

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 details are explained herein. Please be sure to read it carefully before applying.

For the use of the Service, *Asahi Net Individual Member Service Agreement*, *Prohibited Behavior, Handling of Personal Information*, and *Asahi Net FLET'S Hikari Service Agreement* will be applied. Please read and consent to these agreements before applying.

Please refer to the following webpages for details of each agreement and policy.

- <https://asahi-net.jp/en/service/agreement/>
- <https://asahi-net.co.jp/en/corporate/privacy.html>

1. Details of the Provided Service (Telecommunications Services)

Item	Details
Name	FLET'S Hikari Next
Type	Fiber-optic line connection (FTTH access service)
Maximum communication speed	Approximately 1 Gbps (download/upload) * It depends on the NTT East/West fiber-optic line you have applied.
Communication quality	The approximate maximum communication speeds listed are the maximum according to technical standards and do not indicate the effective speeds. Connection speeds may slow down significantly due to your communication environment, network congestion, etc.
Areas where the service is available	—
Restrictions related to emergency notifications	—
Services to filter contents harmful to minors	—
Other restrictions on use	<ul style="list-style-type: none"> • To ensure communication quality and fair allocation of the network, some users who send/receive excessive amounts of data over a certain period of time may have limits being placed on communication speed. • To ensure the security of communication, Asahi Net may regulate communication ports for the customer's IP address, such as blocking unauthorized traffic. <p>Please see the Asahi Net website for details.</p>

2. Usage Charges

(1) Initial charges

No initial charge is required regarding this contract.

(2) Monthly charges

The course you are subscribed to	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 for the opening month is free. Please note that the monthly charge will be fully billed if you cancel the service during the service opening month.

* If your subscribed plan is S Plan, an additional monthly usage charge of 1,500 yen (1,650 yen, including tax) will be billed.

(3) Call charges

There is no explanation regarding this section.

(4) Dial-up connection

Dial-up connection is available.

3. Conditions and Other Matters for Withdrawing Applications or Changing the Contract

<Withdrawal of application>

- Application can be withdrawn by phone until the service opening date. Cancellation charge will not be incurred in such cases. Applications cannot be withdrawn after the service opening date. In such cases, you are asked to take the stipulated steps to cancel the service, and an additional charge for cancellation will incur. (Initial contract cancellation will be described in a later section.)

<Conditions for changing the contract>

- 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.

- You can cancel the contract by submitting a written document (a post card will do) within eight days counting from the day you received the Notification Regarding Contract Details.
- In such cases, (1) you will not be billed for any compensation for damages or penalty charge based on the cancellation of the initial contract. (2) In case Asahi Net has received any payments or fees relating to the contract, such payments or fees will be refunded. (3) However, you will be billed for the charge of telecommunication services that was provided from the time the contract was agreed 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.

<Where to send the document>

Asahi Net English Customer Support
KABUKIZA TOWER 21F
4-12-15 Ginza
Chuo-ku, Tokyo 104-0061

Necessary information to cancel the contract during the initial contract cancellation period

- Name registered with Asahi Net
- Asahi Net ID
- Address registered with Asahi Net
- Contact phone number
- Contact email address
- Contract date (written on the Notification of Contract Details)
- A statement of the desire to cancel the contract with Asahi Net
- Date of submission

 104-0061 KABUKIZA TOWER 21F 4-12-15 Ginza, Chuo-ku, Tokyo Asahi Net English Customer Support Subscriber's address Subscriber's name	<ul style="list-style-type: none"> • Name registered with Asahi Net • Asahi Net ID • Address registered with Asahi Net • Contact phone number • Contact email address • Contract date (written on the Notification of Contract Details) • Date of submission <p>Please cancel my contract agreed on the date above.</p>
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5. Making requests and contact information

Asahi Net English Customer Support
Open Hours 10 a.m-5 p.m., Monday to Friday, excluding national holidays Phone: 0120-577-135

6. Other Precautions

<Provision of the service>

- This service is a high-speed, fixed-rate internet connection service using the fiber-optic lines provided by NTT East/NTT West (hereinafter referred to as NTT), or by an operator that has been allowed to provide the fiber-optic lines of NTT (hereinafter referred to as Hikari Collaboration Provider). To use the service, a contract with NTT or Hikari Collaboration Provider is required.
- If an Asahi Net member changes their course to this course, the previous course status cannot be restored.

<Charges>

- If you cancel or change your course in the middle of the campaign/discount period, you are required to pay an additional fee in accordance with your usage in addition to the regular monthly charges.
- If you are an Asahi Net member and you have changed to this course, the monthly charge for the previous course will be billed on the month you made the change.

<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 canceled 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 been 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 the monthly charge will be billed starting the month which includes the service opening date.
- If you are already subscribed to FLET'S Hikari Next and changing courses between Family Course and Mansion Course, the service opening date is the first day of the month following your change request, and the monthly charge for the changed (new) course will be billed starting in the same month as the service opening date.

<IPv6 Connection Feature>

- IPv6 Connection Feature is offered as a standard feature of FLET'S Hikari Next.
- To start using the IPv6 Connection Feature, a customer information (user ID) issued by NTT or a Hikari Collaboration Provider is required. We ask your authorization to allow Asahi Net to share your personal information (user identification) with NTT in order to provide the IPv6 Connection Feature.
- For Asahi Net to provide the IPv6 Connection Feature, NTT's FLET'S v6 Option is required. If you have not yet subscribed to NTT's FLET'S v6 Option, we ask your authorization to allow Asahi Net to apply for the FLET'S v6 Option 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	Asahi Net English Customer Support Phone: 0120-577-135 Open Hours: 10 a.m-5 p.m., Monday to Friday (excluding national holidays)

* The symbol “—” in the table means that there is no explanation available for that item.

* All the prices written in this document are applied with a 10% tax rate.

* The details in this document may change. Please always refer to the information on the Asahi Net website when you use the service.

Campaigns/Discounts

This document provides a list of ongoing campaigns and discounts. The applicable conditions and other matters may differ according to your application.

Please note that the details of campaigns/discounts may change accordingly.

Campaigns related to initial charges and monthly usage charges

Name	—
Benefits	—
Conditions	—
Cancellation charge	—

Campaigns and discounts related to installation charge

Name	—
Benefits	—
Conditions	—
Cancellation charge	—

Other campaigns/discounts

Name	—
Benefits	—
Conditions	—
Cancellation charge	—

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