

### Registration

- ❑ You will need to submit your identity verification documents (passport, residence card, etc.) at the time of application. Submission of additional documents, such as a certificate of residence, may be required based on the review status.
- ❑ The Initial fee will include contract commission fee and basic fees for next month. The payment will need to be completed upon application.
- ❑ The person signing the contract needs to be at least 18 years old.
- ❑ After the contract has been signed, cancellation and refund will no longer be possible.
- ❑ Each person can apply for a maximum of 2 accounts. However, additional application of account may be subject to conditions such as a certain period of continued payment. Please note that a separate application is required for each account.

### Payment Method

- ❑ Regarding Payment Method, we are supporting the following payment methods: Pay at Convenience Store (Mypayment, Smartpit), Credit Card (3D Secure-enabled), WeChat Pay (微信), AliPay (支付宝), UnionPay (銀聯), Direct Debit (Initial fee is paid by Mypayment). Payment method can be changed after application.
- ❑ Depending on the timing of your application, it may take some time for your preferred payment method to be reflected. Until the registration of the new payment method is reflected, please complete payments using your existing payment method or using the Pay at Convenience Store method.
- ❑ The payment amount is determined and announced around the 25th of each month. If payment is not completed by the designated due date, your line will be suspended starting from the 1st of the following month. If payment is not made by the next billing date, the contract will be automatically terminated. Please note that even during suspension or after termination, the payment obligation for the account remains.

### Monthly payment method

| Payment method                       | Payment due date                  |
|--------------------------------------|-----------------------------------|
| Pay at Convenience Store (Mypayment) | From 25th to the end of the month |
| Pay at Convenience Store (Smartpit)  |                                   |
| WeChat Pay (微信)                      |                                   |
| AliPay (支付宝)                         |                                   |
| UnionPay (銀聯)                        |                                   |
| Credit Card                          | 25th                              |
| Direct Debit                         | 27th                              |

\*In the case of credit card payment conforms to your subscription with the card company.

\*If the debit date falls on a Saturday, Sunday or public holiday, it will be debited on the next business day.

### Changing the contract information

- ❑ After application, all changing procedures can be done on My Page or by contacting our customer support center. All changes will be implemented in the following month. Depending on the applying date and content, there is a possibility that the changes will be implemented two months later.
- ❑ Once the application has been completed, you will not be able to change your registration information.

### Telecommunication Service

- ❑ The Internet connection service provided by our company is based on NTT Docomo's LTE / 3G network.
- ❑ The maximum connection speed of the provided service is equivalent to the connection speed provided by NTT Docomo itself. However, the actual connection speed might be reduced depending on the customer's area of use, used equipment, radio wave condition, line conditions, etc. In the time slot during which the line is crowded (e.g. around noon) the connection speed may be lower than the maximum speed.
- ❑ Even within the service area, the service may not be available in places where it is difficult for radio waves to reach, such as buildings, underground tunnels, tunnels, or in places where the signal reception is weak.
- ❑ To maintain equal usage among customers, internet speed can be reduced in certain cases.
- ❑ If the high-speed data usage exceeds the monthly data allowance, data speed will be reduced to 128kbps for both uploads and downloads until the end of the month.
- ❑ For customers on a time-restricted plan, if the usage of high-speed data over the most recent 3 days exceeds 10GB, the connection speed will be temporarily reduced to 128kbps. The speed restriction will be lifted once the most recent 3-day high-speed data usage falls below 10GB.
- ❑ The service is not available outside of Japan.
- ❑ The customer is responsible for preparing a compatible device and confirming its compatibility before entering into the contract. Any changes to the SIM type after the contract has been concluded may result in additional charges.

### Mobile Number Portability

- ❑ Incoming and outgoing number transfers via the MNP (Mobile Number Portability) method is not available for phone numbers with only the SMS functionality.

### Usage period and contract termination fees

- ❑ When the application is completed, the service will be started on the day after the SIM card is shipped. On the premise of continued use for more than two months, basic charges for the month in which the contract was started are free. For eSIM profiles, the service start date will be the date when the eSIM is issued after linking your EID within the activation period specified by our company. Please note that no refunds, including initial fees, will be provided even if the activation period expires without linking the EID.
- ❑ If you wish to cancel the contract in the given month, please contact customer support.  
For Direct Debit:  
You can cancel our service at any time of the month; however, the contract will be terminated on the last day of the following month (cancellation month). Please note that billing may continue for two months following the cancellation month.

Billing example (Contract termination procedure is performed on 30th November)

| Contract termination month (December)   | 1 month after the termination (January)  | 2 months after the termination (February)                        |
|---|--|--|
| Call(+SMS) charges for the 2 months before contract termination month (October)<br>Optional charge for the month before the contract termination month (November) | Call(+SMS) charges for the month before contract termination month (November)<br>Optional charge for the contract termination month (December) | Call(+SMS) charges for the contract termination month (December) |

For other payment methods:

If your cancellation request is made by the 23rd of each month your contract will be terminated on the last day of the month, and if your cancellation request is made on or after the 24th, your contract will be terminated on the last day of the following month.

Billing example (Contract termination procedure is performed on 20th November)

| Contract termination month (November)   | 1 month after the termination (December)                                      | 2 months after the termination (January) |
|---|---|--|
| Call(+SMS) charges for the 1 months before contract termination month (October) | Call(+SMS) charges for the month before contract termination month (November) | —  |

- There is no daily rate such as the basic charge for the month of termination.

Others

- If we determine that call charges or other fees on your account have become excessively high and are significantly above the average usage of other users, we may issue warnings, suspend your line, or terminate your contract. In cases where warnings or suspensions are issued, immediate billing for call charges and other fees may apply.
- Even during the contract period, we may conduct identity verification of the subscriber. If the subscriber fails to complete the identity verification within the specified period, we may suspend the service or terminate the contract.
- If fraudulent use is detected, we may suspend the service or terminate the contract.
- Please note that even if the service is suspended or the contract is terminated, monthly fees are non-refundable and will not be waived.
- For details regarding the campaign offers, please refer to our brochures and website.

Customer Support

- If you have any questions, please do not hesitate to contact our customer support.