

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 FTTH with FLET'S Agreement* (only in Japanese) 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	Asahi Net FTTH with FLET'S
Type	Fiber-optic line connection (FTTH access service)
Maximum communication speed	Home/Mansion : Approximately 1 Gbps (download/upload) Cross : Approximately 10 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	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. Please see the Asahi Net website for details.

2. Usage Charges

(1) Initial charges

Details		Initial charge
NTT contract fee		800 yen (880 yen, including tax)
Initial installation charge	NTT East	20,000 yen (22,000 yen, including tax) * 1st month: 3,000 yen (3,300 yen, including tax) 2nd to 24th month: 709 yen (779 yen, including tax) 25th month: 712 yen (783 yen, including tax)
	NTT West	20,000 yen (22,000 yen, including tax) * 1st month: 3,000 yen (3,300 yen, including tax) 2nd to 23rd month: 740 yen (813 yen, including tax) 24th month: 740 yen (814 yen, including tax)

* The above-mentioned initial installation charges are typical examples and these prices are before discount. Please contact NTT for details.

* If installation work requiring the customer's presence is canceled on the day of the work due to the customer's circumstances, a cancellation charge of 7,500 yen (8,250 yen, including tax) or more (equivalent to the installation work fee) may be incurred. Please contact NTT for details.

(2) Asahi Net monthly charges

The course you are subscribed to	Monthly charge
Asahi Net FTTH with FLET'S Home Course	780 yen (858 yen, including tax)
Asahi Net FTTH with FLET'S Mansion Course	700 yen (770 yen, including tax)
Asahi Net FTTH with FLET'S Cross Course	1,200 yen (1,320 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) Monthly charges of fiber-optic line

- NTT East

NTT fiber-optic line type	NTT monthly charges
FLET'S Hikari Next Family	5,400 yen (5,940 yen, including tax)
FLET'S Hikari Next Mansion	3,050 yen (3,355 yen, including tax) to 4,050 yen (4,455 yen, including tax)
FLET'S Hikari Cross	5,500 yen (6,050 yen, including tax)

- NTT West

NTT fiber-optic line type	NTT monthly charges
FLET'S Hikari Next Family	5,400 yen (5,940 yen, including tax)
FLET'S Hikari Next Mansion	3,200yen (3,520 yen, including tax) to 4,500yen (4,950 yen, including tax)

FLET'S Hikari Cross	6,300 yen (6,930 yen, including tax)
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- * Monthly charges relating to the fiber-optic line will be billed by NTT.
- * The above-mentioned monthly charges relating to the fiber-optic line are typical examples and these prices are before discount. Please contact NTT for details.
- * A Universal Service Charge for Broadband Service will be incurred per line.
See the following page for the timing of billing.
Universal Service System for Broadband Service:
<https://asahi-net.jp/en/service/agreement/bb-universalservice.html>

(4) Call charges

There is no explanation regarding this section.

(5) Dial-up connections

Dial-up connections are available.

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

<Withdrawal of application>

- Applications can be withdrawn by phone until 5:00 p.m. of the day before the installation date. Cancellation charge will not incur in such cases.
- Applications cannot be withdrawn after 5:00 p.m. of the day before the installation 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.) Please contact NTT East/West about cancellation of NTT line installation work.

<Conditions for changing the contract>

- There are no conditions for changing contracts.

4. The Initial Contract Cancellation System

The 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 this case, (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 charges of telecommunication services and their related fees that was provided until the cancellation of this contract, administrative fees, and installation charges 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

	<div style="border: 1px solid black; padding: 2px;">104-0061</div>
<p>KABUKIZA TOWER 21F 4-12-15 Ginza, Chuo-ku, Tokyo</p> <p>Asahi Net English Customer Support</p>	
<p>Subscriber's address Subscriber's name</p>	

<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>

* For initial contract cancellation and termination of Asahi Net FTTH with FLET'S, there is a need to make a separate cancellation request to NTT East/West in addition to the initial contract cancellation described above. See the FLET'S Hikari contract document issued by NTT East/West for details.

5. 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 available to customers who are subscribed to the fiber-optic line provided by NTT East/West (hereinafter referred to as NTT). Those who are subscribed to a Hikari Collaboration Model-based fiber-optic line (such as docomo Hikari by NTT docomo) cannot apply for Asahi Net FTTH with FLET'S. Also, those who are subscribed to FLET'S Hikari My Town in the NTT west area cannot apply for the Asahi Net FTTH with FLET'S Course.
- If an Asahi Net member changes their course to this course, the previous course status cannot be restored.

<Installation work>

- You will be contacted by an NTT representative later for the fiber-optic line installation. An NTT representative will contact you later even if you already have a fiber-optic line installed.

<Charges>

- If you terminate your membership or change your course during the campaign/discount period (including due to moving), you are required to pay the regular monthly charge and any other usage-based charges for that month. Please note that any applicable campaigns and discounts will end too.
- If the FLET'S Hikari fiber-optic line is canceled due to change in the subscriber's name or moving, any applicable Asahi Net campaigns and discounts will end.
- 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.

<Cancellation>

- To cancel Asahi Net FTTH with FLET'S, you need to contact both NTT and Asahi Net, Inc.
- If Asahi Net is unable to confirm your intention to continue to use our service (such as when you cancel the FLET'S Hikari fiber-optic line), the Asahi Net FTTH with FLET'S service will be canceled too and your membership will be terminated.

<Notes for FLET'S Hikari Cross line users>

- You can connect to the internet through IPv6 (IPoE) and IPv4 over IPv6 (DS-Lite) connection. A connection setup information which is automatically sent by Asahi Net will set up your connection. You do not need to do the setup work. When your fiber-optic line is installed, connect the FLET'S Hikari Cross-supported router to the fiber-optic line, turn the router's power on, and wait until you receive the setup information.
 The following page also shows you the steps to set up your connection.
 Setup Guide: FLET'S Hikari Cross (https://asahi-net.jp/en/support/guide/flets_cross/)
- IP-Phone-C option service is not available in FLET'S Hikari Cross line due to its specifications.

<IPv6 Connection Feature>

- The IPv6 Connection Feature is offered as a standard feature of Asahi Net FTTH with FLET'S. To start using the IPv6 Connection Feature, a customer information (user ID) issued by NTT 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.
- To subscribe to the Asahi Net FTTH with FLET'S Cross Course, the IPv6 Connection Feature is required. Once Asahi Net receives your application, the steps to start using the IPv6 Connection Feature will be processed.

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	Asahi Net FTTH with FLET'S Discount
Benefits	<ul style="list-style-type: none"> • Home Course Free monthly charge for the service opening month and the following 12 months
	<ul style="list-style-type: none"> • Mansion Course Free monthly charge for the service opening month and the following 12 months
Conditions	<ul style="list-style-type: none"> • Those who are new to FLET'S Hikari • Apply for the service between February 2, 2026, and May 31, 2026. • Start using the service within seven months including the service application month.
Cancellation charge	—

Name	Switching Providers Discount
Benefits	<ul style="list-style-type: none"> • Home Course Free monthly charge for the service opening month and the following 12 months
	<ul style="list-style-type: none"> • Mansion Course Free monthly charge for the service opening month and the following 12 months
Conditions	<ul style="list-style-type: none"> • Those who are subscribed to NTT East/West's FLET'S Hikari • Apply for the service between February 2, 2026, and May 31, 2026. • Sign up for an Asahi Net membership through the online form for switching providers or by phone. • Start using the service within seven months including the service application month.
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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* The details in this document may change. Please always refer to the information on the Asahi Net website when you use the service.