

## Video call service

Some au stores offer interpreter services via video calls.



Most operators are native speakers, and all are certified Nihongo Kentei (The Japanese Language Examination) Grade 1 holders.

**Calls with an interpreter are available via a three-party calling service.**

See the list of stores where this service is available. [https://www.au.com/english/storelocator\\_multilanguage/](https://www.au.com/english/storelocator_multilanguage/)

<Languages> English, Korean, Chinese, Portuguese, Spanish, Vietnamese, Tagalog, Thai, French, Nepali, Hindi, Russian, Indonesian\*

\* Tagalog, Thai, Vietnamese, French, Nepali, Hindi, Russian, and Indonesian interpretation are available only at specific times.

## A website and app to solve your problems here and now.

au homepage: <https://www.au.com/english/>

### au Support (Web) (English only)

The page contains various support information that is useful when you need help.



### My au app (Japanese only)

You can check your usage charges, points, and subscription details as well as carry out various procedures.

#### <App screen>



Download



Some menus require you to log in. Please log in with your au ID.

**[Change of address]** My au app> “ご契約確認・変更 (Check the details of your contract and make changes)” on the lower screen > Select “**変更 (Change)**” in “ご請求関連情報 (Invoice information)”.

### Message

You can send a message at any time, so there is no need to worry if you cannot make a call due to your current location or time zone.



● Contact us  
(in Japanese, English, Portuguese, or Chinese)

My au app



Read more



### Call us

Main line (9:00 to 20:00 / Toll-free)	English	0120-959-472	Chinese	0120-959-476
	Portuguese	0120-959-473	Korean	0120-959-478
	Tagalog	0120-933-952	Vietnamese	0120-933-961

Theft? Lost your phone? Damaged phone? (24 hours a day / Toll-free) (in Japanese only)	From au smartphones and mobile phones	113 with no area code
	From non-au mobile phones / regular phones	0077-7-113
	If the above numbers do not work	0120-925-314

The main phone number is also listed on the au homepage.

Read more



※To change or check the details of your contract, you will need your current au mobile phone number and pin code.

※The above numbers may not work on some IP phone services.