

# Explanation of Important Matters Concerning Provided Services

This document has been created to explain services in accordance with the stipulations of Article 26 of the *Telecommunications Business Act* and Article 150 of the *Broadcasting Act*. This document is created for those who have applied for the service on July 1, 2022, and after.

Important matters related to contract contents are explained herein. Please be sure to read it carefully before applying.

Upon use of the service, *Handling of Personal Information* (only in Japanese) stipulated by Asahi Net, Inc., agreements related to Hikari TV Service stipulated by NTT DOCOMO, INC. (hereinafter referred to as "NTT docomo"), *NTT DOCOMO Privacy Policy*, and *I-Cast, Inc. Broadcast Viewing Agreement* (only in Japanese) shall be applied.

For details of each agreement and policy, please refer to the following webpages.

- <https://asahi-net.co.jp/corporate/privacy.html#chapter02>
- [https://www.hikariv.net/term\\_shin/](https://www.hikariv.net/term_shin/) (only in Japanese)
- [https://www.docomo.ne.jp/english/utility/privacy/?icid=CRP\\_en\\_common\\_footer\\_to\\_CRP\\_en\\_UTI\\_privacy](https://www.docomo.ne.jp/english/utility/privacy/?icid=CRP_en_common_footer_to_CRP_en_UTI_privacy)

## 1. Contents of the Provided Service

Item	Details
Name	Hikari Tv for Asahi Net
Type	Video streaming/broadcasting service for broadband lines
Approximate maximum communication speed	—
Communication quality	<ul style="list-style-type: none"><li>- Depending on the telecommunication facilities of the network environment that the customer is using, the form of usage of fiber-optic lines provided by NTT East/NTT West, etc., and network congestion status, etc., video/communication quality may deteriorate (distortion of images, no output of images, etc.) or connection may fail. When a large amount of data is received or sent within the same LAN while using the service, video quality may deteriorate, or connection may fail.</li><li>- When two channels of Hikari TV 4K-IP broadcast are viewed simultaneously on a single fiber-optic line, the service may be unavailable depending on the communication environment of the customer or network congestion status.</li></ul>
Locations where services are available	Only in Japan

Item	Details
Restrictions related to emergency notifications	Please note that regular programs may be interrupted by disaster broadcasts in times of disaster.
Restrictions related to limitation of target recipient	Some of the premium channels offer part of their programs with age rating. Please note that you are required to take the age verification procedure when applying. Also, there is a need to change the age rating from your TV screen for some of the video services.
Other restrictions on use	Please see 6. <i>Other</i> .

## 2. Usage Charges

### (1) Initial charges

Details		Charges
Initial fee for tuner rental	For applications made for triple-tuner receiving equipment or 4K compatible receiving equipment	1,000 yen (1,100 yen, including tax)
Upgrade charge	For applications made for ST-3400 with 4K upgrade	4,500 yen (4,950 yen, including tax)

\* Charges will be billed at the time the contract of the service is concluded. Please note that contract administrative fees will not be refunded for cancellations requested after application.

\* One Hikari TV supported tuner may be rented per contract.

### (2) Monthly charges

Type of Plan	Monthly charges
Specialty Channel/Video Plan	3,500 yen (3,850 yen, including tax)
Specialty Channel Plan	2,500 yen (2,750 yen, including tax)

\* Charging starts the month you make the application for Asahi Net's service, and when that application information is provided to NTT docomo.

\* If you apply for the service with any of the following optional services: Optional Channel, Karaoke/Premium Pack, Hikari TV or Hikari TV Game; the free charge period will start in the same month as the month you made the agreement.

\* Optional services which you use during the charge free period are paid services. Please refer to the Hikari TV website (<https://www.hikaritv.net/entry/>) (only in Japanese) to find out more details on optional services.

#### ■ Optional Services

Usage charge for paid optional services:

Usage charge (tax included) is charged for each product. Please refer to the Hikari TV website (<https://www.hikariv.net/entry/>) (only in Japanese) for more details regarding the pricing.

- \* In the Hikari TV Home screen, you can change your plan/paid-optional services (Optional Channel, Optional Video, Video Pack).
- \* In the Hikari TV Home screen, you can change your subscribed plan.
- \* In the month you change your plan, the monthly charge for a more expensive plan will be billed. If the monthly charge after the change is lower than the charge before the change, the billing of the monthly charge after the change will start the following month.

#### ■ Rental tuner

Rental tuner	Monthly charges
Triple tuner receiving equipment <ST-3400 and equivalent model)	500 yen (550 yen, including tax)

- \* If you wish to rent a tuner, you can apply for a Hikari TVsupported tuner (ST-3400) (550 yen/month) when you make an application for Hikari TV.
- \* A tuner can be rented by subscribing to NTT docomo.
- \* One Hikari TV supported tuner may be rented per one contract.
- \* Charges for rental tuners are free for the service opening month and the following month.

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

<Procedures to change or cancel contracts>

- Subscribed plans can be changed in the Home screen of Hikari TV service. (Only Japanese UI is available on the Home screen of Hikari TV. If you need assistance, please contact English Customer Support.)
  - \* Plan change is not accepted in the service opening month of Hikari TV for Asahi Net
  - \* Plan change is accepted only once within the same month.
  - \* The monthly charge of the month in which plan change is requested will be for the plan before the change. Monthly charges for the plan after the change will be billed starting from the month following the month in which plan was changed.
- For cancellation of the service and returning of rental tuners, please contact Asahi Net English Customer Support.  
Asahi Net My Page: <https://mypage.asahi-net.or.jp/mypage/apply/top>

<Restriction on cancellation of service and membership>

- Unless cancellation is requested, the contract for Hikari TV for Asahi Net will be continued and monthly charges, tuner rental charges (for those renting a tuner) and optional service charges, etc. will automatically incur.
- The monthly charge for the canceled month will not be calculated on a pro rata basis, and therefore a full monthly charge will be billed.
- Please note that after you cancel the service, you may not be able to purchase any Hikari TV content or watch the already-purchased content.
- Considering the nature of digital content, any (paid) optional service purchased while you were subscribing the service cannot be returned or canceled.

- If you have rented a Hikari TV supported tuner from NTT docomo, please return the device when you cancel the service or terminate your membership. Please note that failing to return the device will result in a penalty charge.

(Penalty charge)

- Penalty charge of Hikari TV compatible tuner shall be the regular sales price as of the day on which loss, damage, theft, or unreturned item was reported by the subscriber to Asahi Net, or as of the first day of the month which includes the day on such relevant event was confirmed by Asahi Net, and shall be separately specified by Asahi Net.
- For models that were not sold as of the first day of the relevant month and start to be sold during the relevant month, it shall be the regular sales price as of the sales start date.
- Regular sales price excludes prices offered on a limited period or limited quantity basis, such as in campaigns, etc.

If there is no regular sales model, the penalty charge will be based on the regular sales charge of a model with equivalent functions.

#### **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 through the Initial Contract Cancellation System as stipulated by the Broadcasting Act within 8 days counting from the day you received the Membership Registration Document issued by NTT docomo. It will take effect at the time the documentation is submitted.
- For details, please refer to the Membership Registration Document.
  - \* Initial Contract Cancellation refers to cancellation of contract entered into at the time when Membership Registration Document is issued; for a new contract, it refers to the cancellation of the contract, and for change of or an addition to the contents of an existing contract, it refers to cancellation of such change or addition.


<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

 切手 104-0061 ご契約住所 ご契約者名	東京都中央区銀座4-12-15 歌舞伎座タワー21階 株式会社朝日ネット カスタマーサポート 行
ご契約者名(フリガナ) ASAHINETTID ご契約住所 ご連絡先電話番号 ご連絡先メールアドレス 契約成立日 (契約内容のお知らせに記載) 書面の発信日 右記日付の契約を解除します。	

## 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

\* Asahi Net, Inc. offers agent service concerning the contract between the provider of this service, NTT docomo and the customer.

## 6. Other

<Provision of services>

(Contract)

- Hikari TV for Asahi Net is a service offered for personal users. Business use of services offered for personal users in shops, offices, etc. is illegal.
- A contract of a service plan is required per Hikari TV supported tuner or TV/PC which supports Hikari TV tuner function.
- For each NTT Hikari line, up to one Hikari TV tuner or TV/PC which supports Hikari TV tuner function can be used, and up to one contract of a service plan can be entered into.
- The right to use the service may not be transferred.

(Operating environment required for viewing)

- This service is available to subscribers of the following services:  
FLET'S Hikari line or fiber-optic line services provided by Hikari collaboration provider

#### Examples of fiber-optic line services

FLET'S Hikari, AsahiNet Hikari, docomo Hikari, etc.

Hikari TV is not available to users of the following fiber-optic lines.

- NTT East/NTT West FLET'S Hikari Next Business Type, FLET'S Hikari Light
  - NTT East/NTT West FLET'S Hikari Light Plus, FLET'S Hikari Next Prior 10, FLET'S Hikari Next Prior 1
  - NTT West FLET'S Hikari MyTown Next Family Light Type
  - NTT East/NTT West Hikari Denwa Office Type
- And fiber-optic line services provided by Hikari collaboration provider equivalent to the above
- Two-tiered fixed rate Hikari access service provided by Hikari Collaboration provider such as NTT docomo's docomo Hikari Type C, docomo Hikari Mini, etc.

\* Hikari TV is not available for some users who live in apartments using the following fiber-optic lines in NTT East area: FLET'S Hikari Next Mansion Type Mini B, FLET'S Hikari Next Mansion Type Plan 1B, FLET'S Hikari Next Mansion Type Plan 2B, etc.

Please refer to Hikari TV website ([https://www.hikaritv.net/juyou\\_shin/](https://www.hikaritv.net/juyou_shin/)) (only in Japanese) for more details.

\* The Service may not be available depending on your network environment and network congestion status.

\* The Channel Service uses the IPv6 function provided by NTT East and West. If you are using NTT West B FLET'S, a separate contract for FLET'S v6 App is required.

\* Please turn ON the IPv6 Passthrough (bridge) supported router.

#### Hikari TV-supported tuner

\* A Hikari TV supported tuner (ST-3400, ST-4500) or a TV/PC which supports a tuner function is required. Please refer to the Hikari TV website (<https://www.hikaritv.net/user/tuner/>) (only in Japanese) for details on Hikari TV-supported tuners.

(Available area)

- Hikari TV is available only in Japan.

(Timing when service will be available for viewing)

- Video service will be available once the operating environment to view Hikari TV for Asahi Net is arranged and settings for service connection are completed.
  - Channel service requires time to become available as indicated below.
    - Customers in the NTT East area: About an hour after completing the initial settings
    - Customers in the NTT West area: About 24 hours after completing the initial settings
- \* After you start viewing the service, the paid optional services can be used via the Home screen (main screen) of Hikari TV service. Paid optional services can be viewed immediately after the purchasing process of the product is completed.
- \* Please view within the viewing period indicated for each product.

(Other)

- Service specification, charges, etc. are subject to change without prior notice.
- Channels that can be viewed will vary depending on the service or plan you subscribe to.
- Due to matters related to rights, programs of the Channel Service may vary from those aired on satellite broadcasts and cable TV.
- For TV programs and video content posted on guide leaflets, etc., under some circumstances, the contents or the time and date to be provided or aired may change, or provision or broadcast may be canceled.

(Charges)

- Concerning purchase of paid content, when the purchase button is operated in the Home screen (main screen) of Hikari TV service, it shall be deemed as an intention of purchase, and will be charged excluding in circumstances where service provision is not possible. Depending on the content, the contract is automatically renewed every month.

(Recording)

- A hard disk drive (HDD) with USB which supports Hikari TV is required. Please connect to the USB 3.0 port of your tuner.
- Recording devices should be connected to the tuner in order to record Hikari TV programs.
- Specialty channels and terrestrial/BS/BS4K digital broadcasts can be recorded. However, some programs may not be recorded due to copyright protection.
- Programs may not be recorded properly depending on your usage environment.

(IP retransmission service of digital terrestrial digital/BS digital/BS 4K digital broadcasts)

Please refer to the following page for the precautions of each digital broadcast.

Hikari TV website: <https://www.hikariv.net> (only in Japanese)

(Prohibited behavior)

In the event NTT docomo judges that the customer is engaging in any of the prohibited behavior stated below, NTT docomo may immediately cancel the contract based on Hikari TV Platform Service Agreement prescribed by NTT docomo, and terminate the provision of services.

- Infringement of copyrights, such as but not limited to allowing a third party other than the family user defined in Hikari TV Platform Service Agreement (in Japanese) stipulated by NTT docomo, to view the service via various recording media or telecommunications line equipment.
- Viewing the service using video receiving equipment other than Hikari TV supported tuner or TV/PC which supports Hikari TV Tuner function.
- Transferring or reselling (including putting up for an auction) the tuner rented from NTT Plala.
- Engaging in criminal behavior as defined under the Penal Code, illegal behavior as defined under the Civil Code, behavior that violates other applicable domestic law and legislation, international law, and international treaty and regulation.
- Obstructing operation of the service or engaging in sales activity which NTT Plala does not approve.
- Obstructing or disrupting the network which is connected to the service.
- Obstructing other members from their use and receiving of the service.
- Other behavior which NTT docomo judges to be inappropriate.

■ Information of the Service Provider/Seller

Name	(Telecommunication carrier) NTT DOCOMO, INC. (Paid broadcaster) I-Cast, Inc.
Contact	<p>Hikari TV Customer Center                      [Open hours] 24hours., seven days a week                      [TEL] 0120-001144 (Toll free)                      Or please use the online inquiry form (<a href="https://www.hikariv.net/support/inquire/">https://www.hikariv.net/support/inquire/</a>)                      (Japanese)</p> <p>* For TV services provided by I-Cast, Inc., NTT docomo operates as an agent concerning subscription contract with customers.</p>

■ Information of the Agent Company

Name	Asahi Net Inc.
Contact	<p>Asahi Net Inc. English Customer Support                      Phone: 0120-577-135                      [Open hours] 10:00 a.m. to 5:00 p.m., weekdays                      * Asahi Net, Inc. offers agent service concerning the contract between the provider of this service, NTT DOCOMO and the customer.</p>

\* 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 charges and monthly charges

Name	Benefits	Conditions	Cancellation charge
Hikari TV Hajimete-wari (First time Hikari TV user discount)	<ul style="list-style-type: none"> <li>● Service opening month and the additional one month Free monthly charge</li> <li>● Hikari TV for Asahi Net 1,000-yen-discount from the monthly charge (1,100 yen, including tax) (from the 3rd month to the 24th month)</li> <li>● Initial charge for renting a tuner 1,000 yen (1,100 yen, including tax) will be free</li> <li>● Tuner rental charge Free for the service opening month and the following month</li> </ul>	<ul style="list-style-type: none"> <li>● Those who applied for the following plans at Asahi Net:               <ul style="list-style-type: none"> <li>- Specialty Channel/ Video Plan</li> <li>- Specialty Channel Plan</li> </ul> </li> <li>● The benefit is applied per one contract.</li> <li>● Those who resubscribed to the service are not applicable</li> </ul>	<p>Conditions of this benefits:</p> <p>Please note that if the subscription plan is changed to Kihon-Housou Plan (a plan which offers the basic service) within 24 months counting from the service opening month, the benefit of 1,000 yen discount on monthly charge (price without tax) will no longer be applied starting the month following the month in which the plan is changed.</p>

### ■ 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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