

# 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 Behavior, Handling of Personal Information*, and *FLET'S Hikari Next/Light 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 Next
Type	Fiber-optic connection line (FTTH access service)
Approximate maximum communication speed	Maximum 1 Gbps (download/upload). * Differs according to the type of fiber-optic line you selected when applying to NTT East/NTT West.
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	—
Restrictions related to emergency notifications	—
Services to filter content harmful to young people	—

Item	Details
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 Next Family Course	1,000 yen (1,100 yen, including tax)
FLET'S Hikari Next Mansion Course	700 yen (770 yen, including tax)

\* The monthly charge of the service opening month is free. If you cancel the service during the service opening month, you will be fully billed for the monthly 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

- Applications can be withdrawn by phone until the service opening date . A cancellation charge will not be billed in such a case . Once the charging starts, the application cannot be withdrawn. In such a case , it is necessary to perform the stipulated procedure , and an additional charge for cancellation will incur. (Initial contract cancellation is explained in a 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, 4-12-15 Ginza , 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>

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

### <Charges>

- 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.
- 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.

### <Start of charging>

- Service opening date refers to the date when the IPv6 Connection Function is first provided, or the date when the first connection is made with IPv4 Connection (PPPoE). The earlier date will be applied, and monthly charge will be free for the month which includes the service opening date. However, if the Service is cancelled within the month which includes the service opening date, monthly charge will be billed.
- If the application for the Service is made after February 1, 2022, together by newly signing up with Asahi Net or by adding new ID(s): In case where three months have passed after the following month of application without meeting the service opening date explained in the preceding item, the first day of the fourth month is considered as the service opening date, and monthly charge will be billed starting the month which includes the service opening date.

### < IPv6 Connection Feature>

- As a standard connection feature, IPv6 is available with Asahi Net FLET'S Hikari Next.
- In order to provide IPv6 Connection Feature, we need customer information (User ID) issued by NTT East/NTT West. You are deemed to have agreed that such customer information will be provided mutually between Asahi Net and NTT East/NTT West for the purpose of providing IPv6 Connection Feature.
- 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 deemed to have agreed to Asahi Net making a proxy application to NTT East/NTT West on your behalf.
- You may experience a brief connection halt in some of the services. In such an event, please reboot all the devices including computers and routers.

**■ 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 the prices listed in this document are applied with a 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
—	—	—	—

## ■ 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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