

Repair and Delivery Service with Cloud

The service offers support when you experience trouble, such as when your smartphone and tablet is broken, lost or stolen. Important photos and videos can be backed up on a large 512 GB cloud. Editing, processing and sorting photos and images will be easy.

! You can subscribe to this service only when you purchase an eligible model.

Android™ smartphones and tablets (5G)
launched on or after May 17, 2022

Monthly usage fee: **¥990**
※¥1,573 for folded models

Read more



If you are not subscribed to this service

You will pay the full repair fee
(Up to about **75%*** of the device price)

*: Average price of the models sold by au in autumn and winter 2022 (online shop prices).

Repair period:
Approximately 1 week

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 3 times a year)

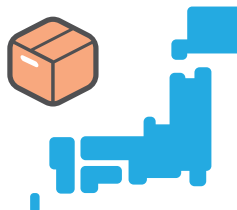
Stress-free **fixed fee!** A big saver!



Free of charge
for natural damage within one year after purchase

<Fee> 1st time: ¥5,500, 2nd time and 3rd time: ¥8,800
<Discounts> **¥550 off** if you apply online, **¥550 off** without a replacement phone, **¥2,200 off** if you have an au contract for 25 months or more.

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



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

Steps to use the replacement mobile phone

1 Sign up

Sign up for the service on the web or by phone.



2 Delivery

The replacement mobile phone will be delivered to your specified address.



3 Procedures after receiving the replacement mobile phone

For the various procedures you need to take after receiving the phone, see also the guidebook provided with the phone.



[Important notes] ※Return your broken phone within 14 days after delivery. If you do not return the phone, you will be charged 44,000 yen as a penalty. ※The fee and penalty are different for folded phones. ★1: Excludes certain regions and remote islands. ★2: For 23 Tokyo wards and Osaka City. Usage charge of 3,300 yen will apply per request. The service is subject to some conditions such as acceptance hours.

Save more money by also subscribing to

Usage support

Our advisors will carefully tell you how to use your smartphone, apps, and peripheral equipment!

Monthly usage fee: **¥649**

If you subscribe to the service together with Repair and Delivery Service with Cloud, you get

¥330/month off!

Example of service content

Remote Support Service



Stress-free support offered on the phone with the operator remotely operating your screen

Support for peripheral equipment



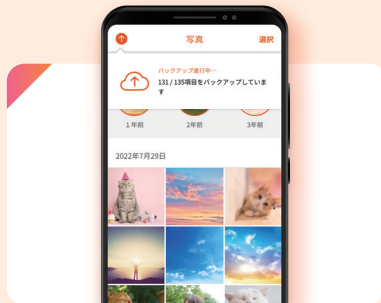
The operator will show you how to use not just peripheral equipment such as Wi-Fi and a PC, but also apps by other companies such as LINE!

[Important notes about usage support] ※Excludes corporate contract customers and customers subscribed to au Smart Support. ※The operator will only provide guidance within the scope of the manual specified by KDDI, and of the operations and settings announced by providers and manufacturers. ※If you cancel or temporarily suspend your au/UQ mobile contract or change your plan to a povo2.0 plan, the "Usage Support" will be automatically canceled.

Repair and Delivery Service with Cloud members-only service

Photo Cloud

Important photos and videos can be backed up on a large 512 GB cloud.
A designated app offers full features such as for processing and optimizing backed-up data*3.



Large Cloud

Photos and videos are automatically stored in the cloud



Easily edit photo

Various edit functions, such as trimming, filtering, and tone correction, are provided



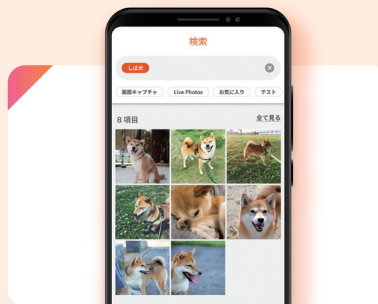
Optimizes the free space on your device

AI helps you delete unnecessary photos, such as camera shake blurring photos and similar photos



Supports your organization of photo and movies

Photos and videos are automatically organized in each category, such as location, selfie, and movie, or can be freely divided into folders as you choose



Easily find photos and videos

Photos and videos can easily be searched by tags based on album name and location



Steps to start using the service

1 Sign up for Repair and Delivery Service with Cloud

Those who signed up for Repair and Delivery Service with Cloud when entering a new contract are eligible.

2 Download the Photo Cloud app

Download the Photo Cloud app from the Google Play Store.

3 Log in with your au ID

Log in with your own au ID.

4 Start using the service

The procedure to use the service has been completed. Please start using the Photo Cloud app.

Consultation in case your phone is broken or lost **0120-925-919** (9:00 a.m. – 8:00 p.m.)
365 days a year

Inquiries about Photo Cloud **0120-933-981** (9:00 a.m. – 8:00 p.m.)
365 days a year

*3: Corporate contracts subscribed to on or after June 30, 2022 are not eligible.

※To start using Photo Cloud, you need to install the app and take the procedure to use the service. ※Data can be backed up, up to 512 GB per "Repair and Delivery Service with Cloud" contract. The maximum size allowed for each file is 10 GB. ※If you cancel the service, the backed-up data will be kept for 30 days, counting the cancellation date as day 1.

※If you are going to cancel your au/UQ mobile contract, or purchase a new au/UQ mobile phone, you can choose whether to continue with or cancel the "Repair and Delivery Service with Cloud" for the au/UQ mobile phone you are currently using. ※The above images are for illustrative purposes only. ※The information on this flyer is current as of April 3, 2023. ※Prices indicated include tax.

○Wi-Fi is a registered trademark of the Wi-Fi Alliance. ○LINE is a trademark or registered trademark of LINE Corporation. ○Android and Google are trademarks or registered trademarks of Google LLC.

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

KDDI Corporation/Okinawa Cellular Telephone Company

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