

For inquiries, call:

Customer Service Center

For general information, charges, and operation assistance (toll free)

Business hours: 9:00 to 20:00 (7 days a week)

From fixed-line phones:

 0077-7-111

From au call phones:

157 area code not required

Pressing "zero" will connect you to an operator, after calling "157" on your au cellphone.

For service cancelation procedure in case of loss or theft (toll free)

Business hours: 24 hours (7 days a week)


From fixed-line phones:


 0077-7-113

From au call phones:

113 area code not required

In case above numbers are not available, call toll-free:

 0120-977-033 (except Okinawa)

 0120-977-699 (Okinawa)

Keitai Guarantee Service Center

For loss, theft or damage (toll free)

Business hours: 9:00 to 21:00 (7 days a week)

From fixed-line phone/au cell phones:

 0120-925-919



やめましよう、
歩きスマホ。



キケン！
水ぬれ充電



モバイル・リサイクル・ネットワーク
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