

Important Information on Canceling Your Contract

Upon completing Mobile Number Portability (MNP) procedures, your contract with au will be canceled and you will start a new contract with the carrier you switched to.

Therefore, we ask that you read and agree to the terms below before proceeding with the MNP process. Switching from au to UQ mobile with the same phone number is called a “number transfer”*. In this case, replace the word “MNP” with “number transfer” when reading this document and in the instructions for various procedures, and so on.

*Switching between au and UQ mobile and between Okinawa Cellular and UQ mobile Okinawa are “number transfers” while switching between au and UQ mobile Okinawa and between Okinawa Cellular and UQ mobile will continue to be referred to as “MNP.”

■ MNP Reservation Number

The MNP Reservation Number is valid for 15 days, including the day you made the reservation. Your contract with au will not be automatically canceled after the expiration date. Please be careful to manage this number yourself.

■ MNP Procedures

Because the carrier you will be switching to will check with au on the contract holder's name, please apply for MNP under the same name registered for the applicable line. Your contract with au will be automatically canceled when processing by your new carrier has been completed. However, we may decline the MNP process if there are overdue payments for au.

The only au line you applied for MNP will be canceled automatically, not other au lines of yours.

■ Fees that Apply for Canceling Your Contract

When you switch your mobile phone's carrier from au to UQ mobile with the same phone number, MNP Processing Fee and other cancellation fees will not be charged from Feb 1st, 2021.

However, for the time being all kinds of cancellation fees are billed once but the same amount for the fees will be deducted from the following month's bill of UQ mobile.

(Number transfer application from au to UQ mobile using entry code for contract is not applied to the case above.)

<MNP Processing Fee>

There will be no Processing Fee.

<Cancellation Fees>

Depending on the type of contract you subscribed to, a maximum of 9,500 yen (10,450 yen including tax) will be billed after the month following the cancellation of your contract as a cancellation fee pertaining to fixed-term contracts. Please note that a cancellation fee will apply if the cancellation of your au contract (new contract with the carrier you switched to) is after the renewal period of the fixed-term contract, even if your MNP reservation number is issued during the renewal period.

If you purchased an au mobile phone with au Purchase Support, a cancellation fee for au Purchase Support will apply according to the number of months passed and the phone model purchased.

A penalty fee may apply if you do not return au Femtocell or au Repeater.

<Service Fees for the Month of Cancellation>

Basic usage fees, flat-rate fees for flat-rate data services and option fees will be billed for the entire month, regardless of when the cancellation was made, after the month following the cancellation. Applicable call charges, data communication fees and other fees until the date of cancellation will be billed in the month following the cancellation. The Monthly Discount will discontinue from the invoice for the month prior to the cancellation.

Your date of cancellation of your au contract is the day your new contract with the carrier you switched to has started, not the day your MNP Reservation Number was issued. Therefore, in the event the procedures to switch to your new carrier carried over to the next month, the abovementioned fees will apply for the month of your cancellation.

■ Unlocking Your Mobile Phone's SIM After Cancellation

If you are unlocking your mobile phone's SIM after canceling or temporarily suspending au services, you can do this by visiting My au(※) or an au shop/au Style, au SQUARE.

To go through this process at an au store, you need to bring a SIM unlocking processing fee of 3,000 yen (3,300 yen including tax), the mobile phone whose SIM is to be unlocked, and identification documents (applications for up to two devices per day per person are accepted).

※ The procedures are not available on the My au app. Please visit the My au website instead. You need an au ID to log into the site.

<About SIM Unlocking>

In order to insert a SIM card from another carrier to use it on an au mobile phone or another phone that supports SIM unlocking, you need to start the SIM Unlocking procedure.

<Conditions for SIM Unlocking>

The au mobile phone or another phone needs to fulfill all of the following conditions. Even if you fulfill all of the following conditions, the procedures will not start until after repairing has been completed if your phone is damaged.

(1) Model released after April 23, 2015 that supports SIM unlocking

(2) au mobile phones without any network-use regulations

(3) There are no overdue payments

※ If you have overdue payments, the procedures will not start until after all overdue payments have been paid.

(4) Any new au mobile device purchased no more than 101 days before

※ The day you purchased your device will be counted as "Day 1." The model you purchased will be included in your purchase history on the day following your purchase date.

However, the SIM unlocking procedures can be performed even within 100 days from the model purchase in one of the following cases. Note that to unlock the SIM at an au store, the subscriber applying for the procedure needs to visit the store.

① If you purchased the model with a lump payment or you have paid the balance of installments in full

※ For models to which au Purchase Support etc. (measure for KDDI to bear a portion of the responsibility of the model purchase amount as a condition of continued use of the purchased model and applicable condition of the contract renewal) is applied, SIM unlocking procedures

cannot be performed within 100 days from the model purchase.

- ② If the applicable line has a history of SIM unlocking and 100 days have passed from the application of the previous SIM unlocking
 - ※ Applies to SIM unlocking application received after July 11, 2017.
- ③ Your payment method is credit card payment for the applicable installment payment and the au usage fees for the line

■ Installment Payment Contracts

Installment payment contracts will continue, and your remaining installments will continue to be billed. Please contact the Customer Support Center if you wish to pay this in lump sum. Once your request for lump sum payment has been processed, payments cannot be split regardless of whether you are canceling your contract.

■ Your au ID After Cancellation

Your au ID, Ponta points and Ponta points (valid only in au PAY Market) will remain even after canceling your contract with au. If your phone number is used to log in for your au ID, you will need to log in with your email address upon registration after canceling your contract with au.

■ Other Important Notes Regarding Your Contract Service

- Only your mobile phone number will be carried over through the MNP process.
- You will need to back up all data, including contacts, pictures, messages received and sent, apps, data in apps and configuration information, on your own. Use iCloud and SD cards because the "Data-oazukari (data backup)" app will be unavailable after canceling your contract.
- If you are using an iPhone or iPad, please note that all email data saved on the server will be deleted if you use au Mail on the "Mail" app.
- By canceling your contract, support services for operation/configuration of your device and benefits from your au contract (including those offered by companies other than au) will be discontinued.
- Free calls from the au Combined Plan from the KDDI Combined Billing service will become unavailable.
- Discounts from J:COM Combined Billing service may no longer apply.
- If you are receiving the benefit of not having to pay the remaining price for your device through the Upgrade Program, the benefit may become invalid after the cancellation.
- Your purchased data volume through Data Charge will become unavailable. In addition, if you have data volume remaining from Data Gift, the data will become unavailable.
- In the event you have no our service contract (such as all au mobile phones; smartphone, tablet, cell phone, Wi-Fi router etc.), au Hikari, au Hikari Chura, and UQ mobile registered on your au PAY Credit Card and you have no credit card expenditure record* for one year period from our reference date, an annual fee of 1,250 yen(1,375 yen including tax) will apply in the following year. An annual fee of 10,000(11,000 yen including tax) yen applies for the au PAY Gold Card, regardless of your au contract status.
(*) all kinds of charges (ETC issuance fee, postage charge of detailed billing statement and delayed damages,etc.) are not included.
- By canceling your au mobile phone contract, you may no longer use some au PAY Prepaid Card functions, such as receiving rebates.
- Benefits from au STAR will be discontinued.

- Gift vouchers for renewing 2-year contracts will become invalid.
- Your remaining Ponta points (valid only in au PAY Market) within the expiration period will continue to be used even after cancellation of au mobile contract.
- Discounts toward your au invoice by purchasing at au PAY Market may no longer apply.
- Subscription purchases at au WALLET Market will be canceled. If you have a water server contract, a cancellation fee may apply depending on your contract period.
- au Denki Point Discount will be canceled if your phone number is designated for the discount. Even after canceling your au Denki Point Discount, you can continue to redeem up to 3% in Ponta Points by logging in with your au ID and changing your au ID to your email address.
- If you are a subscriber of Kanden Gas for au and want to keep using au Denki, you can continue to redeem up to 5.5%+51 Ponta Points by changing your au ID to your email address.
- Number Share on your devices will be canceled.
- If you register a Prepaid Card and use a prepaid-only phone or an au mobile phone with a Post-paid contract, the remaining balance will become invalid.
- au HOME will no longer be available. Furthermore, if you subscribe to a Recommended Package Plan and have not completed installment payments for au HOME device usage fees, you will need to pay the cancellation fee stipulated in the au HOME Service Terms and Conditions in a lump-sum.
- au Home Loan Set Discount will no longer be available.
- The AEON Value Program will automatically be canceled and you will no longer be eligible to receive rebates (top-up) to your au PAY balance.
- If Kantan Kessai 【Easy Settlement】 (continuous billing) is set up, au Smart Pass premium and other payable contents will not be cancelled or unsubscribed automatically even after the cancellation of au phone line. If you do not wish to use these services after a model upgrade or cancellation, please cancel or unsubscribe from the membership.
- In addition to discounts and benefits indicated in this document, others that require an au service contract may be discontinued after your cancellation.

All indicated amounts in this document exclude tax unless otherwise specified.

KDDI Corporation
Okinawa Cellular Telephone Company

Information as of April 2021

■ For inquiries: Customer Support Center Hours: 9:00 a.m.–8:00 p.m. (toll-free, open daily)

Language	phone number	Language	phone number
English	0120-959-472	Tagalog	0120-933-952
Portuguese	0120-959-473	Vietnamese	0120-933-961
Chinese	0120-959-476	Japanese	0077-7-111
Korean	0120-959-478	Japanese	157
		*From au mobile phone	