

## 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.

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

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

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/)



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.

Read more



Or search



### My au app (Japanese only)

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

Download



<App screen>



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

Use the chat function to easily ask questions anytime, anywhere!  
The AI will respond immediately 24/7 and an advisor will provide detailed answers.



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

My au app



Read more



### Call us

<b>Main line</b> (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
<b>Theft? Lost your phone? Damaged phone?</b> (24 hours a day / Toll-free) (in Japanese only)	From au smartphones and mobile phones	113 with no area code	The main phone number is also listed on the au homepage. <div>Read more</div>	
	From non-au mobile phones / regular phones	0077-7-113		
	If the above numbers do not work	0120-925-314		

※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.

※Information on this flyer is current as of September 2023.