

- FLET'S Hikari Cross requires the IPv6 Connection Feature. After receiving your application for the service, Asahi Net will process your request for the use of IPv6 Connection Feature.
- 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.

**■ 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 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.

## 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
—	—	—	—

### ■ 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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