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.

1. Contents of the Provided Service (Telecommunications Services)

Item	Details
Name	Asahi Net IP-Phone-C
Type	IP-Phone
Approximate maximum communication speed	—
Communication quality	An IP communication environment with a recommended transmission bandwidth (throughput) of 128kbps or greater, or a link-up speed of 300kbps or greater (uploading and downloading) is required for the IP-Phone-C service. Even with a bandwidth of 128kbps or greater or a link-up speed of 300kbps or greater, the quality of calls when using the IP-Phone-C service is not guaranteed.
Locations where services are available	—
Restrictions related to emergency notifications	Calls to emergency numbers (110 for the police, 119 for the fire department) etc. and other 3-digit numbers cannot be made, and calls to 0120 and 0570 and other numbers outside the scope of this service cannot be made. Customers who do not have an alternative line to the IP-Phone-C line should take note of this.
Services to filter content harmful to young people	—
Other restrictions on use	The IP-Phone-C service cannot be used when there is not power to the VoIP equipment for this service, such as caused by a blackout, or when there is a network outage. The IP-Phone-C service cannot be used for making calls overseas. Customers who wish to use the service to make calls overseas must apply to do so from the Asahi Net Web page.

2. Usage charges

(1) Initial charges

There is no initial setup charge related to the contract.

(2) Monthly charges

Type of plan	Monthly charges
Asahi Net IP-Phone-C	200 yen
Universal Service Fee	2 yen

(3) Call charges

Where calling	Call charges
Users of Asahi Net's IP-Phone-C service	No charge
IP-Phone users of affiliated ISPs using affiliated VoIP platforms *1	No charge
IP-Phone users of affiliated VoIP platforms	8 yen /3 minutes *2
Telephone line users in Japan	8 yen /3 minutes
Cell phone users in Japan	19 yen /minute *3
PHS users in Japan	Setup charge 10 yen + Metered charge 10 yen /minute *4
Users located overseas	Differs per country. *5 E.g. USA 9 yen/minute (duty free)

*1. Calls between IP-Phone-C users are free. IP-Phone users of affiliated ISPs using affiliated VoIP platforms may also be called free of charge with this IP-Phone-C service, including WAKWAK, BIGLOBE, Plala, IIJ4U, BB.excite, ReSET.JP, etc.

http://asahi-net.jp/en/service/ipphone-c/provider.html

*2. Calls to IP-Phone users of affiliated VoIP platforms are possible, for a charge.

http://asahi-net.jp/en/service/ipphone-c/provider2.html

3. Calls to users of the following cell phone companies are possible via IP-Phone-C: NTT DoCoMo, KDDI (au) and Softbank. Calls to satellite phones, etc. are not possible from the IP-Phone-C service.

*4. Calls to users of the following PHS companies are possible via IP-Phone-C: NTT Docomo and WILLCOM (formerly DDI Pocket).

*5. Please access the following page for more information about call charges overseas.

http://asahi-net.jp/en/service/ipphone-c/oversea.html

(4) Dialup connections

Charges are as according to the conditions of the basic Asahi Net connection Course.

3. Conditions, etc., for withdrawing applications/changing contracts

- Applications can be withdrawn by phone until the time the initial connection is made. A cancellation charge will not be billed in such cases. Once a connection has been made, the

application cannot be withdrawn. In such cases, it is necessary to perform the stipulated procedures, and an additional charge for cancellation may be incurred.

- There are no conditions for changing contracts.

4. The Initial Contract cancellation System

There is no initial contract cancellation system for 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)

6. Other

<Provision of services>

・Compatible IP-Phone equipment are NTT East/NTT West supplied IP-Phone-IP devices (FLET'S), IP-Phone compatible ADSL modems (ACCA), IP-Phone compatible, ADSL modems (Tokai), IP-Phone TA (Telephone Adapter) and IP-Phone device (Broadband Router).

・Calls made to services/numbers listed below are outside the scope of this IP-Phone-C service and will be placed on the telephone line and therefore will be billed by your telephone carrier.

    -Calls to 3-digit numbers including the emergency service number 110 and 119

    -Calls to numbers starting with 0120, 0570, etc.

    -Calls to satellite phones, etc.

    -Calls to IP-Phone users of non-affiliated VoIP platforms (those not affiliated with NTT Communications' VoIP platform.

    -For details of numbers outside the scope of this service, please visit this "Numbers Outside the Scope of this Service" page.

    http://asahi-net.jp/en/service/ipphone-c/outside.html

・In the following cases your telephone line (and your telephone company's telephone network) will be used instead of the IP-Phone service. In such cases you will be billed by your telephone company for use of their lines.

    -When the IP-Phone device has been incorrectly configured or has not been correctly connected.

    -When there is no power to the IP-Phone device (as the result of a blackout, etc.)

    -When, after mistakenly dialing a number, you immediately redial.

    -When calling users of IP-Phone services other than those provided by NTT Communication, when equipment on the communication network or Internet is down and calls are made on the telephone line instead of the IP-Phone network, and when adding "0000" before the number to be dialed to force the call to be made on the telephone line.

・We recommend that you remove the functionality, or if you can't remove it turn off the power supply. If you can't turn it off because the functionality is built into the telephone device, please at least disable the function by turning the function off. After making sure that ACR is off, please make a test IP-Phone-C call and ensure that the indicators (identity noise and lamp on the ADSL modem) are showing that an IP-Phone call is being made. You will be billed by your telephone company for using their telephone lines instead of the IP-Phone service, so please be careful.

・It is not possible to apply with the same Asahi Net User ID for both the IP-Phone-F service and the IP-Phone-C service. If wanting to switch from the IP-Phone-F service to the IP-Phone-C service, please cancel the IP-Phone-F service and then apply for the IP-Phone-C service.　It is only possible to make IP-Phone settings for one (1) IP-Phone service in one (1) IP-Phone device. An IP-Phone device cannot be used for two (2) IP-Phone services at the same time.

* 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.

Campaigns

This document provides a list of campaigns conducted during the following period. Applicable conditions, etc., may differ according to the specific details of your application.

The campaign will take effect when an application for "Asahi Net IP-Phone-C" is submitted during the application period and use is started before the deadline.

Application period: May 1, 2016 to May 31, 2016

■Campaigns related to initial costs and monthly usage charges

Name	Benefits	Conditions	Cancellation Charge
—	—	—	—

■Campaigns related to installation fees

Name	Benefits	Conditions	Cancellation Charge
—	—	—	—

■Other campaigns

Name	Benefits	Conditions	Cancellation Charge
—	—	—	—

■Seller

Name	—
Contact	—

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