

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 WiMAX 2+ Agreement* shall 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/agreement/>
- <https://asahi-net.co.jp/en/corporate/privacy.html>

1. Contents of the Provided Service (Telecommunications Services)

Item	Details
Name	Asahi Net WiMAX 2+
Type	Mobile connection service (BWA service)
Approximate maximum communication speed*	WiMAX 2+: 440Mbps (download), 10 Mbps (upload) WiMAX: 13.3Mbps (download), 10.2 Mbps (upload) LTE: 37.5Mbps (download), 12.5 Mbps (upload)
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	Services are available in areas with WiMAX 2+, WiMAX, and au 4G LTE networks. Even within the service areas, there may be places that are difficult for the signal to reach (e.g., indoors, inside vehicles, underground, in tunnels, behind the buildings, in mountainous areas). In such locations, it is possible that connection cannot be established or that there will be a decrease in communication speed. Even in some high-rise buildings or apartment complexes, etc., with no other buildings, etc. blocking them, it may not be possible to use the service.
Restrictions related to emergency notifications	—

Item	Details
Services to filter content harmful to young people	—
Other restrictions on use	<p>■ Traffic Volume Restriction</p> <p>(1) Restriction on communication speed when monthly data traffic exceeds a fixed amount Communication speed will be restricted when given conditions are met for each plan. The restriction on communication speed will be lifted on the first day of the following month.</p> <ul style="list-style-type: none"> - Fixed Data Plan, Fixed Data with LTE Plan If the total amount of data traffic using High-Speed Mode and High-Speed Plus Area Mode exceeds 7 GB in a month, the communication speed will be restricted until the end of the month regardless of the communication mode. - Unlimited Data Plan, Unlimited Data with LTE Plan If the total amount of data traffic using High-Speed Plus Area Mode exceeds 7 GB in a month, communication speed will be restricted until the end of the month regardless of the communication mode. <p>(2) Restriction on communication speed based on the amount of data traffic for the most recent three days</p> <ul style="list-style-type: none"> -To avoid network congestion, if the total amount of traffic using High-Speed Mode and High-Speed Plus Area Mode for the most recent three days until the previous day reaches or exceeds 10 GB, communication speed will be restricted beginning from around 6 p.m. of that day to around 2 a.m. of the following day. <p>■ Communication Regulation</p> <ul style="list-style-type: none"> - 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. - To ensure the security of communication, Asahi Net may regulate communication ports for the customer's IP address, such as blocking fraudulent traffic. <p>■ Others</p> <ul style="list-style-type: none"> -At the time an internet connection is provided, a private IP address or a global IP address will be allocated dynamically. -To secure service quality and to maintain equipment, it is possible that customers who have been connected for 24 consecutive hours or more will have their connections cutoff. <p>For details please refer to Asahi Net website.</p>

* Download speed of WiMAX 2+ may not be consistent depending on device types or conditions at the serviced areas.

2. Usage Charges

(1) Initial charges

Details		Charges
Initial setup charge		3,000 yen
WiMAX 2+ device*	WX05	20,000 yen
	WX06	
	W06	
	L02	
	HOME 01	
	HOME 02	
	novas Home + CA	
	Type C common AC Adapter*	2,750 yen
	Cradle exclusive for WX05*	3,686 yen
	Cradle exclusive for WX06*	3,619 yen

*Available upon application.

(2) Monthly charges

Type of plan		Monthly charges
Asahi Net WiMAX 2+	Unlimited Data with LTE Plan	4,850 yen
	Unlimited Data Plan ^{*1}	
	Fixed Data with LTE Plan	4,196 yen
	Fixed Data Plan ^{*1}	
LTE option charges*		1,005 yen
Universal Service Charge		2 yen

*1: New applications for Unlimited Data Plan and Fixed Data Plan are not accepted.

* Applies to months in which High-Speed Plus Area Mode communication was used. LTE option charges are free for those using Unlimited Data with LTE Plan/Fixed Data with LTE Plan.

* Monthly charge is free for the service opening month.

(3) Call charges

No explanation of this item is available.

(4) Dialup connections

Dialup connections are not available.

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

- Applications can be withdrawn by phone if the product has not been shipped. A cancellation charge will not be billed in such cases.
- Once the product has been shipped, the application cannot be withdrawn. In such cases, it is necessary to perform the stipulated procedures, and an additional charge for cancellation will incur. (Initial contract cancellation is explained in later clause.)
- The contract period for the Unlimited Data with LTE Plan and the Fixed Data with LTE Plan is 3 years (37 months), with the month following the service opening month (*1) constituting the first month. If cancellation of the contract is not requested in the contract renewal period (*2), the contract will be renewed automatically for another 3 years.
- The contract period for the Unlimited Data Plan and the Fixed Data Plan is 2 years (25 months), with the month following the service opening month (*1) constituting the first month. If cancellation of the contract is not requested in the contract renewal period (*2), the contract will be renewed automatically for another 2 years.
- On the 25th day of the month preceding the contract renewal period you will be sent a *Contract Renewal Notice* email to your @asahi-net.or.jp email address.
- If the contract is canceled during the contract period excluding the contract renewal period, a cancellation charge will be billed separately. (With the month following the service opening month constituting the first month, if the cancellation is requested before the end of the 12th month, a 19,000 yen cancellation charge will be billed; if the cancellation is requested between the 13th month and 24th month, a 14,000 yen cancellation charge will be billed; if the cancellation is requested in the 25th month and after a 9,500 yen cancellation charge will be billed. No cancellation charge will be billed for cancellation requested during the contract renewal period.)
- Change of Data plan
 - Changes to data plans will take effect beginning the following month. (However, for data plan change of which application is made on the last day of the month between 9:30 p.m. to 11:59 p.m., there may be cases where the change will take effect from the month after the following month.)
 - Once the data plan is changed to Unlimited Data with LTE Plan or Fixed Data with LTE Plan, it cannot be changed to Unlimited Data Plan or Fixed Data Plan.
 - There are no fees for changing data plans.
 - The campaign details will continue to be in effect even after the data plan has been changed.
 - When the data plan is changed in such way as described below, the contract period counting from the start of the contract will not be carried over. The contract period will be reset to a 36-month contract, with the month following the month in which application for data plan change has been made constituting the first month.
 - When Unlimited Data Plan is changed to Unlimited Data with LTE Plan or Fixed Data with LTE Plan.
 - When Fixed Data Plan is changed to Unlimited Data with LTE Plan or Fixed Data with LTE Plan.

- When the data plan is changed in such way as described below, the contract period counting from the start of the contract will be carried over and the contract period will not change.
 - When Unlimited Data Plan is changed to Fixed Data Plan.
 - When Fixed Data Plan is changed to Unlimited Data Plan.

*1 Service opening month is either the month that includes the date on which the data communication device purchased from Asahi Net is used to make the first internet connection or the month that includes the 10th day after the date the data communication device is shipped, whichever is earlier.

*2 Contract renewal period is the period in which contract can be cancelled without cancellation charge.

- For plans with three-year contract term (Unlimited Data with LTE Plan, Fixed Data with LTE Plan), the contract renewal period is the 37th month with the month following the service opening month constituting the first month, and beginning with the third year and after, the contract renewal period is the 37th month with the preceding contract renewal period constituting the first month.

- For plans with two-year contract term (Unlimited Data Plan, Fixed Data Plan), the contract renewal period is the 25th month with the month following the service opening month constituting the first month, and beginning with the second year and after, the contract renewal period is the 25th month with the preceding contract renewal period constituting the first month.

● Plans with three-year contract term (e.g. If applied on Jan. 10, and device is shipped on Jan. 11.)



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 within 8 days counting from the day you received the Notification of Contract Details or the day following the day on which the data communication device was shipped out, whichever is later.
- In such cases, you (1) will not be billed for damages concerning initial contract cancellation or for a penalty charge. (2) If Asahi Net has received any payment, etc., from you in relation to the contract, that amount will be returned to you. (3) However, you will be billed for telecommunications services received from the time the contract was concluded to the date of which the contract was canceled, administrative fees, and installation charges for installation work which has already been performed and for any additional installation work you have requested.

<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

◆ New contracts

- You will be billed for any registration fees and universal service charges incurred in accordance with the contract, as well as any Asahi Net WiMAX 2+ usage charges incurred for service provided up to the time of contract cancellation.
- Concerning the device you purchased from Asahi Net at the time you concluded this contract, in the event initial contract cancellation is made, purchase contract of data communication device concluded in association to the service usage contract of WiMAX 2+ shall be cancelled concurrently with the cancellation of service usage contract of WiMAX 2+.

In this case, you must return the data communication device to Asahi Net, including cabling, the box the device was delivered in, the user guide and all other accessories supplied with the device, in their original state at the time of delivery.

Please note that, in the event the data communication device, etc. are not returned by the designated deadline, or are returned not conforming to the terms and conditions for returning products (including broken, wet or water damaged device, missing accessories, etc. and any other cases where the original state cannot be restored due to the state present in the data communication device, etc.), the member must pay for damages of the device to Asahi Net. For details, please refer to Asahi Net WiMAX 2+ Agreement.

◆ Changing data plans

- The pre-change data plan will apply retroactively to the time at which the data plan was changed. (The following is an example.)

Plan before the change	Plan after the change	Cancellation, reverted plan
WiMAX	WiMAX 2+	None (Contract cancellation)
Changing plans within the WiMAX 2+ service		Revert to the plan before the change in the month in which it is enacted.

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 (Mobile/PHS/IP phone: 03-6631-0861)

6. Other

<Provision of services>

- In order to provide services in a fair manner, Asahi Net reserves the right to deny applications in the event that multiple applications are received from the same individual or address.
- In a month a High-Speed Plus Area Mode communication is used with a compatible device, an additional LTE option charge of 1,005 yen/month will be charged. However, LTE option charges are free for those using Unlimited Data with LTE Plan/Fixed Data with LTE Plan.
- 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.
- New applications for Unlimited Data Plan and Fixed Data Plan are not accepted.

<Charges>

- In the month you change your course or cancel your membership, a full monthly charge and any other charges incurred from the use of any optional services will be billed, regardless such cancellation or change is made during the period of receiving any campaigns or other benefits.
- 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.
- If the service is cancelled in the service opening month, cancellation charge, initial setup charge and charge equivalent for the price of data communication device will be billed separately.

<Upgrading from Asahi Mobile WiMAX to WiMAX 2+>

- Procedures to cancel the contract for WiMAX are conducted at the end of the month that includes the service opening date (*) of Asahi Net WiMAX 2+, and WiMAX service cannot be used beginning the following month.
- Please note that the fixed IP address used with Asahi Mobile WiMAX cannot be used with Asahi Net WiMAX 2+.
- Customers who apply for an upgrade to Asahi Net WiMAX 2+ will be given a discount of 680 yen (tax excluded) on the monthly charge for Unlimited Data with LTE Plan and Unlimited Data Plan. The period in which the discount will apply differs according to the data plan.
 - For Unlimited Data with LTE Plan, the discount will apply for a period of 36 months starting from the month following the month in which Asahi Net WiMAX 2+ service is started.
 - For Unlimited Data Plan, the discount will apply for a period of 24 months starting from the month following the month in which Asahi Net WiMAX 2+ service is started.

Fixed Data with LTE Plan and Fixed Data Plan are not eligible for this discount. However, if the plan is changed to Unlimited Data with LTE Plan or Unlimited Data Plan, the discount will be applied until the end of the original discount period.

<Out-of-box failure>

- The support period for out-of-box failure is 14 days.

<Contact points for support of devices>

•Please contact Asahi Net for technical support if it fails to work out of the box. Failure or malfunction of a device of which more than 15 days has passed since its delivery, will be serviced at au shop. Please bring the device, any accessories, warranty and proof of your identity with you when visiting the au shop.

* Service opening date is either the day on which the Asahi Net WiMAX 2+ data communication device purchased from Asahi Net is used to make the first internet connection or the 10th day after the date the data communication device is shipped, whichever is earlier.

■ Information of the Service Provider

Name	Asahi Net, Inc.
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■ Information of the Seller

Name	Asahi Net, Inc.
Reception Number (Telecommunications Carrier)	A-10-03015
Reception Number (Intermediation)	C1906322
Contact	(English Customer Support) Phone: 0120-577-135 (Mobile/PHS/IP phone: 03-6631-0861) Open hours: 10:00 a.m. to 5:00 p.m., weekdays

* 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 costs and monthly charges

Name	Benefits	Conditions	Cancellation charge
Spring Fresh Start Campaign	<ul style="list-style-type: none"> ■ Discount on monthly charges - Service opening month: No monthly charge. - 2nd – 5th month: No monthly charge. 	<ul style="list-style-type: none"> ■ Discount on monthly charges - A new WiMAX 2+ application must be made. - Applications must be submitted during February 1, 2020 to May 31, 2020. 	If you cancel your contract before the end of the 24th month with the month following the service opening month constituting the first month, a campaign penalty charge of 20,000 yen will be billed in addition to the normal cancellation charge.
	<ul style="list-style-type: none"> ■ Cashback - Cashback of 10,000 yen in the 13th month counting from the service opening month. 	<ul style="list-style-type: none"> ■ To earn the Cashback - Must be using the AsahiNet WiMAX2+ service as of the 5th day of the 13th month counting from the service opening month. 	
Unlimited Data Plan Monthly Discount	560 yen discount on monthly charge starting in the month following the service opening month up to the month preceding the initial contract renewal period.	- Must apply for Unlimited Data with LTE Plan or Unlimited Data Plan.	—
Fixed Data Plan Monthly Discount	568 yen discount on monthly charge starting in the month following the service opening month up to the month preceding the initial contract renewal period.	-Must apply for Fixed Data with LTE Plan or Fixed Data Plan.	—

Name	Benefits	Conditions	Cancellation charge
WiMAX 2+ Upgrade Campaign	<ul style="list-style-type: none"> - 680 yen discount on monthly charge of Unlimited Data with LTE Plan or Unlimited Data Plan, starting in the month following the service opening month up to month preceding the initial contract renewal period. - A free purpose-built cradle and AC adapter if there is an upgrade to the WX05, WX06 or W06. - Charges for cancellation of Asahi Mobile WiMAX are waived. - Initial setup charge of WiMAX 2+ is waived. 	<ul style="list-style-type: none"> - Must be using Asahi Mobile WiMAX and apply for an upgrade to WiMAX 2+ through the relevant contact point. 	—
Asahi Net WiMAX 2+ Bundle Discount	<ul style="list-style-type: none"> - Discount of 200 yen on the monthly charges. 	<ul style="list-style-type: none"> - Must be combined with another Asahi Net connection course. 	—
Long-term Discount	<ul style="list-style-type: none"> - Discount of 500 yen on monthly charges starting from the initial contract renewal period. 	<ul style="list-style-type: none"> - Must apply for WiMAX 2+ and continue the contract after the initial contract renewal period. 	—

■ Campaigns and discounts related to installation charges

Name	Benefits	Conditions	Cancellation charge
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■ Other campaigns and discounts

Name	Benefits	Conditions	Cancellation charge
No Charge for Data Communication Device Campaign	<ul style="list-style-type: none"> - Data communication device is provided free of charge. 	<ul style="list-style-type: none"> - A new WiMAX 2+ application must be made (Includes upgrades.) 	—

■ Steps to receive the cashback payment

1. Contact about the cashback

On about the 15th day of the 13th month (counting from the service opening month), Asahi Net will send you an email about the cashback.

* The email will be sent to the email address you have registered on the Asahi Net Services User Page. Should you have not registered your email address, the email will be sent to your Asahi Net email address.

2. Registration of your bank information

Take the steps explained in the email about the cashback process.

* Please note that if you fail to register your bank account information within 45 days counting from the day the email about the cash back process has been sent from Asahi Net, the cash back payment will no longer be made available. The email cannot be resent.

3. Making the cashback payment

The cash back payment is made into your designated bank account using the *Net De Uketori* service of Wellnet Corp.

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

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