

Items to Prepare for Model Changes / MNP

(機種変更/MNPの際に必要なもの)

Thank you very much for coming to our shop.

Please bring these items for Model changes / MNP.

(ご来店ありがとうございます。機種変更/MNPのお手続きのために下記をご用意ください。)

Model changes

To change from an au mobile phone to another au mobile phone, the following items will be required:

- 1 The au mobile phone (including au IC card) currently in use
- 2 Identification documents*1 ("Resident card," "Foreign passport" "Health insurance card" or "Driver's license")
- 3 Initial cost ※Always bring the original documents.

The following fees will be added to the following month's bill.

Changing models between 4G LTE (compatible with au VoLTE) and 4G LTE (not compatible with au VoLTE) devices ▶ ¥3,300 (tax included)	+ Price of au device (The amount depends on the model, etc. and can be paid in installments.)
Changing between 3G (CDMA1XWIN and 4G LTE (compatible with au VoLTE) / 4G LTE (not compatible with au VoLTE) devices ▶ ¥3,300 (tax included)	
Changing models between devices that use the same line ▶ ¥2,200 (tax included)	

※A deposit (in an amount set by au which is ¥100,000 or less per contract / no interest / untaxable) may be required. In this case, installment payments cannot be used to purchase an au device.

※If you pay your monthly bills with a payment slip, bring either a "cash card," "bank book & bank seal" or "credit card" to change your form of payment when you change models.

MNP (Mobile phone Number Portability)

You can change from another Japanese mobile provider to au while keeping the same phone number.

STEP 1 Receive an "MNP reservation number" from your current mobile provider.

Subscribers of NTT docomo (including Disney Mobile)	[On the Web] Log into My docomo ▶ 契約内容・手続き (Contract details and procedures) ▶ 携帯電話番号ポータビリティ予約 (Mobile number portability reservation) ▶ お手続きする (Procedures) (Opening hours: 9:00-21:30) [Phone] Via mobile phone: 151 / Via fixed phone: ☎ 0120-800-000 (Opening hours: 9:00-20:00)
Subscribers of SoftBank	[On the Web] SoftBank website ▶ スマートフォン携帯電話 (Smartphones) ▶ サポート (Support) ▶ 料金・ご契約関連 (Fees, Contract-related) ▶ ご契約内容の確認・変更 (Check and change contract details) ▶ 解約・休止のお手続き (Procedures for cancellation and suspension) ▶ 解約・MNPで他社へ変更する (Cancel / Change mobile carrier with MNP) ▶ MNP転出・解約をご希望されるお客様 (Customers opting to use MNP / cancel) ▶ My Softbankでお手続き (Procedures at My Softbank) (Opening hours: 9:00-20:00) [Yahoo!Keitai] TOP ▶ 設定・申込 (Settings/Apply) (My Softbank) ▶ 各種変更手続き (Procedures for various changes) ▶ MNP予約関連手続き (Procedures concerning MNP reservations) (Opening hours: 9:00-20:00) [Phone] Via mobile phone: *5533 / Via fixed phone: 0800-100-5533 (Free, Opening hours: 9:00-20:00)
Subscribers of Y!mobile	[TOP] (https://my.ymobile.jp/muc/d/top) 契約内容の確認・変更 (Check and change contract details) ▶ メインメニュー (Main menu) ▶ 携帯電話番号ポータビリティ (MNP) 予約関連手続き (Procedures concerning MNP reservations) (Opening hours: 9:00-20:00) [Phone] Via mobile phone: 151 / Via fixed phone: ☎ 0570-039-151 (Opening hours: 9:00-20:00)
Subscribers of Rakuten Mobile	[On the Web] 会員サポート (ログイン) (Member Support (Login)) ▶ メンバーステーション (ログイン) (Members' Station (Login)) ▶ MNP予約番号発行・確認 (Issue and check MNP reservation number) (Opening hours: 24/7) [Phone] Via mobile phone / fixed phone: 050-5434-4653 (Opening hours: 9:00-20:00)

※The above contact information may be subject to change. Contact the carrier for details.

STEP 2 Take your "MNP reservation number" to au and conclude a new contract within 15 days, including the day you made the reservation. Have the following items ready with you:

- 1 MNP reservation number
- 2 Identification documents*1

Foreign passport + Resident card	<p>Minors (junior school students and up to age 19)</p> <p>① The identification documents at left ② Parental agreement and filtering service application (Only valid if signed and sealed by a parent / guardian.) ③ Identification documents for the parent/guardian</p> <p>※Download the parental agreement and filtering service application forms from the au website. https://www.au.com/support/service/mobile/procedure/foreignlanguage/</p> <p>※Make sure to come with a parent/guardian. ※If the subscriber is a minor (elementary school student or younger), his/her contract will be under his/her parent's/guardian's name.</p>
Health insurance card + Credit card	

③ The applicant must also present a cash card, bank book or credit card issued in the applicant's own name.

If the applicant is a minor and does not own a credit card, please prepare a cash card issued in the parent's/guardian's name.

④ Items required to determine payment method of monthly usage charge

If you pay by credit card

Credit card

※Some credit cards may not be usable. Please see the au website for a list of eligible credit cards.

If you pay by bank transfer

Cash card or the name seal submitted to the financial institution + bank book

※At some shops, you may not be able to complete the procedure for bank transfer only with your cash card. Furthermore, cash cards from corporate accounts and the cash cards of some financial institutions cannot be used. For eligible financial institutions, please check the au website. To complete the procedure with a cash card only, the account holder will have to enter the PIN code.

※If your identification document is your health insurance card and your payment method is other than a credit card, you will need to submit a supporting document separately (either a utility charge receipt, residence certificate or student ID card: 1 item). Utility charge receipt: Within 3 months from the date of issue and with current address (electricity, city gas, water, etc.). Residence certificate: Within 3 months from the date of issue and with current address. Student ID: Your name, date of birth, and expiration date (limited to a minor contract)

⑤ Initial cost

Contract processing fee: ¥3,300 (tax included)
(This fee will be added to the first month's bill)



Price of au device
(The amount depends on the phone model, etc. and can be paid in installments.)

※A deposit (in an amount set by au which is ¥100,000 or less per contract / no interest / untaxable) may be required. In this case, installment payments cannot be used to purchase an au device.

★1: If your identification document does not include your current address, or if your current address is different from the stated address, you will separately need to present residence certificate or utility charge receipt to prove your address.

※The validity of your contract depends on your remaining period of stay (duration of your visa).