

# 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 (Japanese)*, and *Asahi Net FTTH with FLET'S Agreement (Japanese)* shall be applied. Please read and consent to these Agreements before application.

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> (Japanese)

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

Item	Details
Name	ASAHI Net FTTH with FLET'S
Type	Fiber-optic connection line (FTTH access service)
Approximate maximum communication speed	Maximum 1Gbps (down/up)
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

Item	Details
	time may have limits placed on communication speed. 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.

\* Check the FLET'S Hikari contract documentation received from NTT for initial charges related to fiber-optic lines.

### (2) Monthly charges

Type of plan	Monthly charges
Asahi Net Hikari with FLET'S Home Course	780 yen
Asahi Net Hikari with FLET'S Mansion Course	700 yen

\* Check the FLET'S Hikari contract documentation received from NTT East/NTT West (hereinafter "NTT") for monthly usage charges related to fiber-optic lines.

\* 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 5:00 PM on the day before the installation date. A cancellation charge will not be billed in such cases.

The application cannot be withdrawn after 5:00 PM on the day before the installation date. In such cases, it is necessary to perform the stipulated procedures, and an additional charge for cancellation may be incurred.

\* Contact NTT regarding cancellation of work related to the NTT network.

- 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 Phone: 0120-577-135 (Mobile/PHS/IP phone: 03-6631-0861)
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#### 6. Other

<Provision of the service>

- This service is provided for users of NTT East and NTT West fiber-optic lines. Customers who are currently using a "Docomo Hikari (NTT Docomo)" or other Hikari Collaboration Model fiber-optic line are not able to apply for Asahi Net Hikari with FLET'S.
- Users of the NTT West FLET'S Hikari My Town service are not able to apply for the Asahi Net Hikari with FLET'S Course.
- 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.

#### <Installation>

- You will be contacted by a NTT representative on a later date regarding the installation of the FLET'S Hikari line. Even if you are already using a fiber-optic line, you will be contacted by a NTT representative at a later date to confirm the details of your contract.

#### <Charges>

- Even if you change your course or cancel your membership during the period of receiving any campaigns or other benefits, a full monthly usage charge and any other charges incurred from the use of any optional services will be billed.
- If a change to the name of the FLET'S Hikari line owner or cancellation of the FLET'S Hikari line is required, any applicable Asahi Net campaigns will be closed.
- 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.

#### <Fixed IP Address Option>

- If you are using a B FLET'S line in the NTT West area, you cannot apply for a Fixed IP address and the Fixed IP Address Pre-allocation service on the Asahi Net FTTH with FLET'S Course. If you are using a B FLET'S line in the NTT East area, you may apply for these optional services.

#### <Cancellation>

- To cancel Asahi Net Hikari with FLET'S you need to contact both NTT and Asahi Net, Inc.
- Any circumstances where customer's consent of use of our service is not confirmed, such as the termination of FLET's FTTH lines, will be regarded as the cancellation of "Asahi Net Hikari with FLET's" service or of Asahi Net membership.

#### <Notes for users of "FLET'S Hikari Light" lines or "FLET'S Hikari Light plus" lines>

To use Asahi Net's IPv6 Connection Feature, you need to use the NTT FLET'S v6 Option provided by NTT East/NTT West. Please be aware that the NTT FLET'S v6 Option has a system in which there is a fixed traffic volume for Internet data regardless of the volume of Internet data traffic actually used.

- There is a 40MB/month traffic volume for Internet data for FLET'S Hikari Light line users.
- There is a 100MB/month traffic volume for Internet data for FLET'S Hikari Light Plus line users.

#### < IPv6 Connection Feature>

- As a standard connection feature, IPv6 is now available with FLET'S Hikari Light 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
Start-up Campaign	No charge for max 12 months.	<ul style="list-style-type: none"> <li>•Be not using NTT's "FLET'S Hikari" service.</li> <li>•Applications must be submitted during February 1, 2018 to May 31, 2018.</li> <li>•The line must be activated within 7 months from the date of the application</li> </ul>	<ul style="list-style-type: none"> <li>•Should the Course be cancelled within 1 year a penalty charge of 2,000 yen (tax-excluded) will be billed.</li> </ul>
Change Provider Campaign	<ul style="list-style-type: none"> <li>•Asahi Net Hikari with FLET'S Home Course : No charge for max 12 months.</li> <li>•Asahi Net Hikari with FLET'S Mansion Course : No charge for max 6 months.</li> </ul>	<ul style="list-style-type: none"> <li>•Be using NTT's "FLET'S Hikari" service.</li> <li>※Customers using "Docomo Hikari" (NTT Docomo) or other fiber-optic lines on the Hikari Collaboration Model are excluded from this campaign.</li> <li>•Send a new application through online Change Provider Campaign form or by telephone.</li> <li>•Applications must be submitted during February 1, 2018 to May 31, 2018.</li> <li>•The line must be activated within 7 months from the date of the application</li> </ul>	<ul style="list-style-type: none"> <li>•Should the Course be cancelled within 1 year a penalty charge of 2,000 yen (tax-excluded) will be billed.</li> </ul>

■ Campaigns related to initial costs

Name	Benefits	Conditions	Cancellation charge
—	—	—	—

■ Other campaigns

Name	Benefits	Conditions	Cancellation charge
—	—	—	—

■ Seller

Name	—
Contact	—

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