

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*, and *Asahi Net FTTH with FLET'S Agreement* (only in Japanese) will 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/service/agreement/>
- <https://asahi-net.co.jp/en/corporate/privacy.html>

1. Contents of the Provided Service (Telecommunications Services)

Item	Details
Name	Asahi Net FTTH with FLET'S
Type	Fiber-optic line connection (FTTH access service)
Approximate maximum communication speed	<ul style="list-style-type: none"> · Home/Mansion Maximum 1 Gbps (download/upload) · Cross Maximum 10 Gbps (download/upload) <p>* Depends on the NTT East/West fiber-optic line you have applied.</p>
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 contents harmful to minors	—
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 the Asahi Net website.</p>

2. Usage Charges

(1) Initial charges

There is no initial charge related to this contract.

* Please check the FLET'S Hikari contract documentation issued by NTT East/NTT West for initial charges related to fiber-optic lines.

(2) Monthly charges

Type of plan	Monthly charges
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) Call charges

There is no explanation regarding this section.

(4) Dialup connections

Dialup 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

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 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 charge of telecommunication services 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

 Stamp 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 Please cancel my contract agreed on the date above.
--	--	---

* 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. 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

6. Other

<Provision of the service>

- This service is provided for users of NTT East/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 FTTH with FLET'S.
- Users of the NTT West FLET'S Hikari My Town service are not able to apply for the Asahi Net FTTH with FLET'S.
- 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>

- Even if you change your course, including that arising from transfer of line, or cancel your membership during the period of receiving any campaigns or discounts, a full monthly charge and any other charges incurred from the use of any optional services will be billed. In addition, any applicable campaigns and discounts will be closed.
- If FLET'S Hikari line is cancelled in association with the change of name of the FLET'S Hikari line owner or a transfer of FLET'S Hikari line ownership, any applicable Asahi Net campaigns and discounts will be closed.
- 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.

<Payments through NTT Billing Service>

- As a general rule, if you are using NTT Billing Service to make your payment, the billing responsibility will be transferred to NTT Finance Corporation. In that case, both customer notification and Request for Approval of Transfer will not be sent from NTT Finance nor Asahi Net.
- Please refer to the following page for other precautions.
<https://asahi-net.jp/support/account/payment/notice/> (only in Japanese)

<Cancellation>

- To cancel Asahi Net FTTH with FLET'S, you need to contact both NTT East/NTT West and Asahi Net, Inc.
- In the event where customer's intent to use our service cannot be confirmed, such as when the customer terminates FLET'S Hikari lines, we will cancel Asahi Net FTTH with FLET'S service or Asahi Net membership of the customer in question.

<Notes for users of FLET'S Hikari Light lines and FLET'S Hikari Light Plus lines>

- To use Asahi Net's IPv6 Connection Feature, you are required to use the FLET'S v6 Option provided by NTT East/NTT West. Please note that when using the FLET'S v6 Option, for systematic reason, a fixed volume of monthly traffic will incur regardless of the actual volume of internet data traffic used.
 - For FLET'S Hikari Light line users, 40 MB/month of internet data traffic will incur.
 - For FLET'S Hikari Light Plus line users, 100 MB/month of internet data traffic will incur.

<Notes for users of FLET'S Hikari Cross lines>

- This service can only be used with the FLET'S Hikari Cross fiber-optic line offered in the West Japan area.
- This service is available in IPv6 (IPoE) connection and IPv4 over IPv6 (DS-Lite). The connection settings information will be delivered by Asahi Net automatically, and therefore you are not required to configure settings. After the fiber-optic line installation is completed, connect the FLET'S Hikari Cross-supporting router to the fiber-optic line and turn the switch on to wait for the delivery of settings information. Steps to start using the service are also shown on Asahi Net website.
- Also, due to its specification, FLET'S Hikari Cross line cannot be offered with IP-Phone-C option service.

<IPv6 Connection Feature>

- As a standard connection feature, IPv6 is available with Asahi Net FTTH with FLET'S. 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.
- The use of IPv6 Connection Feature is required for Asahi Net FTTH with FLET'S Cross Course. After accepting the application for Asahi Net FTTH with FLET'S Cross Course, Asahi Net will process your request for the use of IPv6 Connection Feature.

■ **Information of the Service Provider**

Name	Asahi Net, Inc.
------	-----------------

■ **Information of the Seller**

Name	NTT WEST, Inc.
Reception number (Telecommunications Carrier)	—
Reception number (Intermediation)	G2001417
Contact	Phone: 0120-064337 Open hours: 9 a.m. to 5 p.m. Monday through Friday (Closed Saturday, Sunday, National Holidays and New Year's Holidays [Dec.29 to Jan.3])

* 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

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

Asahi Net FTTH with FLET'S Home Course

Name	Asahi Net FTTH with FLET'S Campaign
Benefits	<ul style="list-style-type: none"> ■ Discount on monthly charges · Service opening month: No monthly charge · 2nd - 37th month: Discount of 280 yen on monthly charge (price without tax).
Conditions	<ul style="list-style-type: none"> · Must make a new application to Asahi Net. · Applications must be submitted between October 1, 2025, and January 31, 2026. · Initial connection to the service must be made within 7 months counting from the month in which the application was made.
Penalty charge	—

Asahi Net FTTH with FLET'S Mansion Course

Name	Asahi Net FTTH with FLET'S Campaign
Benefits	<ul style="list-style-type: none"> ■ Discount on monthly charges · Service opening month: No monthly charge · 2nd - 37th month: Discount of 200 yen on monthly charge (price without tax).
Conditions	<ul style="list-style-type: none"> · Must make a new application to Asahi Net. · Applications must be submitted between October 1, 2025, and January 31, 2026. · Initial connection to the service must be made within 7 months counting from the month in which the application was made.
Penalty charge	—

Asahi Net FTTH with FLET'S Cross Course

Name	Asahi Net FTTH with FLET'S Campaign
Benefits	<ul style="list-style-type: none"> ■ Discount on monthly charges · Service opening month: No monthly charge · 2nd - 13th month: Discount of 700 yen on monthly charge (price without tax) · On and after the 14th month: 50-yen discount from the monthly charge (price without tax).¹
Conditions	<ul style="list-style-type: none"> · Must make a new application to Asahi Net.. · Applications must be submitted between October 1, 2025, and January 31, 2026. · Initial connection to the service must be made within 7 months counting from the month in which the application was made.
Penalty charge	—

¹ The details of the discount may change, or the discount itself may end during its application.

Campaigns and discounts related to installation charge

Name	Benefits	Conditions	Penalty charge
—	—	—	—

Other campaigns/discounts

Name	Benefits	Conditions	Penalty charge
—	—	—	—

* 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.