

## 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* and *Broadcasting Act (Guidelines for Consumer Protection Rules in Pay-broadcast Field.)* Important matters related to contract contents are explained herein. Please be sure to read it carefully before applying.

Upon use of the service, *Handling of Personal Information* (Japanese) stipulated by Asahi Net, Inc., *Hikari TV Platform Service Agreement* (Japanese), *Hikari TV Video Service Agreement*(Japanese), *Service Agreement Regarding Rental Service of Hikari TV Compatible Receiving Equipment*(Japanese), *Hikari TV Music Service Agreement* (Japanese), *Hikari TV Application Service Agreement* (Japanese), *Hikari TV Game Service Agreement* (Japanese)and *NTT Plala Inc. Privacy Policies* (Japanese) stipulated by NTT Plala Inc. (hereinafter referred to as "NTT Plala"), *Terms and Conditions for Broadcast Subscription (Former Terms and Conditions for Subscription of Telecommunication Service Broadcast)* (Japanese) stipulated by I-Cast, Inc., *NHK On-Demand Service Agreement (Via Platform Type)* (Japanese) stipulated by Nippon Hoso Kyokai (Japan Broadcasting Corporation) and *WOWOW Inc. Paid-broadcast Service Agreement (for IPTV Simultaneous Transmission)* (Japanese) stipulated by WOWOW Inc. shall be applied. Please read and give consent to each of these agreements, terms and conditions, policies, etc. before applying. For details of each agreement, terms and conditions, policy, etc., please refer to the following webpages.

- <https://asahi-net.co.jp/en/corporate/privacy.html>
- [https://www.hikariv.net/term/\(Japanese\)](https://www.hikariv.net/term/(Japanese))
- [http://www.nttplala.com/privacy/\(Japanese\)](http://www.nttplala.com/privacy/(Japanese))

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

Item	Details
Name	Hikari TV for Asahi Net
Type	Video streaming/broadcasting service for broadband lines
Approximate maximum communication speed	—

Item	Details
Communication quality	<ul style="list-style-type: none"> <li>- Depending on the telecommunication facilities of the network environment that the customer is using, the form of usage of fiber-optic lines provided by NTT East/NTT West, etc., and network congestion status, etc., video/communication quality may deteriorate (distortion of images, no output of images, etc.) or connection may fail. When large amount of data is received or sent within the same LAN while using the service, video quality may deteriorate or connection may fail.</li> <li>- When two channels of Hikari TV 4K-IP broadcast are viewed simultaneously on a single fiber-optic line, the service may be unavailable depending on the communication environment of the customer or network congestion status.</li> </ul>
Locations where services are available	—
Restrictions related to emergency notifications	—
Services to filter content harmful to young people	—
Other restrictions on use	Some of the premium channels offer part of their programs with age restrictions. For those channels, age verification procedure is required upon application. Additionally, for some of the video service, viewing age restriction setting is required to be changed via TV interface.

## 2. Usage Charges

### (1) Initial charges

	Details	Charges
Contract Administrative fees	For applications made for triple-tuner receiving equipment or 4K compatible receiving equipment	1,000 yen
	For applications made for ST-3400 with 4K upgrade	4,500 yen

\* Charges will be billed at the time contract of the service is concluded. Please note that contract administrative fees will not be refunded for cancellations requested after application.

\* One Hikari TV compatible tuner may be rented per contract.

(1) Monthly charges

Type of plan	Monthly charges
Oneuchi Plan	3,500 yen
TV-Osusume Plan	2,500 yen
Video-Zanmai Plan	2,500 yen

\* Service opening month shall be defined as the following:

- When tuner is rented from NTT Plala.

(1) The month in which Hikari TV for Asahi Net is connected for the first time, or (2) the third month counting from the month in which the tuner was delivered, whichever is earlier.

- When tuner is not rented from NTT Plala.

(1) The month in which Hikari TV for Asahi Net is connected for the first time, or (2) the third month counting from the month including the day on which Membership Registration Document was delivered (excluding (3)), (3) the third month counting from the month including the tenth day after the day on which the application was accepted, whichever is the earliest.

\* Monthly charges for the service opening month and the following month are free.

■ Optional services

Optional services	Monthly charges
Hikari TV Music	908 yen
Hikari TV Game	500 yen
Hikari TV Cloud C Premium Pack	300 yen

\* Usage charge will incur for paid optional services that are used during the service opening month and charge free period. For details on optional services, please refer to the following webpage.

- [https://www.hikaritv.net/entry/\(Japanese\)](https://www.hikaritv.net/entry/(Japanese))

■ Rental tuner

Type of Tuner	Monthly charges
Standard rental receiving equipment <Single tuner model, ST-770/M-IPS20 and equivalent models>	500 yen
Triple tuner receiving equipment <ST-3200/AM900/ST-3400 and equivalent models>	500 yen
4K compatible receiving equipment <ST-4100 and equivalent models>	900yen

\* If any of Premium Channel, NHK On-Demand Minogashi Mihoudai Pack, Karaoke Premium Pack, Hikari TV Music, Hikari TV Game or Hikari TV Cloud C Premium Pack is applied at the time when application for the service is made, the charge free period will start from the same month as the service opening month.

\* Tuner rental charges for the service opening month and the following month are free.

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

<Procedures to change or cancel contracts>

- Contract (subscription) plan can be changed in the Home screen (main screen) of Hikari TV service. (Only Japanese UI is available on the Home screen of Hikari TV. Should you need assistance, please contact English Customer Support.)
  - \* Plan change is not accepted in the service opening month of Hikari TV for Asahi Net
  - \* Plan change is accepted only once within the same month.
  - \* The monthly charge of the month in which plan change is requested will be for the plan before the change. Monthly charges for the plan after the change will be billed starting from the month following the month in which plan was changed.
  - \* Please note that if you are currently subscribing Premium Channel(s) and request change to a plan other than the Oneuchi Plan, TV-Osusume Plan or Video-Zanmai Plan, the Premium Channel(s) that you are subscribing will be unavailable for viewing immediately after you request for plan change. Please also note that even in such case, monthly charge will incur in the month of plan change.
  - \* During the charge free period of Premium Channel, plan may not be changed to plans other than Oneuchi Plan, TV-Osusume Plan or Video-Zanmai Plan. In such case, please request for plan change in or after the month following the charge free period.
- For cancellation of service and returning of rental tuners, please contact Asahi Net English Customer Support.

<Restriction on cancellation of service and membership>

- Unless cancellation is requested, the contract for Hikari TV for Asahi Net will be continued and monthly charges, tuner rental charges (for those renting a tuner) and optional service charges, etc. will automatically incur.
- Considering the nature of digital content, any (paid) optional service purchased while you were subscribing the service cannot be returned or cancelled. If you have rented Hikari TV compatible tuner from NTT Plala, please return the device when you cancel the service or membership. Please note that failing to return the device will result in a penalty charge.

(Penalty charge)

- Penalty charge shall be the regular sales price as of the day on which loss, damage, theft, or unreturned item was reported by the subscriber to Asahi Net, or as of the first day of the month which includes the day on such relevant event was confirmed by Asahi Net, and shall be separately specified by Asahi Net.
- For models that were not sold as of the first day of the relevant month and start to be sold during the relevant month, it shall be the regular sales price as of the sales start date.
- Regular sales price excludes prices offered on a limited period or limited quantity basis, such as in campaigns, etc.
- If there is no regular sales model, penalty charge will be based on regular sales charge of a model with equivalent functions.

#### 4. The Initial Contract Cancellation System

An initial contract cancellation period applies to the telecommunications services stipulated in this contract.

- The contract can be cancelled in writing through the Initial Contract Cancellation System as stipulated by the Broadcasting Act within 8 days counting from the day you received the Membership Registration Document issued by NTT Plala. It will take effect at the time the documentation is submitted.
- For details, please refer to the Membership Registration Document.
- \* Initial Contract Cancellation refers to cancellation of contract entered into at the time when Membership Registration Document is issued; for a new contract, it refers to the cancellation of the contract, and for change of or an addition to the contents of an existing contract, it refers to cancellation of such change or addition.

<Send documents to the address below>

Customer Support, Asahi Net, Inc.  
Kabukiza Tower 21F, Ginza 4-12-15, Chuo-ku, Tokyo 104-0061

<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 email address
- Contract date (Indicated on the notification of contract details)
- Statement of the desire to cancel the contract with Asahi Net
- Date of submission

#### 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

\* Asahi Net, Inc. offers agent service concerning the contract between the provider of this service, NTT Plala and the customer.

## 6. Other

<Provision of services>

(Contract)

- Hikari TV for Asahi Net is a service offered for personal users. Business use of services offered for personal users in shops, offices, etc. is illegal.
- A contract of a service plan is required per Hikari TV compatible tuner or TV/PC compatible with Hikari TV tuner function.
- For each NTT Hikari line, up to one Hikari TV tuner or TV/PC compatible with Hikari TV tuner function can be used, and up to one contract of a service plan can be entered into.
- Right to use the service may not be transferred.

(Operating environment required for viewing)

- This service is available to subscribers of the following services.
  - FTTH with FLET'S, FLET'S Hikari Next, FLET'S Hikari Premium, B FLET'S, AsahiNet Hikari, Asahi Net docomo Hikari.
    - \* Hikari TV is not available to users of the following fiber-optic lines.
      - NTT East/NTT West FLET'S Hikari Light
    - \* Hikari TV is not available to users of the following fiber-optic line compatible service.
      - NTT East/NTT West Hikari Denwa Office Type
    - \* The TV service uses IPv6 function provided by NTT East/NTT West. For NTT West, users of B FLET'S are required to subscribe FLET'S v6 Application separately.
  - In addition to the contract of the service, Hikari TV compatible tuner or TV/PC compatible with Hikari TV tuner function is required. For details on Hikari TV compatible tuner or TV/PC compatible with Hikari TV tuner function, please refer to the following webpage.  
<https://www.hikariv.net/user/tuner/> (Japanese)
    - \* Hikari TV compatible tuner can be rented (with charge) from NTT Plala.
    - \* For those who have a TV/PC compatible with Hikari TV tuner function are not required to rent a tuner.
    - \* TV/PC compatible with Hikari TV tuner function does not support Hikari TV's IP retransmission service of terrestrial digital broadcasts/BS digital broadcasts.
    - \* With a PC compatible with Hikari TV tuner function, some of the channels and video programs cannot be viewed. For details, please refer to the following webpage.  
<https://www.hikariv.net/user/tuner/iptv/> (Japanese)
    - \* To view HD (High-definition) images (Hi-Vision), HD capable TV and compatible device are required.
    - \* To view 4K images, 4K compatible TV equipped with Hikari TV tuner or a set of 4K compatible Hikari TV tuner and 4K compatible TV (compatible with HDMI2.0/HDCP2.2) is required.

(Timing when service will be available for viewing)

- Video service will be available once the operating environment to view Hikari TV for Asahi Net is arranged and settings for service connection are configured.
  - TV service requires time to become available as indicated below.
    - Customers in the NTT East area: approximately one hour.
    - Customers in the NTT West area: approximately 24 hours. (Approximately one hour for those customers using FLET'S Hikari Next line.)
- \* After you start viewing the service, (paid) optional service can be applied for in the Home screen (main screen) of Hikari TV service. (Paid) optional service can be viewed immediately after the purchasing process of the product is completed.
- \* Please view within the viewing period indicated for each product.

(Other)

- Service specification, charges, etc. are subject to change without prior notice.
- Channels that can be viewed will vary depending on the service or plan you subscribe.
- Due to matters related to rights, programs of the TV service may vary from those broadcasted on satellite broadcasts and cable TV.
- For TV programs and video content posted on guide leaflets, etc., under some circumstances, the contents or the time and date to be provided or broadcasted may change, or provision or broadcast may be cancelled.

(Charges)

- Concerning purchase of paid content, when purchase button is operated in the Home screen (main screen) of Hikari TV service, it shall be deemed as an intention of purchase, and will be charged excluding in circumstances where service provision is not possible. Depending on the content, the contract is automatically renewed every month.

(Recording)

- Video service cannot be recorded due to copyright protection (Copy Guard.) TV service, excluding some of the channels such as adult-rated channel, can be recorded but only to recording devices connected to the Hikari TV compatible tuner and some of the TV compatible with Hikari TV tuner function (Copy Once). Both video service and TV service cannot be recorded to PC compatible with Hikari TV tuner function and some of the TV compatible with Hikari TV tuner function.

(IP rebroadcasting service of terrestrial digital broadcasts)

- To watch terrestrial digital broadcasts with Hikari TV, a compatible tuner (\*1) is required.
- Terrestrial digital broadcasts are provided in limited area, and to view the broadcast, NTT East/NTT West FLET'S Hikari Next (\*3, \*4, \*5) or Hikari Access Service (\*4) offered by providers of Hikari Collaboration is required to be used within the service area (\*2.)
- Only up to two channels of terrestrial digital broadcasts can be viewed (including recording) simultaneously.
- When compared to terrestrial digital broadcasts received on radio wave, there is a slight broadcast delay and it takes a little time to change between channels.
- When compared to terrestrial digital broadcasts received on radio wave, there may be a slight difference in contents of the data and the time required to display data on the screen sent through datacasting. Furthermore, there may be cases where the same service of standard terrestrial broadcasts cannot be received, such as in audience participation shows that use bidirectional data broadcast services, being unable to send ballot results, show the accurate ballot results, and participate in lotteries or receive prizes, etc.
- When compared to terrestrial digital broadcasts received on radio wave, there is a difference in image quality, and deterioration of image quality may occur. HD images (Hi-Vision) are available only when viewed with a HD capable television. It is not possible to view in HD images if you are viewing with an SD (standard definition) quality television.
- Terrestrial digital broadcasts for mobile phones and mobile devices (one-segment broadcasts) are not included in the retransmission service of terrestrial digital broadcasts.
- Depending on the tuner you are using, there may be cases where temporary service of terrestrial digital broadcasts cannot be viewed.
- For various reasons, terrestrial digital broadcasts on Hikari TV may be ended. In such case, those customers who wish to continue viewing terrestrial digital broadcasts will need to provide at their own cost a television capable of showing terrestrial digital broadcasts, as well as receiving antenna, etc.
- NHK Receiving Fees (subscription fees) are not included in Hikari TV charges. You are required to enter into a broadcast receiving contract (a subscription contract) with NHK. (For NHK subscription, please contact NHK call center [phone: 0120-151515] or access (<http://www.nhk.or.jp/jushinryo/>.)
- Depending on the area you live, there may be differences in the lineup of channels that can be viewed through a direct antenna connection and the channels available through this service.
- For any trouble in viewing the IP rebroadcasting service of terrestrial digital broadcasts, please contact Hikari TV Customer Center (Open hours 10:00 a.m.–7:00p.m., seven days a week) , TEL : 009192-144 (Toll free.) \* If the aforementioned phone number cannot be reached, please call 0120-001144 (Toll free, call from mobile phone is not available.) or Hikari TV Terrestrial Digital Troubleshoot Contact Center (Open 24 hours a day, 7 days a week, TEL: 0120-020860.)

\*1: For details on tuners compatible with terrestrial digital broadcasts, please refer to the following webpage. (<https://www.hikaritv.net/user/tuner/>)(Japanese)

- \*2: For details on the service areas of terrestrial digital broadcasts, please refer to the following webpage. (<https://www.hikaritv.net/entry/lineup/tv/digital/>)(Japanese)  
Please note that even within the service areas of terrestrial digital broadcasts, service may be unavailable depending on facilities and equipment.
- \*3: Terrestrial digital broadcasts are not available for users of the following fiber-optic lines even if it is an NTT East/NTT West FLET'S Hikari Next line.
- NTT East FLET'S Hikari Next Mansion Type Plan 1B, FLET'S Hikari Next Mansion Type Plan 2B and FLET'S Hikari Next Mansion Type Plan Mini B.
- \*4: For details on service areas of FLET'S Hikari Next, please contact NTT East/NTT West. Users of the Hikari Access Service offered by providers of Hikari Collaboration are requested to check with your Hikari Collaboration provider, to which service and line, etc. your operating environment is equivalent to.
- \*5: FLET'S Hikari My Town Family Type is equivalent to FLET'S Hikari Premium service, thus terrestrial digital broadcasts of Hikari TV service is not available to this type.

(IP rebroadcasting service of BS digital broadcasts)

- To watch BS digital broadcasts with Hikari TV, a compatible tuner (\*1) is required.
- The BS digital broadcast offered on Hikari TV is delivered by first receiving the BS digital broadcasts received on radio wave, and then converting the data before delivering. As such, when compared to BS digital broadcasts received on radio wave, there is a broadcast delay of few seconds and it takes a little time to change between channels. In addition, when compared to BS digital broadcasts received on radio wave, there may be difference in the content displayed on the screen and the time required to display in datacasting including independent datacasting, and depending on the channel, a considerable amount of time may be required to display.
- In audience-participation shows that use bidirectional data broadcast services, there may be cases where the same service of BS broadcasts received on radio wave cannot be received, such as being unable to send ballot results, show the accurate ballot results, and participate in lotteries or receive prizes, etc.
- Independent datacasting of NHK BS Digital Broadcasts is not included in the rebroadcasting service.
- Independent datacasting cannot be recorded.
- When compared to BS digital broadcasts received on radio wave, there is a difference in image quality, and deterioration of image quality may occur. HD (Hi-Vision) images are available only when viewed with a HD capable television. It is not possible to view in HD images if you are viewing with an SD (standard definition) quality television.
- For various reasons, BS digital broadcasts on Hikari TV may be ended. In such case, those customers who wish to continue viewing BS digital broadcasts will need to provide at their own cost a television capable of showing BS digital broadcasts, as well as receiving antenna, etc.

- NHK Receiving Fees (subscription fees) are not included in Hikari TV charges. You are required to enter into a broadcast receiving contract (a subscription contract) with NHK. (For NHK subscription, please contact NHK call center [phone: 0120-151515] or access (<http://www.nhk.or.jp/jushinryo/>.)
  - For inquiries on BS digital broadcasts provided by Hikari TV, please contact Hikari TV Customer Center (Open hours 10:00 a.m.–7:00p.m., seven days a week), TEL : 009192-144 (Toll free.)  
\* If the aforementioned phone number cannot be reached, please call 0120-001144 (Toll free, call from mobile phone is not available.)
  - This service is available to any users who are using a compatible tuner and are subscribing any one of the Oneuchi Plan, TV-Osusume Plan or Video-Zanmai Plan. (Excluding Premium Channels.)
- \*1: For details on tuners compatible with BS digital broadcasts, please refer to the following webpage. (<https://www.hikaritv.net/user/tuner/>)(Japanese)

(Prohibited behavior)

In the event NTT Plala judges that the customer is engaging in any of the prohibited behavior stated below, Asahi Net may immediately terminate the contract and provision of the relevant service.

- Infringing of copyrights, such as but not limited to allowing a third party other than the family user defined in *Hikari TV Platform Service Agreement*(Japanese)stipulated by NTT Plala, to view the service via various recording media or telecommunications line equipment.
- Viewing the service using video receiving equipment other than Hikari TV compatible tuner or TV/PC compatible with Hikari TV Tuner function.
- Transferring or reselling (including putting up for an auction) the tuner rented from NTT Plala.
- Engaging in criminal behavior as defined under the Penal Code, illegal behavior as defined under the Civil Code, behavior that violates other applicable domestic law and legislation, international law, and international treaty and regulation.
- Obstructing operation of the service or engaging in sales activity which NTT Plala does not approve.
- Obstructing or disrupting the network which is connected to the service.
- Obstructing other members from their use and receiving of the service.
- Other behavior which NTT Plala judges to be inappropriate.

## ■ Information of the Seller

Name	(Telecommunication carrier) NTT Plala Inc. (Paid broadcaster) I-Cast, Inc.
Contact	Hikari TV Customer Center [Open hours] 10:00 a.m.–7:00p.m., seven days a week [TEL] 009192-144 (Toll free) * If the aforementioned phone number cannot be reached, please call 0120-001144 (Toll free, call from mobile phone is not available.) or use the online inquiry form ( <a href="https://www.hikariv.net/support/inquire/">https://www.hikariv.net/support/inquire/</a> )(Japanese)  * For TV services provided by I-Cast, Inc., NTT Plala operates as an agent concerning subscription contract with customers.

- \* 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.

## List of Campaigns and Discounts

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 and discounts related to initial charges and monthly charges

Name	Benefits	Conditions	Cancellation charge
Hikari TV for Asahi Net Discount	<ul style="list-style-type: none"><li>- No monthly charge for the service opening month + one month.</li><li>- Tuner rental administrative fee of 1,000 yen included in initial charges is waived.</li><li>- Tuner rental charges (for the service opening month and the following month) are free.</li><li>- For 4K compatible receiving equipment and built-in HDD double-tuner receiving equipment, tuner rental charges for the service opening month will be free, and a discount of 500 yen (tax-excluded) on tuner rental charges will be applied for the month following the service opening month.</li></ul>	Apply for Hikari TV for Asahi Net.	—

Name	Benefits	Conditions	Cancellation charge
Ninenwari (Two-year discount)	<ul style="list-style-type: none"> <li>- No monthly charge for the service opening month + one month.</li> <li>- Discount of 1,000 yen on Hikari TV for Asahi Net monthly charges (from the third month up to the 24th month.)</li> <li>- Tuner rental administrative fee of 1,000 yen included in the initial charges is waived.</li> <li>- Tuner rental charges (for the service opening month and the following month) are free.</li> <li>- For 4K compatible receiving equipment and built-in HDD double-tuner receiving equipment, tuner rental charges for the service opening month will be free, and a discount of 500 yen (tax-excluded) on tuner rental charges will be applied for the month following the service opening month.</li> </ul>	<ul style="list-style-type: none"> <li>- Make a new application to Asahi Net for any one of the Oneuchi Plan, TV-Osusume Plan or Video-Zanmai Plan and apply for Ninenwari at the same time.</li> <li>- Subscribe Hikari TV for Asahi Net.</li> <li>- Customers reapplying for the service are not eligible.</li> </ul>	<ul style="list-style-type: none"> <li>- A minimum usage period (24 months) of Hikari TV for Asahi Net service is specified as a condition to receive the benefits. If a customer cancels Hikari TV service, cancels Asahi Net membership or changes subscription to a service, which is not eligible of the benefits within the minimum usage period, a penalty charge (10,000 yen (untaxable)) will be billed.</li> <li>- Please note that if subscription plan is changed to Kihon-Hoso Plan within 24 months counting from the service opening month, the benefit of 1,000 yen discount on monthly charges will no longer be applied starting from the month following the month in which the plan is changed.</li> </ul>

■ Campaigns and discounts related to installation charges

Name	Benefits	Conditions	Cancellation charge
—	—	—	—

■ Other campaigns and discounts

Name	Benefits	Conditions	Cancellation charge
—	—	—	—

\* The symbol “—” in the table indicates that there is no explanation available for that item.

\* All prices indicated in this document exclude tax.

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