

Important Information on au Communication Services

This document explains important matters when using au communication services in accordance with the Telecommunications Business Act.

The following standardized terms and conditions apply to the services that customers subscribe to.

<https://www.kddi.com/corporate/kddi/public/conditions/>

Please apply after fully understanding the contents of your contract.

Please **make sure** to read this document and website

From QR code



From a PC



Explanation of the au Terms & Conditions

Search

<https://www.au.com/mobile/information/>

Information that will be explained to you at the store

A

Terms & Conditions

..... P1

Please review the following matters that particularly need your attention:

1. Note on contract
2. Note regarding payment of fees
3. Notes when entering a contract for minors following the lowering of the legal age of adulthood
4. Use by minors
5. Other matters

B

Terms & Conditions (according to the applicable model)

..... P8

Please review the following information at home

C

Other notes

..... P9

D

Other notes (according to the applicable model)

..... P14

• Customers applying for a smartphone, 4G LTE Keitai, tablet or data communication device should refer to the notes (in writing) that are applicable to your model.

- Tax is included in all the prices and fees in this document, unless specified otherwise. The actual charge may differ from the total amount of each tax-inclusive price, because the tax amount is calculated from the sum of each tax-excluded price. Tax-inclusive prices are indicated with the decimal point rounded off (excluding call charges and communication charges).
- Prices, fees and services are subject to change for improvement, etc. without prior notice.
- A store staff member may call a family member when an elderly customer visits us alone.

A Terms & Condition

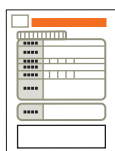
Confirmation of user

- We will confirm whether you or your family member will use the device purchased in this procedure.
If the user is a minor, we will explain about our filtering service separately.

1. Note on contract

✓ How to review your contract details

You may review your contract through your preferred method.



Paper form



Access to "My au" online

※"My au" is available on your smartphone, 4G LTE Keitai, tablet and PC.

<Reviewing the contents of your (written) contract>

You can review your contract at our dedicated URL (<https://cs.kddi.com/pr.htm>).

You can also review the contents from the URL indicated in the SMS (C-mail) sent to you during the course of the procedures.



※The contents will be available on the day following the completion of the procedures if you are a new customer, or immediately after the completion of procedures if you are changing a device model.

※You can view these items for up to six months from the date following the date of application. We recommend you download or print out these items for your records.

※Documents in the PDF file format on "My au" may not be correctly displayed depending on your software for viewing PDF files. In such a case, please download Adobe® Reader® to view them.

You can review details of your contract at "My au" (online version).

- From smartphones, 4G LTE Keitai, tablets and PCs [<https://www.au.com/my-au/>]:

My au Search



You can review details of your contract at "My au" (app version).

- Search for "My au" on Google Play or App Store



※The screen design is subject to change.

※If you are a povo customer, check the povo2.0/povo1.0 app.

2. Note regarding payment of fees

✓ The payment of fees

- Fees will be billed from the month following the month from which services are provided. The due date varies according to your payment method.

Direct debit	The 25th day of the next month, the end of the next month or the 10th day of the month following the next month* (The date of direct debit is the next business day if it falls on a weekend or holiday) ※The date of direct debit may be changed from My au. (Only the 25th day of the next month or the end of the next month can be selected)
Credit card	Your transfer date pursuant to the terms and conditions of your credit card company ※For debit card payments, your bill may be deducted from your account before invoice information is available to you.

KDDI/au fees notification email ("WEB de Seikyu-sho" notification email)

An SMS/+message/email will be sent on a monthly basis when your invoice becomes available.
You can change the email address that receives these notifications and change the service's settings at My au.

<http://my.au.com/rd/mail>

※New customers can change their settings from the day following registration.



- If your payment is made through any means other than a credit card and is less than the amount determined by us (¥5,000 yen including tax for direct debit and ¥330 including tax for payments over the counter), billing may be every two months (except for installments/monthly payments outstanding or any contracts made through Okinawa Cellular Telephone Company).
- Invoices for installment payments and deferred payments will be billed from the second month in which the application for the Individual Credit Purchase Mediation Contract/Individual Commodity Installment Sales Contract was submitted. In the event of a model change, contract cancellation or temporary suspension, you will still need to pay the remaining balance of installments and deferred payments (lump sum payments are accepted).

✓ Fees due from you

- There are 3 types of fees that will be billed to you:

① Fees payable for your device

You may pay for these fees by a lump-sum payment or installments. If you select installments, such amount will be paid in combination with the monthly fees.



② Monthly fees charged according to the type of your contract

Basic usage fee, fixed charges for Flat-rate Data services, optional charges, call charges, communication charges, universal service fees*1, phone relay service fee*2, and fees from au Simple Payment Service



③ Contract handling fees

Contract handling fees are billed together with your usage fees in the first invoice.

- New contract: ¥3,000 (¥3,300 including tax)
- Model change: ¥2,000 (¥2,200 including tax) or ¥3,000 (¥3,300 including tax) depending on your new model or old model

Model change handling fees for key models

Model before model change		Model after model change		Contract handling fee
5G smartphone		5G smartphone		¥2,000 (¥2,200 including tax)
4G LTE smartphone	au VoLTE supported	4G LTE smartphone	au VoLTE supported	¥2,000 (¥2,200 including tax)
4G LTE Keitai	Not au VoLTE supported	4G LTE Keitai	Not au VoLTE supported	¥2,000 (¥2,200 including tax)
5G smartphone		4G LTE smartphone, 4G LTE Keitai		¥3,000 (¥3,300 including tax)
4G LTE smartphone, 4G LTE Keitai		5G smartphone		¥3,000 (¥3,300 including tax)
4G LTE smartphone	Not au VoLTE supported	4G LTE smartphone	au VoLTE supported	¥3,000 (¥3,300 including tax)
4G LTE Keitai	au VoLTE supported	4G LTE Keitai	Not au VoLTE supported	¥3,000 (¥3,300 including tax)

※iPhone 7, 7 Plus, SE, 6s, 6s Plus, 6, 6 Plus and GRATINA 4G KYF34 are compatible with VoLTE, but they are treated as non-compatible Smartphone Mobile and non-compatible Mobile.

※1 Universal Service Fee

KDDI bills its customers the amount indicated on the KDDI webpage (<https://www.kddi.com/corporate/kddi/public/universal/>) per phone line.

The Universal Service Fee refers to a fee billed to customers so that phone call services for your contracted phone (i.e. "universal service") can be used at any household within Japan in a fair and stable manner.



※2 Phone Relay Service Fee

KDDI bills its customers the amount indicated on the KDDI webpage (<https://www.kddi.com/corporate/kddi/public/telephonerelay/>) per phone line.

KDDI bills its customers phone relay service fees to ensure appropriate and steady provision of phone relay service, a service that helps people with hearing and speech impediments to communicate with people who can hear.



✓ Cancellation fees

- The following fees apply according to your contract type when you cancel your au communication service

Usage fees for the month you cancel your contract	
Basic usage fee	Amounts payable for the full month in which the cancellation occurs Not pro-rated
Flat fee for the Flat-rate Data service	
Optional fee	
Call charge/Communication fee	Usage fees until the cancellation date
au Simple Payment Service usage fee, etc.	

Other fees
Handling fees
Installments or deferred payments

※Starting April 1, 2021, you will not be charged MNP withdrawal reservation fees upon withdrawal from au.

※Fees may be pro-rated depending on the contract details.

※Discounts may not apply in the month of cancellation depending on the discount service subscribed to.

See contract terms and conditions (customer copy) for details regarding your contract.

✓ au Simple Payment (Carrier Billing)

- **au Simple Payment is a service in which you can pay for contents and shopping you did via a smartphone or PC by using your au ID (<https://id.auone.jp/payment/sp/>). This service is available from the time you sign your contract.**



- When using the service, you will need to agree to the Membership Agreement for au Simple Payment^{※1} (<https://id.auone.jp/payment/terms.html>).
- The service requires your PIN for authentication. The initial PIN is the 4-digit number you filled out in the application form at the time of your contract for a new phone line. Even in the event that a family member or anyone else is authenticated, the contract holder needs to pay for the resulting bill because the authentication is handled as being signed in by the contract holder. Avoid other people knowing your PIN.
- If you wish to limit the use of au Simple Payment, please change access restriction settings and maximum usage settings (<https://id.auone.jp>).
- To prevent unauthorized access by third parties, KDDI incorporates two-factor authentication^{※2}. If you receive instructions for this two-factor authentication and **don't remember logging in or purchasing, do not access the URL indicated or approve authorization.**
 - ※1 The latest version of these Terms and Conditions and their effective date shall be posted on the aforementioned website, in which it shall become effective as of the effective date.
 - ※2 An authentication method in which KDDI issues SMS (C-Mail) and email when a device other than your device purchased for contract is used to log in.
- When you change plans or brands, you may not be able to have the maximum usage charge discounted or top up the au PAY balance.

3. Notes when entering a contract for minors following the lowering of the legal age of adulthood

- (1) Due to the lowering of the legal age of adulthood, persons 18 years of age or older will no longer need the consent of a parent or guardian when signing a contract for the use of mobile phone or other telecommunications services. Before entering a contract for calling and communications services, please make sure you fully understand the contents of the contract yourself.
- (2) Similar to the above paragraph, before entering a contract to purchase goods or use services via the Internet, please make sure you fully understand the contents of the contract yourself.

4. Use by minors

✓ Filtering service

■ Compliance with laws and regulations on the use of the Internet by minors

According to laws and regulations, a subscription to and configuration a filtering service is required at the time of sale of a device as a general rule if a minor (a person under the age of 18) will be using the device.

■ The risks of using the Internet and the effects of the filtering service

The use of the Internet may result in minors witnessing unlawful or harmful information that may have an adverse effect on their sound development and pose the risk of them becoming involved in crimes. In particular, many minors encounter problems when communicating with strangers on social media. There is also the risk of being not only a victim of crime but also a perpetrator without realizing it.

The filtering service can reduce this risk of exposing minors to harmful information.

■ Enabling and using filtering service

Of the following filtering services, choose, configure and enable the service that suits your child. Note that Minor WEB Filter does not allow access to be restricted when Wi-Fi communication is used. When you use an applicable model for Safety Filter Service for au, Screen Time or Family Link, we recommend setting or using it.

※See the au website for details on the filtering services.

<https://www.au.com/mobile/service/filtering>

<Safety Filter Service for au (for Android/iOS)>

- “Safety Filter Service for au” is a filtering service to protect children from harmful websites and apps. In particular, KDDI strongly recommends enabling this service for children who are accessing the internet and using smartphones for the first time.
- The filtering level can be changed according to your child’s age and purpose of use. Settings for restricted websites and apps can be individually changed by the parent/guardian (※Excludes the iOS app).

Main apps and websites that can be viewed when Safety Filter Service for au is first applied

App	Android/4G LTE Mobile				iOS ^(Note)
	Elementary school	Junior high school	High school	Older than high school	
LINE	×	×	×	×	○
Instagram	×	×	×	×	○
YouTube	×	×	○	○	×
Facebook	×	×	×	×	○
Twitter	×	×	×	×	×

Website	Android, 4G LTE Mobile, iOS			
	Elementary school	Junior high school	High school	Older than high school
News and navigation	○	○	○	○
Games, videos and music	×	○	○	○
Social media and discussion boards	×	×	×	○
Online dating and adult content	×	×	×	×

Note: The settings of iOS apps are the same and consistent for all items regardless of age.

★The information on certification is current as of November 2021, and may change without notice. ★This is information at the initial default settings.

<Screen Time (for iOS), Family Link (for Android)>

- In addition to filtering website and apps, you can also manage and see the time your child spends on their smartphones.
- ※Restricted websites and apps are based on Apple’s or Google’s standards.

<Minor WEB Filter>

- When using the Internet on a 5G compatible smartphone (except when using Wi-Fi), the use of websites deemed inappropriate for your child is restricted based on the URL information of websites accessed by your child.

■ If you are not setting/using the filtering service

A notification that you will not use the filtering service is required if you are not applying for the service. The filtering service requires an initial setup procedure. If you do not wish this initial setup to be conducted at the store, please let us know. It is your or another family member’s responsibility to complete this initial setup.

For use of the Internet by a minor, the parents/guardians must fully understand and determine whether or not the use is appropriate.

[Our requests to parents/guardians]

- Understand the risks relating to the Internet and set appropriate rules for your child, such as prohibiting communication with strangers.
 - The filtering service does not guarantee complete control of your child’s access to harmful information. You need to know and check on how your child is using the Internet, such as through changing the filtering level according to your child’s age and purpose of use, customizing the types of social media and apps your child will use and using the feature to limit the time your child spends on their device.
- ※For Safety Filter for au, if the setting is invalidated, an email will be sent to the parent/guardian.

5. Other matters

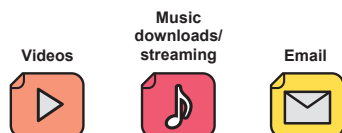
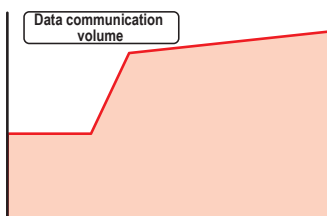
✓ Restriction on transmission speed

■ When the data usage exceeds the monthly data allowance

For 5G/LTE/WiMAX2+, the maximum communication speed is limited to 128 kbps up to the end of the applicable month. The restriction will end on the first day of the following month.

※If you purchased the data capacity through Data Charge, the purchased capacity will be available without any restriction on the rates.

※If you are using Extra Options, you may use the same without restrictions on the transmission speed after you exceed the monthly data capacity.



You can see your data usage on the My au app.

■ When using significant data volume in a short period of time

To prevent network congestion, transmission rates are restricted in the following cases.

Applicable contract		Criterion	Restricted period
Adjust Plan 5G, Adjust Plan 5G (s), Unlimited Data MAX Plan 5G, Unlimited Data MAX Plan 5G with Amazon Prime, Unlimited Data MAX Plan 5G Netflix Pack (P), Unlimited Data MAX Plan 5G Netflix Pack, Unlimited Data MAX 5G DAZN Pack, Unlimited Data MAX Plan 5G TV Pack, Unlimited Data MAX Plan 5G ALL STAR Pack, Smartphone Start Plan (Flat) 5G, Adjust Plan 4G LTE, Adjust Plan 4G LTE (s), Unlimited Data MAX Plan 4G, Unlimited Data MAX Plan 4G Netflix Pack (P), Unlimited Data MAX Plan 4G Netflix Pack, Unlimited Data MAX 4G DAZN Pack, Unlimited Data MAX Plan 4G TV Pack, Smartphone Start Plan (Flat) 4G, Tablet Plan Light 5G, Tablet Plan Light 4G, Router Flat Plan 80 (5G), Mobile Router Plan 5G, Home Router Plan 5G		Customers who used significant data volume within a specified time period*	Heavy traffic hours
Other contract plans	LTE NET/LTE NET for DATA Contract for 4G LTE smartphones 4G LTE tablets 4G LTE Keitai 4G LTE PCs	Customers who used at least 6 GB in total for the past 3 days (exclusive of that day)*	All day
	LTE NET/ LTE NET for DATA (Contract for data communication devices)	Customers who used at least 10 GB in total for the past 3 days (exclusive of that day)*	Heavy traffic hours

※Purchases of capacity through Data Charge and Extra Options are also subject to the restriction.

✓ Area quality information transmission function

- For the purpose of improving quality for service areas, the quality, signal strength and location (GPS information) during call or data communication may be recorded. The information collected in this manner is used solely for the purpose of improving quality for service areas, and will not be used to collect the contents of communication or to identify any customer.

※This function may be deactivated by an operation on the applicable device.

✓ Communication control function

- For 5G service contracts, communication destinations and applications used are identified in order to maintain and improve network quality. The identification results may be used to control communication speed during congestion.

✓ Communication identification function

- The communication identification function (a function that identifies communication destinations and services being used) will be applied when subscribing to the following contract plans:

- Unlimited Data MAX Plan 5G, Unlimited Data MAX Plan 5G with Amazon Prime, Unlimited Data MAX Plan 5G Netflix Pack (P), Unlimited Data MAX Plan 5G Netflix Pack, Unlimited Data MAX 5G DAZN Pack, Unlimited Data MAX Plan 5G TV Pack, Unlimited Data MAX Plan 5G ALL STAR Pack, Unlimited Data MAX Plan 4G, Unlimited Data MAX Plan 4G Netflix Pack (P), Unlimited Data MAX Plan 4G Netflix Pack, Unlimited Data MAX 4G DAZN Pack, Unlimited Data MAX Plan 4G TV Pack

※Additional contract plans may be subject to the communication identification function. Please refer to the URL below to see the latest plans applicable.

This function will continue to apply even if you change between contract plans subject to the communication identification function.

<https://www.au.com/mobile/information/contract/>

This function will continue to apply even if you change between contract plans subject to the communication identification function.

Identification results will be used for such purposes as counting the data communication volume according to contract plans and restricting communication speed.



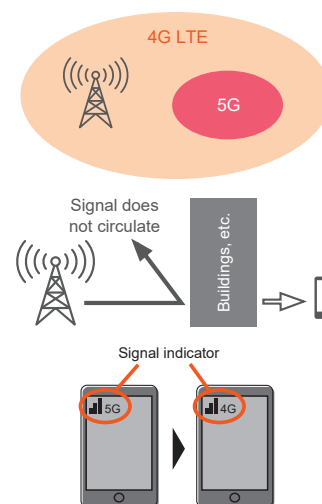
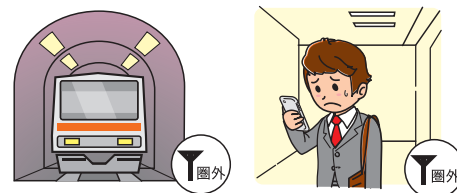
✓ Communication quality and service area

- Service areas and communication speed may vary according to your model. In addition, the service areas may change. Please refer to the au website for details.

au website

Top Page ▶ Products & Services ▶ Mobile Phones Top Page ▶ Area

- Communication speed may significantly slow down or become unavailable depending on the line conditions and your location. (au communication services are based on best-effort service.)
- Mobile phones may not be used outside the service area or at locations that radio waves cannot reach, such as tunnels, underground facilities, inside or behind buildings, and mountainous areas. There may be cases where au mobile phones cannot be used due to poor radio wave conditions, such as when the customer is on high ground or at the top floor of a high-rise building, or during bad weather conditions.
- Usage of 5G communication
 - For 5G compatible models, service is available in 4G LTE areas in addition to 5G areas. Because 5G service areas are initially limited, service will mainly be 4G LTE.
 - Given radio waves for 5G communication reach indoors less compatible to 4G LTE, you may have 4G LTE service and not 5G service even when you are within the service area.
 - Your 5G compatible phone may display a signal indicator of "5G" in some areas even when 5G communication cannot be used. The signal indicator may change to "4G" when using a voice call or communication.



✓ 8-day cancellation period (Confirmation system)

- You are entitled to terminate the relevant agreement by submitting the required application within 8 days, in the event that:

The signal in your home is insufficient for use.



It is found that a sufficient explanation of the terms and conditions was not provided to you.



A statutory written statement of the contract was not delivered.



When applicable:	Inquire to:
The signal in your home is insufficient for use.	【Phone number】 From au mobile phones: 157 (no area code, toll-free) From mobile phones other than au and landline phones: Customer Service Center: 0077-7-111 (toll-free) 【Wave Support 24 website】 https://www.au.com/mobile/area/dennpa-support
It is found that a sufficient explanation of the terms and conditions was not provided to you.	The location where you completed the procedures
A statutory written statement of the contract was not delivered.	



Please refer to your contract (written contract) for details.

✓ Procedures for changes and cancellations, etc.

	KDDI		
	au Style/au Shop	au store at applicable Toyota dealers	Mass retailers/ Multiple dealerships, etc.
Model change	○	○	○
Temporary suspension	○	○	×
Transfer/Succession	○	○	×
Cancellation	○	○	×
Modification to your price plan*	○	○	○
Modification procedures for services*	○	○	○

※My au and the Customer Service Center are also available to process your requests.

You can review and modify your contract at My au.

• How to modify your contract details※ (through My au)

※Some procedures cannot be processed through My au.

■ My au (app versions)

"☰" menu on the upper left ▶ See/change contract information

How to download the "My au" app
Search for "My au" on Google Play or App Store



■ My au (online version)

From smartphones, 4G LTE Mobile, tablets and PCs:
<https://www.au.com/my-au/>



✓ Please be aware that the following will occur when using the content

- Chargeable contents or applications will not be automatically terminated. If chargeable contents or applications that you are using become unnecessary due to a termination or model change of your au mobile phone, it is your responsibility to unsubscribe from or terminate such services.
- We ask that you take measures to prevent incurring extraordinary charges for games played by your child and other causes that may lead to unintended fees.

1

Do not use a PIN that can be easily figured out.



2

Do not tell others your credit card number.



3

Do not allow two-factor authentication for payments that you do not remember.



4

Enable usage restrictions for au Simple Payment Service, App Store and Google Play.



5

Set your maximum for collective billing.



You can change the setting on the au ID website.

Tap "MENU"
▼
au Simple Payment Service
Tap "Set maximum for collective billing"

6

Lower the maximum amount billed by applying for user registration.



7

Keep track of your child's use by setting a sub email address.



You can change the setting on the au ID website.

Tap "MENU"
▼
au Simple Payment Service
Tap "email settings"
▼
Tap "Change email and email settings"

Access the au ID website from here



✓ Automatic communication and software update

- Smartphones and other communication devices may perform automatic software updates (including forced updates to improve security and other functions) as well as other communications that are not initiated by the customer. For such automatic communication, data transmission charges will apply depending on the usage environment and contract plan.
- Software updates may be provided to you in order to provide additional or modified features or improve the quality of our products. For this, please ensure your software is updated to the latest version.



✓ Android smartphone

- If you change your model to a model compatible with au VoLTE, specifications may differ from the prior model, or some services may not be available on the new model.

Affected services

Call-waiting, indications of fees, answer holding, voicemails, setting of times for call forwarding, non-responding transfers, special numbers for remote operations, Answering Service EX, international roaming, and call blocking

- If you are using a message app (MMS) and changing your model from an iPhone to an Android smartphone, you cannot view au mail sent and received through your iPhone prior to the model change on your new Android smartphone.

✓ iPhone

- If you change your model to a model compatible with au VoLTE, specifications may differ from the prior model, or some services may not be available on the new model.

Affected services

Call-waiting, indications of fees, answer holding, voicemails, setting of times for call forwarding, non-responding transfers, special numbers for remote operations, Answering Service EX, international roaming, and call blocking

- All emails transmitted and received are stored on the au mail server, not on your device. The server has limits to the quantity and volume that it can store. The oldest mails are deleted automatically when the limit is exceeded.
- If applicable procedures are carried out, text messages and note pad data saved on the au mail server will be deleted and cannot be restored.

Applicable procedures

- Termination of 5G NET or LTE NET
- Change of phone number, assignment (excluding assignment between you and your family member)
- MNP between KDDI and Okinawa Cellular
- Temporary suspension or resumption of use after a temporary suspension

✓ 4G LTE Mobile

- We strongly recommend that you subscribe to a Flat-rate Data service.

- Data communication charges may be high if you use communication with large data amounts, such as viewing or downloading videos and music, etc.
- With respect to a model change, when your fee plan will change on the same day, the data communication charge applicable on the day of your model change will be calculated based on the applicable Flat-rate Data service subsequent to that model change. Charges for your use after your model change without the Flat-rate Data service may be high. In addition, the bill for your use after your model change with any fee plan under which charges will go up according to your data communication amounts may increase and you may reach your limit, depending on the data communication amount immediately prior to your model change.

- Apps available to you only include pre-installed apps and apps available through au Smart Pass Premium and au Smart Pass (application required, fees separately charged).

- Caution when changing your model to a model that does not have multi-device support

When you are using au mail on iPhone or using the IMAP mail server type on a smartphone other than iPhone, you may not be able to display or restore au mail sent and received prior to the model change.

Please refer to the au website for models that do not have multi-device support.

<https://www.au.com/mobile/service/email/multi-device-usage/>

✓ 5G home router

- Obtaining your location information

- Please note that when you use the service, KDDI will obtain information that is considered to suggest your location, obtained from GPS information on your device or information from KDDI, Okinawa Cellular or UQ Communications stations accessed by your device or contained in communication logs, to identify the location of the service being used.

- Where the router can be used

- The router can be used only at the address printed in your contract.
- If you are moving and using the router at a different address you need to submit an application to change the address in your contract. You will not be able to use the Internet at your new address unless you report the change of address.
- Even if you move to an area that is outside the service areas, the service will not be terminated unless you apply to have the service terminated.

- Terminating the service

- We will terminate the service if any use of the router at a different address from the one printed in your contract is detected. In such cases, we will notify you by SMS or phone.
- If, even after the service is resumed, we still detect that the router was used at a different address from the one printed in your contract, we may terminate the contract. You will be notified if this happens.
- In emergencies we may terminate the service or contract without notice.

1. Fees

Fee for the initial month of your subscription

- In the case of a contract subscription during the month, the basic usage fee (including free calls) and flat-rate fees for Flat-rate Data service will be pro-rated.

Payment of fees

- Billing will be through WEB de Seikyu-sho where you can confirm usage charges online (paper invoices and enclosed invoices will not be sent to you).
※If you wish to receive a paper invoice, you need to apply separately. A ¥200 (¥220 including tax) issuance fee will be charged per paper invoice.
※A transfer form will be sent for customers who pay at the counter, regardless of whether printed invoices are requested. In that case, you will be charged a handling fee for paying at the counter (¥300 (¥330 including tax)/bill, includes printed invoice issuance fee).

Monthly data capacity and data used for the month of model change

- If you changed models between 5G/4G LTE (including au VoLTE) phones in combination with a change of Flat-rate Data service, your plan will change as follows:

Item	Description
Date of change	The day the change was made
Flat-rate Data fee	Flat rate prior to change on a per diem basis + Flat rate after change on a per diem basis
Monthly data capacity for the current month	The larger capacity of the Flat-rate Data service compared to the monthly data capacity prior to and after a change The Adjust Plan 5G, Adjust Plan 5G (s), Adjust Plan 4G LTE and Adjust Plan 4G LTE (s) will be compared as 1 GB plans, while Unlimited Data MAX Plan 5G, Unlimited Data MAX Plan 5G with Amazon Prime, Unlimited Data MAX Plan 5G Netflix Pack (P), Unlimited Data MAX Plan 5G Netflix Pack, Unlimited Data MAX 5G DAZN Pack, Unlimited Data MAX Plan 5G TV Pack, Unlimited Data MAX Plan 5G ALL STAR Pack, Unlimited Data MAX Plan 4G, Unlimited Data MAX Plan 4G Netflix Pack (P), Unlimited Data MAX Plan 4G Netflix Pack, Unlimited Data MAX 4G DAZN Pack and Unlimited Data MAX Plan 4G TV Pack will be compared as plans with the upper GB limit allowed for each plan for when data communication is used for tethering, data sharing and World Data Flat.
Data used for the current month	The total data used with a Flat-rate Data service applied prior to the change and the data used with a Flat-rate Data service after the change

Use of au Simple Payment Service (Google Play™) on former devices (Android™ device)

- Given that au Simple Payment Service (Google Play™) is linked to your au communication service contract, au Simple Payment transactions made through your former device (Android™ device) after a model change will be billed in combination with your usage fees that are billed to your new au mobile phone.
You can remove the au IC card to terminate the use of au Simple Payment Service (Google Play™) on your former au device (Android™ device).

Data communication charges

- Data communication charges apply according to the data communication volume received and transmitted.

2. Services

Internet connection service

- When using an Internet connection service via an au mobile phone not used in conjunction with other devices, you are required to subscribe to one of the following: 5G NET, LTE NET, 5G NET for DATA, LTE NET for DATA (same for use overseas).
- At the time of application for an Internet connection service, you are required to give consent to receiving "Hot Info" (an advertising information service that may be cancelled by you at your discretion).
- An application for the contents services "au Book Pass" "Select Pack" and "au PAY Market" includes your approval to receive notification emails from subscribed services (including advertisements), which may be terminated at your discretion.

au email/SMS (C-mail)

- Use of au email (@au.com/@ezweb.ne.jp) requires subscription to 5G NET and LTE NET.
- Use of au email (@au.com/@ezweb.ne.jp) requires the default settings.
- The communication charge for sending domestic SMS (C-mail) is ¥3 (¥3.3 including tax)/message*. Receiving SMS is free of charge.
※For messages with 70 double-byte characters. Depending on the model used or the person to who you are texting, a maximum of 670 double-byte characters can be transmitted. In this case, you will be charged an amount corresponding to two messages for up to 134 characters and an amount equivalent to one message for each 67 characters for more than 134 characters. A plan in which messages sent to any au mobile phone are free of charge is also available.
- If you switch from an iPhone to an Android smartphone or 4G LTE mobile, you need to configure the settings in order to receive au email and SMS (C-mail), or messages from the voicemail service.

How to configure settings

Send a C-mail with "00090015" as the addressee and "1234" as the text using your new Android smartphone or 4G LTE mobile.

- If we are not able to confirm your payment by the due date designated by KDDI, pursuant to the terms and conditions, late charges may be charged and/or calling services may be suspended. Basic usage fees will continue to apply during the suspension period and will be billed.
- In the event that payments for usage charges for any of our telecommunication services (including services other than au mobile phones) that are based on any current or prior contract are not made, services may be suspended or cancelled for all contracts. In the event of an assignment or transfer, all of your contracts may be suspended or cancelled if the contractor, prior to such assignment or transfer, fails to pay the amount due for usage charges for any of our telecommunication services (including services other than for au mobile phones) that are based on any current or prior contract.
- If your usage charges reach a substantial amount, KDDI reserves the right to bill you at its discretion.



Data Charge/Data Gift

- If you subscribe to Data Charge options under an applicable fee plan or flat-rate data service, your contracted data capacity can be distributed among family members who are eligible for Family Discount Plus, au Smart Value or KDDI consolidated billing/convergent billing, in accordance with Data Gift. Upon distribution, the name and au mobile phone number of the customer who will receive the distribution will be displayed to the customer that shares the data capacity.

au Smart Value

- If the service is not available because your home is located outside an applicable fixed-line service area, au Smart Value will be made available to you in combination with a designated Wi-Fi router. If and when such fixed-line service subsequently becomes available in your home, you will be asked to sign the contract for this service in advance. Discounts from au Smart Value will be terminated if you refuse to subscribe to the fixed-line service.
- When the fixed communications service for au Smart Value is cancelled in a contract applicable to au Smart Value (Router Discount) without it being started due to circumstances at the company that provides the service, we will change the discount amount from the next month from the cancellation month after four months. Please refer to the au website, etc., to review changes made.
- Up to a total of 10 au mobile phone lines (for router services such as au Home Router 5G and au Smart Port, up to 9 lines; the same applies hereafter) per fixed-communication service line.
- If you are transferring your phone number from a UQ mobile line that is currently on Home Set Discount, or has previously been on Home Set Discount (except in cases in which the Home Set Discount group was abolished) (hereafter "the line"), you will automatically be transferred to the Family Discount Plus/au Smart Value group when you sign up for au (some cases excluded). If you satisfy the requirements for Family Discount Plus or au Smart Value, the discount will automatically be applied. In this case, the Home Set Discount group that the line belonged to and the Family Discount Plus/au Smart Value group will be treated as one group. Up to 10 lines can belong to one group, including au lines and UQ mobile lines.
- In the case of automatic transfer, the contract details (document) will show Family Discount Plus/au Smart Value/Home Set Discount items (for how to review the contract details (document), refer to page 1). If the items are not displayed, you were not automatically transferred. If you wish to apply for Home Discount Plus/au Smart Value, you must apply separately. To find out more, please contact your nearest store.
- If the contractor of a fixed-line communication service or a Wi-Fi router differs from the contractor of an au communication service, the subscriber can sign up only if he/she has the prior consent of the contractor required for this application, including with respect to the handling of customer information.

[Treatment of customer information relating to the provision of the au Smart Value service]

■ Pursuant to the entrustment agreement with your contracted fixed-line service provider (a telecom carrier providing any fixed-line service covered by au Smart Value or Home Set Discount Internet Course, or any mobile communication service), the Company (hereinafter including Okinawa Cellular Company) is authorized to obtain your approval on the following matters concerning the treatment of customer information. Please review the following matters as well.

※In order to give information on or provide the au Smart Value service, the Company and the fixed-line-service provider will share information acquired pursuant to the contractual relationship with the customer through certain information systems (including telephone communication) between the Company and the fixed-line-service provider.

※Information regarding customers mutually provided or used includes information on the application or the status of your contract, name, address, contact phone number, birthday, and description and/or date of application, commencement, termination of services relating to the Internet, phone and/or television service that you are using or are subscribed to.

※The Company and the fixed-line service provider will, pursuant to the agreement between the Parties with regard to protection of personal information, keep the customer's information strictly confidential and take all reasonable steps necessary to secure and safeguard such information.

※If you wish to request the disclosure, correction, or suspension of the use of your personal information, or if you have any question or proposal, please contact the information desk as designated by your contracted fixed line-service provider. Our inquiries desk will also respond to your inquiries.

au Point Program

■ The au Point Program is a service in which points are rewarded according to your monthly payment for your au mobile phone and other services. The points may be used when purchasing an au mobile device or for shopping.

■ The au Point Program is provided in accordance with the au Point Program Terms of Use.

<https://www.au.com/support/point/regulation-point/>

■ When you sign an au communication service contract with KDDI Corporation/Okinawa Cellular Telephone Company, it shall be deemed you have accepted the au Point Program Terms of Use.

■ KDDI Corporation/Okinawa Cellular Telephone Company will handle customer information that it obtains pursuant to providing the au Point Program in accordance with the Privacy Policy of the respective company.

KDDI Privacy Policy:

<https://www.kddi.com/corporate/kddi/public/privacy/>

Okinawa Cellular Privacy Policy:

https://okinawa-cellular.jp/corporate/disclosure/privacypolicy/privacypolicy_personal/

au Wi-Fi SPOT

■ If you would like to use all au Wi-Fi SPOTs in Japan, you must configure the necessary settings yourself. Please refer to the au website or the setup guide for your purchased model on how to configure settings.

<https://www.au.com/mobile/service/wifi/wifi-spot/usage/>

■ Entering-into an au Communication Service Contract between yourself and KDDI Corporation/Okinawa Cellular Telephone Company constitutes your consent to the Terms of Service for au Wi-Fi SPOT that will become effective between yourself and Wire and Wireless Co., Ltd. Wire and Wireless Co., Ltd. will provide you, if applicable, with au Wi-Fi SPOT service free of charge in accordance with the said Terms of Service.

※au Wi-Fi SPOT Terms of Service

<https://www.au.com/mobile/service/wifi/wifi-spot/regulation/>

■ Use of au Wi-Fi SPOT may incur charges depending on your fee plan.

Please refer to the au website for further details on fees for using au Wi-Fi SPOT.

<https://www.au.com/mobile/service/wifi/wifi-spot/>



Unlocking the SIM lock

■ If you are unlocking the SIM lock, the requirements for unlocking may differ depending on your usage conditions or the au mobile phone used, among other factors.

■ For the details of the requirements for unlocking the SIM lock, please visit the au website.

<https://www.au.com/support/service/mobile/procedure/simcard/unlock/>



3. Using services overseas, and making calls and sending messages to overseas

※Consumption tax has not been added to fees applicable to international services.

Using services when overseas

■ Call charges, SMS (C-mail) transmission charges, and data communication charges differ from when used within Japan.

■ Making calls in foreign countries

Examples of call charges per minute (Call charges vary by travel destination)

	Domestic call	International calls to Japan	International calls to countries other than Japan	Calls received when overseas
USA	¥120	¥140	¥210	¥165

※Call charges also apply to incoming calls when outside of Japan.

■ The available countries, regions, and communication services vary according to your model.

※For details on usage outside Japan, please refer to the au website.

<https://www.au.com/mobile/service/global/au-world-service/>

■ Some services are not available outside Japan.

■ SMS (C-mail) charges

Sending: ¥100/message Receiving: Free

※A maximum of 670 double-byte characters can be transmitted, depending on the model. However, you will be charged fees for two messages for up to 134 characters, and fees for one message for each 67 characters for more than 134 characters. Transmission of 70 double-byte characters or more is allowed only when using au World Service VoLTE.

■ Data communication

World Data Flat and Kaigai Double-Teigaku are available (additional fees apply).

※Using World Data Flat

• Your data speed will be limited if your data usage exceeds a certain amount within each 24-hour window after you have started using World Data Flat.

To find out more, please visit the au website.

<https://www.au.com/mobile/service/global/au-world-service/sekai-data/>



Calls not eligible for unlimited calling plans and options

■ Calls to phone numbers set by other companies starting with 0180 (Teledome), 0570 (Navi Dial, etc.), Directory Assistance (104), Government 1XY service (188), #Dial (Quick Dial), SMS transmissions, satellite phones/satellite maritime phones and calls to phone numbers specified separately by KDDI are not eligible for free calls in plans/options that offer unlimited domestic calls, including Super Kakeho, Kakeho, Flat Rate Calling Light, Flat Rate Calling Light 2, Flat Rate Calling, Flat Rate Calling 2, Smartphone Start Plan (Flat) 5G, Smartphone Start Plan (Flat) 4G, and Flat Rate Calling (Smartphone Start). International calls and calls made from and received in overseas countries are also excluded.

■ Calls to some telecommunications carriers separately specified or calls that exceed 744 hours per month may be billed separately.

■ A calling charge of ¥20 (¥22 including tax)/30 seconds applies to domestic calls not eligible for free calls, unless otherwise designated by other companies (calls to satellite maritime telephones are ¥50 (¥55 including tax)/30 seconds).

※For details, please see our website.

(<https://www.au.com/support/faq/view.k147928138/>)

Data Carryover

■ A subscription to a plan eligible for Data Charge and Data Carryover is required to use this service.

※As of the end of the current month, you must be eligible for a fee plan or flat-rate data service applicable for Data Carryover. For fee plans eligible for Data Carryover, please refer to the au website.

<https://www.au.com/mobile/charge/data-option/data-kurikoshi/>

Data Carryover may apply from the next month depending on the timing of your application for the change of fee plan.

Please refer to the au website for details.

<https://www.au.com/mobile/information/>



au ID

■ After completion of au ID integration, all services used via au ID prior to such integration will no longer be available. The services subscribed and paid for together with communication fees through au Simple Payment Service will be automatically terminated.

■ When the same au ID is registered to multiple au/UQ mobile lines (to integrate into a single au ID), any changes made to the registered personal information of the au ID holder (name, home address stated in the contract, PIN code) will change all of the same information registered on the multiple lines.

au Smart Pass Premium/au Smart Pass

■ If you unsubscribe from au Smart Pass Premium or au Smart Pass, the apps that were installed via au Smart Pass Premium or au Smart Pass and all the data stored on the au Server will be automatically deleted. If you pay for the fees of this service through collective billing (au Simple Payment Service) and you have chosen credit card as the payment method, or if you pay by direct debit and have turned on the au Simple Payment Service (continued billing) setting, this service will not automatically be unsubscribed after canceling your au communication service. If you want to unsubscribe to the service, please go through the procedure for withdrawal yourself from the relevant service site, etc.

Making calls and sending SMS (C-mail) to overseas

- International call charges and fees for SMS (C-mail) sent to overseas differ from those made within Japan.
- International calls
Examples of call charges per 30 seconds (flat rate for 24 hours)

Mainland USA	South Korea	China	The Philippines	Thailand
¥20	¥55	¥55	¥65	¥65

- ¥100 applies for each SMS (C-mail) sent to overseas. Receiving SMS messages is free of charge.
※A maximum of 670 double-byte characters can be transmitted, depending on the model. However, you will be charged fees for two messages for up to 134 characters, and fees for one message for each 67 characters that exceeds the 134 characters.
- The maximum monthly charge limit is ¥30,000. If call charges exceed this limit, the service becomes unavailable as soon as KDDI confirms this. In addition, there may be some cases in which the service will be suspended until payment of the call charges concerned is confirmed.

Confirmation of number of calls made with au International Calling FLAT

- Upon a request from a contractor to confirm the number of applicable calls made at the monthly flat-rate under au International Calling FLAT, we will disclose the number of calls only when the request is recognized as being made by the contractor.

4. Damages and repairs

In the event of the loss or failure of your device

- We strongly recommend that you back up your address book, photographs, or other data, in case of the loss or failure of your au mobile phone device*, or when you change your model in the future.
※Damage caused by the change or loss of data or of the various setting information is not covered by your warranty.

When charging or using a battery, please be aware that

- Please use the (built-in) battery, charging equipment, and common optional peripheral devices that we specify. Using an unspecified item may cause a malfunction, fire, burn, injury, electric shock, etc.
- The (built-in) battery is a consumable. If the usage time is extremely short even after recharging, or if the functions do not recover, the end of life of the battery is approaching. If this is the case, consult with us as soon as possible. For a built-in-type battery, you will be charged for repair after we accept your request. In addition, please understand that there may be a period during which you are unable to use your phone. Please also note that the end-of-life depends on the conditions of use and other reasons.
For more information, please see the au website.
<https://www.au.com/support/faq/detail/31/a000000000231/>



Warranty service

- Functional replacement parts for each au mobile phone model and their peripherals are stored for four years after the discontinuance of production of the parts. We cannot repair a device when the storage period of its functional replacement parts has elapsed. Even when within the guarantee period, we may not be able to repair in some areas due to a lack of repair parts.
- If there are multiple defective parts, all parts need to be repaired. Given that partial repairing cannot guarantee the quality of the product, the product will be returned after all defects are repaired (you may be charged for this, depending on the case).
- Devices that have been customized (including software) or repaired at a location not authorized by the Company may not be covered by the warranty and a request for repairs may be rejected.
- The warranty period for au mobile phones (new) is one year from the date of purchase. Some devices do not include warranty, so you should receive and keep any documents from the shop (such as the receipt) that verify the date of your purchase.
- For the provisions relating to the free repair service for au mobile phone, please refer to the instruction manual.
- Repairs for smartphones, tablets and 4G LTE mobile require the deletion of data by the customer beforehand.
- When repairing an Osaifu Keitai®, you will be required to delete data on the FeliCa chip beforehand or agree to the Company or the Company's agency deleting the data on the FeliCa chip. Data transfers need to be done by the customer.

Software update

- If you deliver your device to us for repair, the device will be returned to you after updating the software installed on the device.
- Please do not make any unauthorized modifications to the OS (operating system) so that you can operate your device's system as you like. Such unauthorized modification to OS will be deemed to be the customization of software and your request for repair may be rejected.

When charging, you must be aware that

- When charging using an adaptor, please connect the adaptor horizontally after checking the vertical sides. Do not connect an external device, such as the au mobile phone's charging device or adaptor, in a damaged state, or with attached conductive extraneous substances (e.g. metal pieces) or liquids (beverage, sweat, etc.).

Water leakage

- In the event that internal immersion, such as corrosion or rust of an internal substrate, is confirmed by an inspection when a repair is performed, the mobile phone will be deemed to be water wet, even if the water-wet seal is intact.
- Charging while your mobile phone is wet may cause abnormal heating or burning and is very dangerous.

Repair and Delivery Service

- This service is available only upon purchasing an au mobile phone. If you have unsubscribed from your membership, you will not be able to re-enroll until the next time you purchase an au mobile phone.
- For further information and notes on using the service, please refer to the Repair and Delivery Service section on the au website.
<https://www.au.com/mobile/service/kosho-funshitsu/>



Repair and Delivery Service with AppleCare Services

- This service is available only upon purchasing an iPhone/iPad. If you have unsubscribed from your membership, you will not be able to re-enroll until the next time you purchase an iPhone/iPad.
- For further information and notes on using the service, please review the Repair and Delivery Service with AppleCare Services section on the au website.
«iPhone»
<https://www.au.com/iphone/service/warranty-ac/>
«iPad»
<https://www.au.com/ipad/service/warranty-ac/>



iPhone



iPad

5. Security

Settings for locking your device

- If you set a lock on your device*, please do not forget how to unlock it.
※Functions to set a password so that other people cannot operate your device
- If you forget your password for unlocking your device, you will need to reset the device to its initial factory settings. Please note that all data, including email and photographs, on your device will be deleted when you reset to the initial factory settings.

Anti-virus/Backup

- Like personal computers, smartphones, 4G LTE mobile and tablets are vulnerable to viruses. Caution is needed when conducting unexpected operations, changing your settings, or downloading applications from unknown sources. Antivirus software is recommended.
- We recommend that you store your valuable and significant data on an external memory card or the hard drive of your PC. For further details, please refer to the Instruction Manual.

PIN code

- Your PIN code is needed to use a variety of au services. The default code is the four-digit number that you filled out on your application at the time of signing your new contract. If a person other than the user uses the PIN code, this will be treated as if the contractor used said PIN code. You are responsible for keeping it safe.

Use of apps

- It is your responsibility to configure the necessary settings and manage your ID and password to use apps.
- Some apps may transmit the user's information to information collectors or advertising distributors. You must understand and acknowledge the terms and conditions regarding information before agreeing to and using such apps.
- No malfunctions caused by apps installed by the customer will be eligible for the manufacturer's warranty or Repair and Delivery Service.

Spam emails

- Automatic Spam Mail Checker is activated by default when using au email to prevent any unsolicited emails. The Automatic Spam Mail Checker automatically identifies doubtful emails to prevent them being delivered to your account*. However, it may, on rare occasions, identify a goodfaith email to be a spam mail. Information on emails not delivered to you (reception date and time, sender address and subject line) can be delivered once per day (fees apply) so that you can check them for yourself. You also have the option of deactivating the Automatic Spam Mail Checker.

※ This refers to information such as subject line and text to prevent emails that coincide with features of spam emails distributed online as listed below from being delivered to your account.

[Categories]

On-line dating, drugs, adult content, gambling, fraud (such as phishing sites) and malware (software maliciously programmed to disrupt computer operations)

6. Other matters

au IC card

- The proprietary rights to the au IC card belong to the Company.
- Prescribed charges apply for the reissuance of an au IC card due to loss or damage.

Registration of user information

- If the contracting party and the user of the au mobile phone differ, the contracting party can apply to have the user's information registered (only for individuals who qualify for the Family Discount). If the phone is to be used by a minor, the user must be registered.
- The contractor must explain to the user that his/her name and date of birth will be registered with the Company, that information on the device and communication used by the user will be used as prescribed in the Handling of Customer Information with 'Sufficient Anonymity,' explain any other important matters on the use of the au mobile phone and obtain the user's consent.
- The contractor shall carry out all procedures related to the contract (contract changes, option selection, etc.). However, for the application of call records, the consent of the user is required for the following matters.
 - (1) The date and time of each call, the number of the other party, and other information are displayed on the call record.
 - (2) The call record is mailed to the address specified by the contractor party together with the invoice.
 - (3) The contractor may request to change the type of call record or discontinue its issuance. If the user's information is changed, the issuance of the call record is discontinued.
- Even if the au mobile phone is used by anyone other than the contractor, the contractor is responsible for paying the usage charges. If a user uses the phone to send spam email or engage in any other activity that breaches the contractual obligations, that action is deemed to have been taken by the contractor and the use of the phone will be suspended, the contract cancelled, or the sharing of information on the sender of spam email with other carriers will be in the name of the contractor. The contractor is therefore obliged to maintain the safekeeping of the phone.
- Fee-based services or products purchased on relevant sites are to be paid together with the communication charges by the contractor. The contractor is responsible for the safekeeping of the PIN code for au Simple Payment Service used for making such purchases.

Restrictions on use

- When entering-into a contract, the address as well as the fixed-line phone number of the customer's home or office must be entered on the application form. If we cannot contact the customer, we may suspend the phone service.
- Connection to the network may be restricted for certain au mobile phones, including:
 - (1) an au mobile phone that was unlawfully obtained through criminal acts, including, but not limited to, theft (or robbery) or fraud committed at au Style, an au shop, a UQ spot, or other retail store
 - (2) an au mobile phone for which payment (including, but not limited to, advance payment) has not made
 - (3) an au mobile phone that was obtained through a forged identification or an unlawful contract that contains false information, such as on the name, address, or birthday
 - (4) an au mobile phone that is determined to be uncollectible or unusable through the replacement handset delivery service

- In order to maintain service quality and to protect facilities, we reserve the right to disconnect communications that remain connected for a certain period time (24 hours or more), or to restrict port access, depending on the status of the network.
- If usage charges become excessive, the line may be temporarily suspended.

7. Handling of personal information

Purposes of using personal information

- The Company recognizes the importance of personal information and other information (personal information regulated by the Act on the Protection of Personal Information, as well as data concerning the person). To this end and in order to ensure that such information is properly protected, KDDI is committed to complying with the relevant laws in Japan and overseas, and guidelines for the protection of personal information, including those issued by a certified personal information protection organization of which the Company is member.
- Personal information acquired through businesses such as the telecommunications business, bank agency services, insurance agency services and financial instruments intermediary services may be used for any of the purposes indicated in our Privacy Policy at <https://www.kddi.com/corporate/kddi/public/privacy/>.
 - (1) Telecommunications operations pertaining to:
 1. Provision of services in relation to telecommunications operations (including implementation of terms of contracts under the Terms and Conditions as well as the Terms of Service)
 2. Calculation of usage fees, invoicing, and operations pertaining to calculation and granting of points
 3. Contract review and credit screening, etc.
 4. Customer services
 5. After-sales services
 6. Addition and modification of optional services
 7. Suspension of services
 8. Provision of information on current and new services and new menu options
 9. Provision of information after investigating and analyzing the status of services used (and purchased)
 10. Products, services, events and promotions intended to facilitate use, etc.
 11. Surveys and questionnaires
 12. Display, distribution and delivery of advertisements
 13. Development of new services and evaluation/improvement of service quality
 14. Development, operation and management of facilities, equipment and software in connection with provision of services
 15. Investigation and handling to be carried out on the occurrence of insufficient products, a system failure, or a service-related accident
 16. Prevention and investigations of fraudulent contracts, unauthorized use, and non-payments
 17. Provision of information in relation to services (including those other than telecommunication services) provided by the Company and its affiliates and business partners*
 - (2) Bank agency operations pertaining to:
 1. Acting as an intermediary for the execution of contracts for the acceptance of yen-dominated and foreign currency-dominated deposits, and financing for affiliated financial institutions* designated by the Company, and any operations incidental thereto
 2. Verification of qualifications for purchases of financial instruments or services as provided by affiliated financial institutions* designated by the Company
 3. Provision of information on current and new services as provided by affiliated financial institutions* designated by the Company
 4. Provision of information on campaigns and events as provided by affiliated financial institutions* designated by the Company
 5. Customer services relating to bank agency services
 6. Conducting of surveys and questionnaires on bank agency services
 7. Provision of information on services provided by the Company and its affiliates and business partners*
 - (3) Insurance agency operations pertaining to:
 1. Acting as an agent or intermediary for the execution of contracts pertaining to recruitment for insurance, etc., of affiliated insurance companies* designated by the Company, and any operations incidental thereto
 2. Verification of qualifications for purchases of insurance instruments or services provided by affiliated insurance companies* designated by the Company
 3. Provision of information on current and new services provided by affiliated insurance companies* designated by the Company
 4. Provision of information on campaigns and events provided by affiliated insurance companies* designated by the Company
 5. Customer services pertaining to insurance agency services
 6. Conducting of surveys and questionnaires on insurance agency services
 7. Provision of information on services provided by the Company and its affiliates and business partners*

- 4) Financial instruments intermediary operations pertaining to:
 1. Brokerage services for the purchase and sale of securities and brokerage services for the opening of a new account at affiliated financial instruments business operators* designated by the Company
 2. Verification of qualifications at the time of purchase of financial products and services by affiliated financial instruments business operators* designated by the Company
 3. Provision of information on current services, new services, etc., of affiliated financial instruments business operators* designated by the Company
 4. Provision of information on campaigns and events provided by affiliated financial instruments business operators* designated by the Company
 5. Customer consultations pertaining to financial instruments intermediary services
 6. Conducting of questionnaire surveys on financial instruments intermediary services
 7. Provision of information on services provided by the Company, its affiliates and business partners

※For details about affiliated financial institutions and insurance companies, affiliates and business partners, please refer to our Privacy Policy at <https://www.kddi.com/corporate/kddi/public/privacy/exhibit5/>, as shown in Exhibit 5.

■ The handling of personal information pertaining to an Individual Third Party Credit Agreement shall be in accordance with the Terms of Handling Personal Information Related to Individual Third Party Credit Agreement and Other Credit Transactions.

■ For details and updated policies on personal information, please refer to our Privacy Policy on the Company's website at <https://www.kddi.com/corporate/kddi/public/privacy/>.

Handling of personal information in bank agency services

■ Information concerning customer transactions in the Company's bank agency services (such as information on customer deposits, currency trading, loans or other information related to customer financial transactions or assets) may be used for the Company's services as indicated in Purposes of Using Personal Information (including operations pertaining to recruitment for insurance or financial instruments intermediation through meetings, mails, telephone, the Internet, etc.).

■ The Company may use information that is processed for any business other than the bank agency business, such as the telecommunication business, insurance agency services or financial instruments intermediary services, for its bank agency services.

■ The Company may use customer information handled in its businesses related to insurance solicitation or financial instruments intermediation (such as information concerning customer lifestyles or assets declared by the customer and that are necessary for recruitment for insurance or financial instruments intermediation) for its bank agency services.

Handling of personal information in financial instruments intermediary services

■ Information concerning customer transactions in the Company's financial instruments intermediary services (such as information on customers' financial transactions and assets) may be used for the Company's services as indicated in Purposes of Using Personal Information (including operations pertaining to recruitment for insurance through meetings, mail, telephone, the Internet, etc.).

■ The Company may use information that is processed for any business other than the financial instruments intermediary business, such as the telecommunication business or insurance agency services, for its financial instruments intermediary services.

■ The Company may use customer information that is processed to recruit for insurance products (such as information concerning customer lifestyles or assets declared by the customer and that are necessary for recruitment for insurance) for its financial instruments intermediary services.

Handling of customer's information with 'Sufficient Anonymity'

■ In accordance with the Guidelines for 'Sufficient Anonymity' for Electric Communication Businesses developed by five organizations related to the electric communication business, including the Japan Data Communications Association, which is a certified personal information protection organization of which the Company is a member, customer information, including location information, will be processed to possess 'Sufficient Anonymity' to avoid the risk of identification of the communication or individual while using customer information in order to provide more convenient services.

■ For details on the purposes of use, the processing method, utilization, and the prohibition of disclosure to third parties (opting out) or other relevant information, please refer to Utilization of Location Information Processed to 'Sufficient Anonymity' on our website

(<https://www.kddi.com/corporate/kddi/public/juubunnatokumeika/>).



The 3 Rules for Smartphone Information Security

(1) Update your OS (operating system)

Your smartphone's OS needs to be updated. Using a non-updated OS may result in your smartphone being exposed to viruses. Upon receiving a notification to update your OS, you should install the update immediately

(2) Check for your usage of anti-virus software

Some apps have been confirmed to contain viruses. When using an Android™ smartphone, use "Virus Buster™ for au" or "Virus Block" provided by au Smart Pass Premium or au Smart Pass.

(3) Be cautious when downloading apps

Some websites providing apps (the source from which apps can be downloaded) do not sufficiently screen the apps in advance for security. Some virus-contaminated apps have been identified from these websites. We recommend that when downloading apps, you use reliable sites whose security has been confirmed by OS providers or mobile phone companies. In addition, you should check the functions and terms and conditions of an app before installing it.

The consequences may be more serious than you imagined – You may be involved in a crime without even knowing it

■ Who will be using the mobile phone?

Were you asked to sign a mobile phone contract in exchange for a "good part-time job"?

There have been many cases reported in which a device was fraudulently obtained by having contracts signed for multiple devices. The mobile phone that you signed a contract for may be used for a crime, such as a bank transfer scam!

No mobile phone or SIM card should be transferred to another person without the permission of the applicable mobile operator.
【Mobile Phone Improper Use Prevention Act】

A person who transferred for compensation (or resale) a mobile phone as a business shall be punishable by imprisonment for not more than two years or a fine not exceeding 3 million yen.

■ Are the identification documents those of the contracting person? Is the information on them correct?

You may not make a false statement on your name, residence, and birth date when entering-into a mobile phone contract.
【Mobile Phone Improper Use Prevention Act】

A person who falsifies or conceals any personal identification information shall be punishable by a fine not exceeding 500,000 yen.

The contracting party is obliged to pay the usage charges and other equipment fees for the mobile phone.

※The Mobile Phone Improper Use Prevention Act is a law that prevents mobile phones from being used for a bank transfer scam or other crime in an illicit or wrongful manner.

D Other notes (according to the applicable model)

Please read the items that are applicable to your model.

1. Android smartphone (support au VoLTE), models later than iPhone 8, 8 Plus, X

Services

- A function that displays the accrued call charges upon the end of a call is not available. You can see usage charges as of the end of the previous day by going to "See Charges" in My au.
- You cannot put a call on hold during an incoming call. However, you may hold a call during a call.
- The call-waiting service is an optional service available for ¥200 (¥220 including tax)/month following an application. There is no function available that prevents call waiting for specified numbers (1452+ other party's phone number).

Model change from WIN/LTE to VoLTE

- Session time settings for voicemail, call-forwarding, and non-responding forwarding will not be carried over.
- Answering Service (Voice Mail) EX and call-forwarding require a change to your special number for remote operations. For details, please refer to the au website.
 - ① <https://www.au.com/mobile/service/call/orusuban-ex/>
 - ② <https://www.au.com/mobile/service/call/tensou/>
- The number of phone numbers you can block will increase from 10 to 30.
- Prepaid services are not available both for exclusive and non-exclusive types. For the non-exclusive type, in the event that you change your model with balance remaining, you will not be able to use your remaining balance.



Overseas use (au World Service)

- Special numbers for remote operations of voicemail and call-forwarding are not available outside of Japan.
- If any forwarding settings other than unconditional call-forwarding settings are enabled, such settings will become void and call-forwarding will not be carried out.
- If voicemail settings other than unconditional answering machine settings are enabled, such settings will become void. When you have no signal for your phone, voicemail will respond to the calls.

2. iPhone (iPhone 7, 7 Plus, SE, 6s, 6s Plus, 6, 6 Plus)

Use of services

- The call-waiting service is available free of monthly charges regardless of your settings.
- A function that displays accrued call charges upon the end of a call is not available. You can see usage charges as of the end of the previous day by going to "See Charges" in My au.
- You cannot put a call on hold during an incoming call. However, you may hold a call during a call.
- There is no function available to prevent call-waiting for specified numbers (1452 + the other party's phone number).
- For both exclusive and non-exclusive types, prepaid services are not available.

Overseas use (au World Service)

- Special numbers for remote operations of voicemail and call-forwarding are not available outside of Japan.
- If any forwarding settings other than unconditional call-forwarding settings are enabled, such settings will become void and call-forwarding will not be carried out.
- If voicemail settings other than unconditional answering machine settings are enabled, such settings will become void. When you have no signal on your phone, voicemail will respond to the calls.

3. 4G LTE Mobile

- If you switch your plan to Double Flat Mobile, Double Flat Z Mobile, or LTE Double Flat with some of the data capacity you purchased by Data Charge remaining, this purchased data capacity will be lost.
※Data Charge is not available for Double Flat Mobile, Double Flat Z Mobile or LTE Double Flat.
- Please be aware that models for which au IC cards are interchangeable may be limited according to the combination of your model and contracted fee plan.

Your model	Contracted fee plan	Models for which the au IC card is interchangeable
4G LTE Mobile (support au VoLTE)	All available fee plans	4G LTE Mobile (support au VoLTE)
GRATINA 4G (KYF34)		GRATINA 4G (KYF34) only
AQUOS K (SHF31)	Senior Plan or LTE Plan S + LTE Double Flat	AQUOS K (SHF31) only

[To be checked by the customer] Important Matters on Your Contract (Summary)

Please confirm that you now understand the items that were explained to you.

<input checked="" type="checkbox"/> 1	Application of terms and conditions and rules	Cover page
<input checked="" type="checkbox"/> 2	Confirmation of user	P1
<input checked="" type="checkbox"/> 3	How to review your contract details	
<input checked="" type="checkbox"/> 4	Payment of fees	P2
<input checked="" type="checkbox"/> 5	Fees due from you	
<input checked="" type="checkbox"/> 6	Cancellation fees	P3
<input checked="" type="checkbox"/> 7	au Simple Payment	
<input checked="" type="checkbox"/> 8	Filtering service (for usage by minors)	P4
<input checked="" type="checkbox"/> 9	Restriction on transmission speed	P5
<input checked="" type="checkbox"/> 10	Area quality information transmission function	
<input checked="" type="checkbox"/> 11	Communication control function	
<input checked="" type="checkbox"/> 12	Communication identification function	
<input checked="" type="checkbox"/> 13	Communication quality and service area	P6
<input checked="" type="checkbox"/> 14	8-day cancellation period (Confirmation system)	
<input checked="" type="checkbox"/> 15	Procedures for changes and cancellations, etc.	P7
<input checked="" type="checkbox"/> 16	Please be aware that the following will occur when using the content	
<input checked="" type="checkbox"/> 17	Automatic communication and software update	






If you are paying for your mobile phone and other products by installment payment, please refer to the important notes in the Information about Individual Credit Purchase Mediation Contracts (Payment in Installments) and Information about Individual Commodity Installment Sales Contracts (Payment in Installments).

Please ask a member of staff in the store if you have any questions.

Name of representative

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[au Support]

By messaging	<p>Please access the QR code and contact us from your favorite app. Supported apps: My au, LINE and iMessage Available: 24/7/365</p>	<p>Scan for details</p> 
By phone	<p>From au mobile phones: 157 (No area code, toll-free) From landline phones:  0077-7-111 (toll-free)</p>	<p>Scan for details</p> 

<Accepting store>

KDDI Corporation

Website URL: <https://www.au.com/>