

# 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.

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

| Item   | Details  |
|--|--|
| Name   | FLET'S Hikari Next   |
| Type   | Fiber-optic connection line (FTTH access service)  |
| Approximate maximum communication speed            | Maximum 1Gbps (down/up).<br>* Differs according to the type of fiber-optic line you selected when applying to NTT East/NTT West (hereinafter, "NTT").  |
| 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 on use                          | 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.<br>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.

### (2) Monthly charges

| Type of plan                      | Monthly charges |
|-----------------------------------|-----------------|
| FLET'S Hikari Next Family Course  | 1,000 yen       |
| FLET'S Hikari Next Mansion Course | 700 yen         |

※The first line activation 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 the selected plan.

## 3. Conditions, etc., for withdrawing applications/changing contracts

- Applications can be withdrawn by phone until the time the initial connection is made. A cancellation charge will not be billed in such cases. Once a connection has been made, the application cannot be withdrawn. In such cases, it is necessary to perform the stipulated procedures, and an additional charge for cancellation may be incurred.
- 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 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

#### 5. Procedures and contact information

|   |
|---|
| Asahi Net, Inc. English Customer Support Open 10:00 AM to 5:00 PM weekdays<br>Phone: 0120-577-135 (Mobile/PHS/IP phone: 03-6631-0861) |
|---|

## 6. Other

### <Provision of the service>

- This is a high-speed fixed-fee fiber-optic line Internet connection service provided by NTT East or NTT West, or provided by an operator that has been allowed to provide the fiber-optic lines of NTT East and NTT West. To use the service, a contract with NTT East or NTT West or with an operator that has been allowed to provide the fiber-optic lines of NTT East and NTT West is required.
- 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.

### <Charges>

- Even if it is during the initial charge-free month, a full monthly fee and any other charges incurred from the use of any optional services will be charged, if you change your course or cancel membership during the initial charge-free month.
- Should you be 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.

### < IPv6 Connection Feature >

- As a standard connection feature, IPv6 is now available with FLET'S Hikari Next 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

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 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 |
|-----------------------------------|---|---|---------------------|
| Change Provider Cashback Campaign | <ul style="list-style-type: none"> <li>•3,000 yen cashback</li> </ul> | <ul style="list-style-type: none"> <li>• Be using NTT's "FLET'S Hikari" service.</li> <li>•Make a new application for Asahi Net using the on-line Change Provider Campaign application form or by telephone.</li> <li>• Start using the service within 4 months of the opening date.</li> <li>•To have not used an Asahi Net FLET'S Hikari Course until now.</li> </ul> | -                   |

■ Seller

|         |   |
|---------|---|
| Name    | — |
| Contact | — |

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