

# Explanation of Important Matters Concerning Provided Services

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 Agreement for the Asahi Net All Apartments Plan (applicable to Users)* shall be applied. Please read and give consent to these Agreements before application. 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 All Apartments Plan
Type	Fiber-optic connection line (FTTH access service)
Approximate maximum communication speed	200Mbps - 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 are no initial charges related to this contract.

### (2) Monthly charges

Type of plan	Monthly charges
Asahi Net All Apartments Plan	— *

\* Asahi Net does not bill the customer for the monthly charges.

Monthly charges will be billed to the owner, management association, etc.

### (3) Call charges

No explanation of this item is available.

### (4) Dialup connections

Dialup connections are not available with this service.

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

- Applications for this service cannot be withdrawn.
- There are no conditions for changing contracts.

#### **4. The Initial Contract Cancellation System**

The initial contract cancellation system is not applicable to this service.

#### **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 the service>

- This service is provided for users of NTT East/NTT West fiber-optic lines.
- 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>

- Please contact NTT if you have any inquiries regarding installation of fiber-optic line.

### <Charges>

- Asahi Net does not bill the customer for the monthly charges.  
Monthly charges will be billed to the owner, management association, etc.
- Charges for optional services will be billed directly from Asahi Net.

### <Cancellation>

- To cancel the Asahi Net All Apartments Plan, you need to contact both NTT East/NTT West and Asahi Net, Inc.

### <IPv6 Connection Feature>

- As a standard connection feature, IPv6 is available with Asahi Net All Apartments Plan.
- 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 (User ID) 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.

**■ Information of the Service Provider**

Name	Asahi Net, Inc.
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**■ Information of the Seller**

Name	NIPPON TELEGRAPH AND TELEPHONE EAST CORPORATION
Reception Number (telecommunications carrier)	—
Reception Number (intermediation)	C1912560
Contact	Phone: 0120-565-950 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])

\* 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 Asahi Net's 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.

\* Currently, there are no campaigns available for applications made for this service.

Please note that the contents of campaigns and discounts may be subjected to change, when needed.

## ■ Campaigns and Discounts related to initial costs and monthly charges

Name	Benefits	Conditions	Cancellation Charge
—	—	—	—

## ■ Campaigns and discounts related to installation charges

Name	Benefits	Conditions	Cancellation Charge
—	—	—	—

## ■ Other campaigns and discounts

Name	Benefits	Conditions	Cancellation Charge
—	—	—	—

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