

# Explanation of Important Matters Concerning Provided Services

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 Agreement for the Asahi Net All Apartments Plan (applicable to Users)* 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 All Apartments Plan
Type	Fiber-optic connection line (FTTH access service)
Approximate Maximum Communication Speed	200Mbps ~ 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 time may have limits placed on communication speed.

Item	Details
	<ul style="list-style-type: none"><li data-bbox="432 174 1366 255">• To ensure the security of communication, Asahi Net may regulate communication ports for the customer's IP address.</li></ul> <p data-bbox="432 315 1198 349">For more details, please refer to Asahi Net's homepage.</p>

## 2. Usage Charges

### (1) Initial Charges

There are no initial charges related to this contract.

### (2) Monthly Charges

Type of Plan	Monthly Charges
Asahi Net All Apartments Plan	— ※

※ Asahi Net does not bill the customer for the monthly usage charge.

Monthly usage charges will be billed to the owner, management association, etc.

### (3) Call Charges

No explanation of this item is available.

### (4) Dial-Up Connections

Dial-up connections are not available with this service.

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

- Applications for this service cannot be withdrawn.
- There are no conditions for changing contracts.

#### **4. The Initial Contract Cancellation System**

The initial contract cancellation system is not applicable to this service.

#### **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.
- 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>

- Please contact NTT if you have any inquiries regarding the fiber-optic line installation.

### <Charges>

- Asahi Net does not bill the customer for the monthly usage charge. Monthly usage charges will be billed to the owner, management association, etc.
- For optional services, Asahi Net will bill the customer directly.

### <Cancellation>

- To cancel the Asahi Net All Apartments Plan, you need to contact both NTT and Asahi Net, Inc.

### <IPv6 Connection Feature>

- As a standard connection feature, IPv6 is offered with the Asahi Net All Apartments Plan.
- Information the customer has registered with NTT (customer ID) is required in order to use the IPv6 Connection Feature. Customers must agree to have their customer information (customer ID) shared between Asahi Net and NTT for the purpose of providing this 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 requested to consent to Asahi Net making a proxy application to NTT East/NTT West on your behalf.
- It is possible for some services to become temporarily inaccessible. If so, please reboot (restart) your computer(s) and power cycle the modem and/or router.

※ 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 Asahi Net's 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.

※ Currently, there are no campaigns available for applications made for this service.

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
—	—	—	—

## ■ Campaigns Related to Initial Costs

Name	Benefits	Conditions	Cancellation Charge
—	—	—	—

## ■ Other Campaigns

Name	Benefits	Conditions	Cancellation Charge
—	—	—	—

## ■ Seller

Name	NIPPON TELEGRAPH AND TELEPHONE EAST CORPORATION
Contact	Phone: 0120-116116 Hours Open: 9:00 AM to 5:00 PM, excl. New Year's Holiday (29 <sup>th</sup> Dec to 3 <sup>rd</sup> Jan)

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