

Bringing Model Repair Support

For new au/UQ mobile users signing up with their current smartphone!
A device compensation service that can be subscribed to without purchasing any device.



! You can subscribe to this service only when you sign up with au/UQ mobile, bringing your own smartphone.

If you are not subscribed the device compensation service

Requesting the repair/repair period:
You need to consult the store you purchased your smartphone from | **You will pay the full repair fee**

If you are subscribed to this service

In case of such problems as a broken or damaged phone, we will deliver a phone of the same model!
 Replacement Mobile Phone Delivery Service (up to twice a year)

Fast! Convenient! **In principle, delivered the next day*¹!**

If you live in an eligible area, delivered **in as little as 3 hours*²**

Stress-free **fixed fee!** A big saver!

If you apply online **550yen off!**

<Fee>

Android	1st time: ¥5,500	2nd time: ¥8,800
iPhone	1st and 2nd times: ¥13,200	

There is more!

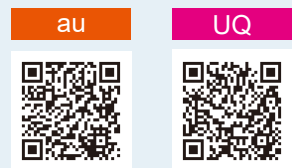
If you are subscribed to another company's device compensation service
 By switching to this service, you can get your communication charge and device compensation service charge in one invoice!

■ **Eligible models: Designated Android™ smartphones, iPhone**

■ **Monthly fee**

Android™ smartphones	¥715
iPhone 11 Pro and later Pro models / Pro Max	¥1,480
iPhone 11 and later models that are not Pro / Pro Max / iPhone XR	¥1,180
iPhone SE (All generations) / iPhone 8 / iPhone 8 Plus	¥980

See here for details ▼



※Please check the au/UQ website for details on monthly fees for eligible models and iPhones not indicated.

★1: Excludes certain regions and remote islands. ★2: For 23 Tokyo wards and Osaka City. A fee of 3,300 yen per use will be billed. There are conditions for application, such as time of receiving service request. ※Available only when applying online. ※Return your broken phone within 14 days after delivery. A penalty fee of 44,000 yen to 132,000 yen will be charged depending on the model if it is not returned. ※The fees and penalties vary for some models. Please check the au/UQ website for details.

Steps to start this service

Procedures to subscribe to this service

Start service

1 Apply (Subscribe)

2 Log in with au ID

Important
 3 Follow the procedures to register your device (See reverse side for details of the procedures)

4 Support in case of trouble

Subscribers will receive an SMS on the next day



Apply at the same time when signing your au/UQ mobile contract

Log in with your au ID

To activate the compensation service, you need to register your device within 30 days. Please make sure to take the procedure.

You can use this service after the 31st day from the date the device is registered!

※You must register the device to be covered within 30 days from the date of contract. If you do not register, your subscription will automatically be canceled. ※Devices that are already linked to other device compensation services provided by KDDI cannot be registered. ※If you are canceling your au/UQ mobile contract, or change your plan to a pov02.0 plan, the "Bringing Model Repair Support" will be automatically canceled.

Procedure for registering your devices

Register your device for coverage. This procedure is necessary to confirm that there is no malfunction or damage at the time of registration.

※If device registration is not completed within 30 days of your contract date, the Bringing Model Repair Support will automatically be canceled. Make sure to complete the registration procedure. ※If you are going to register your device on the day you subscribe to the service, do not remove your au/UQ mobile SIM card until the next day.

Registering your device at the store when you sign up

- Store staff will register your device when you apply to sign up. If you sign up on a Friday, Saturday, or the day before a holiday, device registration will be completed on the next business day. On any other day, the device registration will be completed on the next day.
- If you remove the SIM card from the device registered before device registration is completed, you may need to re-apply to register your device.
- The replacement device delivery service becomes available from the 31st day after the completion of device registration.

Registering your device by yourself

1 From the QR code below, access the designated Website for registering your device and log in using your au ID



2 Tap on “端末のご登録 (Register device),” and on the next screen, read the terms and conditions of use and tap “同意して続ける (Agree to continue)”



3 Tap “この端末を補償対象として進める (Proceed with this device to be covered)”



※The information of the identified device will be reflected. If not, please select the manufacturer/model/color/capacity as necessary.

4 Confirm that the information is correct, check the box, and tap on “次へ (Next)”



5 Tap on “端末機能のチェックを始める (Start checking device functions)”



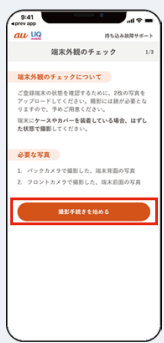
6 Tap on “次へ (Next)” to check the touch panel function



7 Tap on “次へ (Next)” to check the speaker function



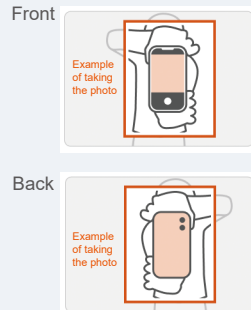
8 Tap on “撮影手続きを始める (Start photography procedure)”



9 Follow the on-screen instructions to take and select a photo of the device's exterior (front and back), then tap on “次へ (Next)”

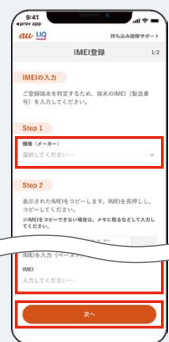


<Example: Taking an image using a mirror>



Hold the top and bottom of your device and take an image, making sure that the entire device can be seen on the mirror. Make sure to hold your device over your face so that the image will not show your face.

10 Follow the on-screen guidance to register the IMEI of the device and tap on “次へ (Next)”

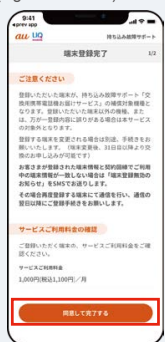


11 Take and select a screenshot of the IMEI and tap on “次へ (Next)”



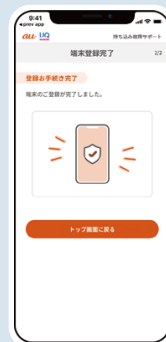
※How to see your IMEI
iPhone
 設定 (Settings) > 一般 (General) > 情報 (Information)
Android
 設定 (Settings) > 端末 (デバイス) 情報 (Device information)

12 Read the important notes and monthly fee, and tap on “同意して終了する (Agree and end)”



Finished!

After the 31st day from the date of registration, a replacement delivery service is available in the event of a malfunction or failure of your smartphone.



Consultation in case of trouble
 How to register your device/inquiries

0120-995-301 (9:00 a.m. – 8:00 p.m., 365 days a year)

※The information on this flyer is current as of March 14, 2024. ※Prices indicated include tax.

KDDI Corporation/Okinawa Cellular Telephone Company

For details, inquire with store staff or visit the au/UQ website

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