

# 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 FTTH with FLET'S Agreement (Japanese)* 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 FTTH with FLET'S
Type	Fiber-optic connection line (FTTH access service)
Approximate maximum communication speed	Maximum 1Gbps (download/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	—
Restrictions related to emergency notifications	—
Services to filter content harmful to young people	—

Item	Details
Other restrictions on use	<p>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.</p> <p>To ensure the security of communication, Asahi Net may regulate communication ports for the customer's IP address, such as blocking fraudulent traffic.</p> <p>For details please refer to Asahi Net website.</p>

## 2. Usage Charges

### (1) Initial charges

There is no initial charge related to this contract.

\* Please check the FLET'S Hikari contract documentation issued by NTT East/NTT West for initial charges related to fiber-optic lines.

### (2) Monthly charges

Type of plan	Monthly charges
Asahi Net FTTH with FLET'S Home Course	780 yen
Asahi Net FTTH with FLET'S Mansion Course	700 yen

\* For courses under S Plan, there will be an additional monthly charge of 1,500 yen.

\* Please check the FLET'S Hikari contract documentation issued by NTT East/NTT West for monthly charges related to fiber-optic lines.

\* The service opening month is free of charge.

### (3) Call charges

No explanation of this item is available.

### (4) Dialup connections

Dialup connections are available. The amount of time the service can be used for free and charges when that time has been exceeded differ according the selected plan.

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

- Applications can be withdrawn by phone until 5:00 p.m. on the day preceding the installation date. Cancellation charge will not be billed in such cases.
- Applications cannot be withdrawn after 5:00 p.m. on the day preceding the installation date. In such cases, it is necessary to perform the stipulated procedures, and an additional charge for cancellation will incur. (Initial contract cancellation will be described in the later part of this document.)
- \* Please contact NTT East/NTT West regarding cancellation of installation work related to the NTT line.
- If Asahi Net membership is cancelled within 12 months counting from the service opening month , a penalty charge of 2,000 yen will be billed.
- There are no conditions for changing contracts.

#### 4. The Initial Contract Cancellation System

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

- The contract can be canceled in writing within 8 days counting from the day you received the Notification of Contract Details.
- 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 e-mail address
- Contract date (Indicated on the Notification of Contract Details)
- Statement of the desire to cancel the contract with Asahi Net
- Date of submission

- \* For initial contract cancellation and termination of Asahi Net FTTH with FLET'S, a separate procedure is necessary with NTT East/NTT West in addition to this initial contract cancellation. For details please refer to the FLET'S Hikari contract documentation issued by NTT East/NTT West.

#### 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)
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## 6. Other

### <Provision of the service>

- This service is provided for users of NTT East/NTT West fiber-optic lines. Customers who are currently using a "Docomo Hikari (NTT Docomo)" or other Hikari Collaboration Model fiber-optic line are not able to apply for Asahi Net FTTH with FLET'S.
- Users of the NTT West FLET'S Hikari My Town service are not able to apply for the Asahi Net FTTH with FLET'S.
- 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.

### <Installation>

- You will be contacted by a NTT East/NTT West representative on a later date regarding the installation of the fiber-optic line. Even if you are already using a fiber-optic line, you will be contacted by a NTT East/NTT West representative at a later date to confirm the details of your contract.

### <Charges>

- Even if you change your course, including that arising from transfer of line, or cancel your membership during the period of receiving any campaigns or discounts, a full monthly charge and any other charges incurred from the use of any optional services will be billed. In addition, any applicable campaigns and discounts will be closed.
- If FLET'S Hikari line is cancelled in association with the change of name of the FLET'S Hikari line owner or a transfer of FLET'S Hikari line ownership, any applicable Asahi Net campaigns and discounts will be closed.
- 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.

### <Fixed IP Address Option>

- If you are using a B FLET'S line in the NTT West area, you cannot apply for the Fixed IP address and the Fixed IP Address Pre-allocation service on the Asahi Net FTTH with FLET'S. If you are using a B FLET'S line in the NTT East area, you may apply for these optional services.

### <Cancellation>

- To cancel Asahi Net FTTH with FLET'S, you need to contact both NTT East/NTT West and Asahi Net, Inc.

<Notes for users of FLET'S Hikari Light lines and FLET'S Hikari Light Plus lines>

• To use Asahi Net's IPv6 Connection Feature, you are required to use the FLET'S v6 Option provided by NTT East/NTT West. Please note that when using the FLET'S v6 Option, for systematic reason, a fixed volume of monthly traffic will incur regardless of the actual volume of internet data traffic used.

- For FLET'S Hikari Light line users, 40 MB/month of internet data traffic will incur.
- For FLET'S Hikari Light Plus line users, 100 MB/month of internet data traffic will incur.

< IPv6 Connection Feature >

- As a standard connection feature, IPv6 is available with Asahi Net FTTH with FLET'S.
- In order to provide IPv6 Connection Feature, we need customer information (User ID) issued by NTT East/NTT West. You are deemed to have agreed that such customer information will be provided mutually between Asahi Net and NTT East/NTT West for the purpose of providing IPv6 Connection 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 deemed to have agreed to Asahi Net making a proxy application to NTT East/NTT West on your behalf.
- You may experience a brief connection halt in some of the services. In such event, please reboot all the devices including computers and routers.

\* 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 usage charges

Name	Benefits	Conditions	Cancellation charge
Asahi Net FTTH with FLET'S Campaign (Home Course)	<ul style="list-style-type: none"> <li>■ Discount on monthly charges</li> <li>• Service opening month: No monthly charge.</li> <li>• 2<sup>nd</sup> – 12<sup>th</sup> month: Discount of 780 yen on monthly charges.</li> <li>• 13<sup>th</sup> – 24<sup>th</sup> month: Discount of 200 yen on monthly charges.</li> </ul>	<ul style="list-style-type: none"> <li>■ Discount on monthly charges</li> <li>• Must make a new application to Asahi Net.</li> <li>• Applications must be submitted during December 5, 2019 to January 31, 2020.</li> <li>• Initial connection to the service must be made within 7 months counting from the month in which application was made.</li> </ul>	—
	<ul style="list-style-type: none"> <li>■ Cashback</li> <li>• Cashback of 5,000 yen in the 2nd month counting from the service opening month.</li> </ul>	<ul style="list-style-type: none"> <li>■ Cashback</li> <li>• Start using the service meeting the conditions for <i>Discount on monthly charges</i> stated above and be using FTTH with FLET'S as of the 5th day of the 2nd month counting from the service opening month.</li> </ul>	

Name	Benefits	Conditions	Cancellation charge
Asahi Net FTTH with FLET'S Campaign (Mansion Course)	<ul style="list-style-type: none"> <li>■ Discount on monthly charges</li> <li>• Service opening month: No monthly charge.</li> <li>• 2<sup>nd</sup> – 12<sup>th</sup> month: Discount of 120 yen on monthly charges.</li> </ul>	<ul style="list-style-type: none"> <li>■ Discount on monthly charges</li> <li>• Must make a new application to Asahi Net.</li> <li>• Applications must be submitted during December 5, 2019 to January 31, 2020.</li> <li>• Initial connection to the service must be made within 7 months counting from the month in which application was made.</li> </ul>	—
	<ul style="list-style-type: none"> <li>■ Cashback</li> <li>• Cashback of 5,000 yen in the 2nd month counting from the service opening month.</li> </ul>	<ul style="list-style-type: none"> <li>■ Cashback</li> <li>• Start using the service meeting the conditions for <i>Discount on monthly charges</i> stated above and be using FTTH with FLET'S as of the 5th day of the 2nd month counting from the service opening month.</li> </ul>	

■ Campaigns and discounts related to installation charges

Name	Benefits	Conditions	Cancellation charge
—	—	—	—

■ Other campaigns and discounts

Name	Benefits	Conditions	Cancellation charge
—	—	—	—



■ Steps to receive the cashback payment

1. Contact about the cashback

On about the 15th day of the 2nd 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 account 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 cashback process has been sent from Asahi Net for the first time, the cashback payment will no longer be made available. The email cannot be reissued.

3. Making the cashback payment

The cashback payment is made into your designated bank account using the *Net De Uketori* service of Wellnet Corporation.

■ Information of the Seller

Name	NIPPON TELEGRAPH AND TELEPHONE WEST CORPORATION
Contact	Phone: 0120-064337 Open hours: 9 a.m. to 5 p.m. Monday through Friday (Closed Saturday, Sunday, National Holidays and New Year's Holidays [Dec.29 to Jan.3])

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