

What to prepare for a new contract

Thank you for visiting us today. Please ready the following for your new contract.

【Documents required for the procedure】

➤ Make sure to prepare the original.

1. Setting up your monthly payment

Please ready one of the following.

Credit card

ATM card for direct debit

Bank passbook + Seal

※The above must be in your name.

※If you are a minor and are unable to provide a cash card in your name, please provide an ATM card in the name of a parent or guardian.

3. Supporting documents (As needed)

In addition to “2. Identification documents,” please ready one of the following.

Jyuminhyo (Certificate of Residence)

Utility bill/receipt ※①

※Must be within 3 months of the date of issue and must include your current address

※① If the address on your identification documents differs from your current address and you have brought a utility bill receipt, the receipt must be addressed to you.

2. Identification documents

Please ready one of the following.

Driver's license ※①

Residence card ※②
+ Foreign-issued passport or Health insurance card

※ Your name, date of birth, and current address must be indicated. If the document has an expiration date, make sure it is valid.

※ If the address on the certificate differs from your current address, you will need to provide supporting documents. Please ready the supporting documents described in “3.” as well.

※① A license issued by the Public Safety Commission. International driver's licenses are excluded.

※② If less than 90 days remain until the expiration date of your residence card, you may apply only if the payment method for monthly fees is by credit card in the contractor's name. If the place of residence is specified as “Undecided (indicated on the back of the application after notification),” a supporting document is separately required.

If you are a minor

Please ready all of the following.

Identification documents of the contract holder ※①

Identification documents of the parent/guardian ※②

Parental Consent Form/Filtering Service Application ※③

※You must be accompanied by your parent/guardian.

※If the contract holder is in elementary school or younger, the contract will be signed by the parent/guardian.

※① “Health insurance card + Student ID card” are also accepted. For elementary school students or younger, health insurance cards alone are accepted.

※② The same conditions apply as for personal “Identification Documents.” However, if the “Identification Document” is a “Residence card,” no “Foreign-issued passport” is required.

※③ Only applications signed and sealed by the parent/guardian are accepted. The application form can be downloaded from the au website.

Download the Parental Consent Form/Filtering Service Application

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

Scan for details



【Fees】

1. Contract administration fee
(Added to your phone bill) * 1

2. Phone device and other purchases * 2

* 1: Check a store location or our website for Contract Administration Fee details. * 2: If you are not a Japanese citizen and wish to apply for an individual credit purchase brokerage contracts (installment payments), you will need to present documentation (such as a residence card) that confirms your status and period of residence. You can apply for an individual credit purchase brokerage contracts only if your period of stay is 26 months or more, including the current month. Payment of monthly fees may be limited to credit card payments.