



2024
vol.1

Explanation of Important Information

Important Information on au and UQ mobile Communication Services

This document explains important matters when using au and UQ mobile communication services. Please apply after fully understanding the contents.

If you have any questions, please ask a member of the store staff.

KDDI Corporation

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

<https://www.uqwimax.jp/mobile/>

Current as of February 2024 (AAM0036)

Information to confirm at the store

Terms & Conditions



Please review the following matters that particularly need your attention:

- User confirmation (Filtering services)
- Payment of fees
- Cancellation fees
- Communication quality and service area
- Restriction on transmission speed
- 8-day cancellation period (Information on the confirmation system)
- How to review your contract details

Please review the following information yourself

Other notes



The standardized terms and conditions that are on the following websites apply to the services that customers subscribe to:

■ au

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



■ UQ mobile

<https://www.uqwimax.jp/mobile/support/contract/agreement/>



The latest version of this document is also available on our website.

■ au

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



■ UQ mobile

<https://www.uqwimax.jp/mobile/description/>



- 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.

User confirmation (Filtering services)

We will confirm whether the device (line) to be purchased through this procedure will be used by you or by a family member.

■ When an elderly customer visits us alone

A store staff member may call a family member.

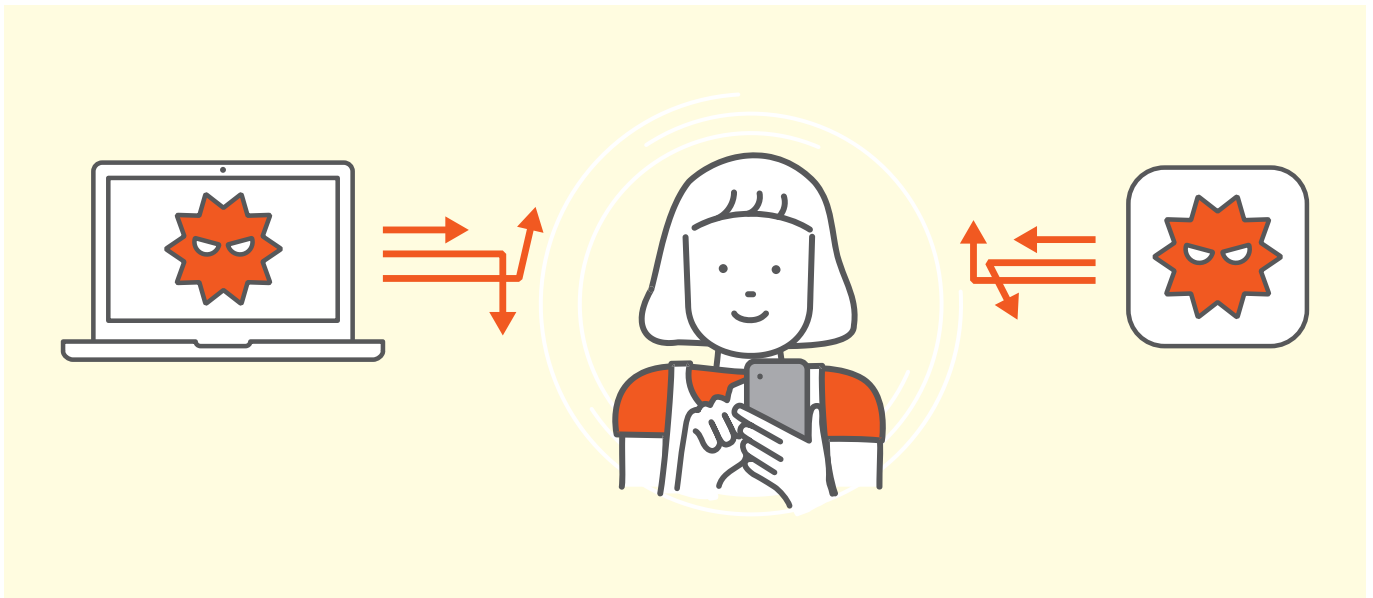
■ When a minor (a person under the age of 18) will be using the device

According to laws and regulations, a subscription to and configuration of 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 filtering service can reduce this risk of exposing minors to harmful information.
- Our staff will separately explain how to set up and use the filtering service.

【Our requests to parents/guardians】

- 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.



〈Notes when entering a contract for minors following the lowering of the legal age of adulthood〉

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. Please make sure that you fully understand the contents of the contract before signing it.

Payment of fees

■ Fees due from you

The following 3 types of fees will be billed to you under this telecommunications service contract:

- ① Fees payable for your device
- ② Monthly fees charged according to the type of your contract
- ③ Contract handling fees

※A predetermined fee is charged when performing procedures such as new contracts or model changes.

For details, see our website.

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

<UQ mobile><https://www.uqwimax.jp/mobile/description/>

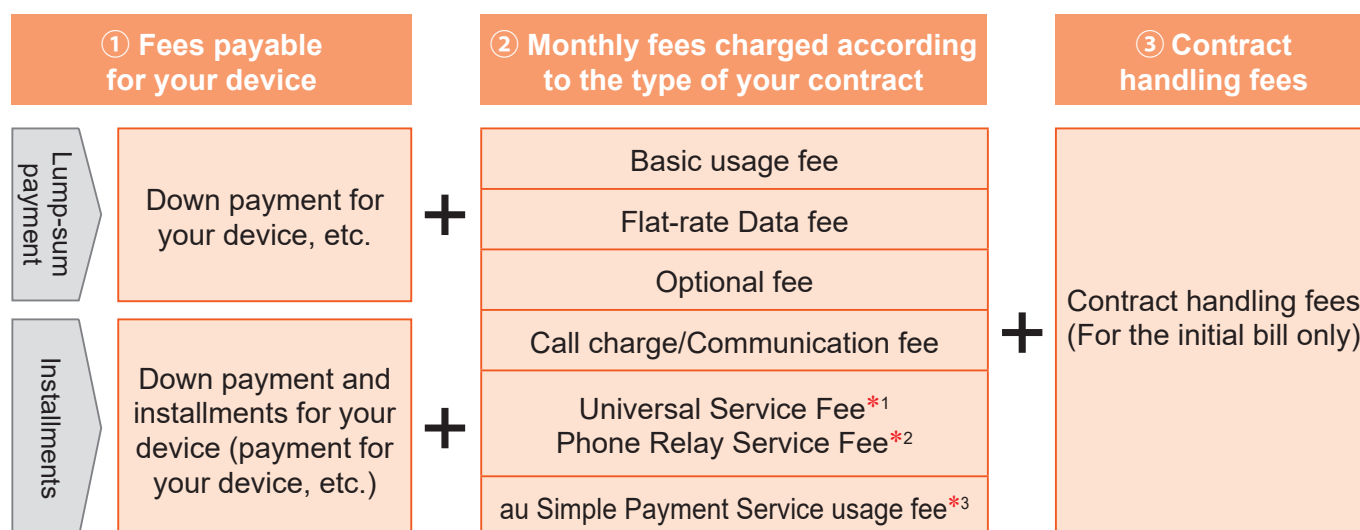


au



UQ mobile

〈Sample payment〉



Invoices for installment payments and deferred payments will be billed from the **second month** following submission of the application for the Individual Credit Purchase Mediation Contract/Individual Commodity Installment Sales Contract.

*1 The Universal Service Fee refers to a fee billed to customers so that phone call services for your contracted phone can be used at any household within Japan in a fair and stable manner. KDDI bills its customers the amount indicated on the KDDI webpage (<https://www.kddi.com/corporate/kddi/public/universal/>) per phone line.

*2 KDDI bills its customers phone relay service fees to ensure appropriate, steady provision of phone relay service, which helps people with hearing and speech impediments to communicate with people who can hear. KDDI bills its customers the amount indicated on the KDDI webpage (<https://www.kddi.com/corporate/kddi/public/telephonerelay/>) per phone line.

*3 au Simple Payment (carrier billing) is a service in which you can pay for contents and shopping you did via a smartphone or PC. This service is available from the time you sign your contract. (<https://kantan.auone.jp/>)



■ Payment due date

Fees will be billed from the month following the month of service provision. The due date varies by 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
Credit card	The transfer date determined by your credit card company

Cancellation fees

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

■ Fees for cancellation

Amount payable for the full month in which the cancellation occurs (Not pro-rated)	Usage fees until the cancellation date	Depending on your contract
<ul style="list-style-type: none"> Basic usage fee Flat-rate Data fee Optional fee^{*1} 	<ul style="list-style-type: none"> Call charge/Communication fee, etc. 	<ul style="list-style-type: none"> au Simple Payment Service usage fee Other fees (Handling fees, installments, deferred payments^{*2})

+

- *1 Fees may be pro-rated depending on the contract details.
- *2 For installments and deferred payments for your device, the remaining balance will continue to be billed (you may opt to make a lump-sum payment).

Chargeable content or applications will not be automatically terminated. It is your responsibility to cancel such services with the service provider.

■ Procedures for cancellation and changes, etc.

〈au〉

Procedure	Where procedures can be completed
Cancellations	au Style, au Shop, au stores at applicable Toyota dealers
Model changes, modifications to price plans	au Style, au Shop, au stores at applicable Toyota dealers, mass retailers/multiple dealerships, etc.
Modification procedures for services	au Style, au Shop, au stores at applicable Toyota dealers

※Some procedures can also be processed through the Customer Center and My au.

〈UQ mobile〉

Procedure	Where procedures can be completed
Cancellation	UQ mobile Customer Center
Model changes, modifications to price plans	UQ Spot, au Style, au Shop, Toyota au/UQ mobile dealerships, mass retailers/multiple dealerships, etc.
Modification procedures for services	UQ Spot, au Style, au Shop, Toyota au/UQ mobile dealerships

※Some procedures can also be processed through the UQ mobile Customer Center and My UQ mobile.

Communication quality and service area

Mobile phones may not be used outside the service area or at locations that radio waves cannot reach.

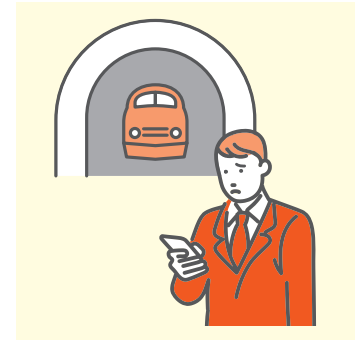
The service area and communication speeds may vary by model and the frequency bands supported.

Communication speeds may slow down or become unavailable depending on the line conditions and your location.

Examples) Tunnels, underground facilities, inside or behind buildings, mountainous areas, highlands, high-rise buildings and condominiums, etc.

〈Service area〉

au	https://www.au.com/mobile/area/map/	
UQ mobile	https://www.uqwimax.jp/mobile/area	
au/UQ mobile 4G LTE (1.7 GHz + 2.0 GHz)*	https://www.au.com/mobile/area/map/specific/	



*If you are using a device that is compatible with the 1.7 GHz and 2.0 GHz frequencies but is not compatible with the 800 MHz frequency, please confirm the service area using the relevant area map.

Please note that certain areas shown as within the service area at the time of the service area map's publication may become outside of the service area without prior notice due to circumstances such as the relocation of base station equipment.

■ 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.

■ Usage of 5G communication

- For 5G compatible models, service is available in 4G LTE areas in addition to 5G areas.
- Given that the characteristics of radio waves for 5G communication make it more difficult for them to reach indoors compared to 4G LTE, you may have 4G LTE service even when 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.

■ Regarding the use of 5G SA communication (au only)

- In order to use 5G SA, a 5G SA compatible device, SIM card and a 5G SA contract are required.
 ※UQ mobile does not support 5G SA.
- Depending on your device, you may need to configure the 5G SA communication function or perform a software update. Check the au website for details. (<https://www.au.com/mobile/service/5gsa>)
 ※If the 5G SA communication function is turned on while not signed up with a 5G SA contract, you may not be able to use your device at the optimal communication speed. Please keep the 5G SA function turned off.
- The antenna mark will display “5G” even when using 5G SA communication.
 ※The 5G SA service area is scheduled to be gradually expanded in the future

Restriction on transmission speed

■ When the data usage exceeds the monthly data allowance

Communication speed will be limited until the end of the first day of the following month.

The limited speed varies from plan to plan. (Maximum of 128 kbps, 300 kbps, 1 Mbps, etc.)

Check the website for more information.

〈au〉<https://www.au.com/mobile/information/packet/>



au

〈UQ mobile〉<https://www.uqwimax.jp/mobile/description/>



UQ mobile

Note that the limit can be lifted by purchasing additional data capacity.

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

To prevent network congestion, if a significant volume of data is used in a short period of time, the communication speed will be limited. Check the website for information regarding applicable contracts, conditions and regulated time periods (such as peak congestion periods).

〈au〉<https://www.au.com/mobile/information/packet/>



au

〈UQ mobile〉<https://www.uqwimax.jp/mobile/description/>



UQ mobile

※Data purchased through Data Charge or added through Extra Options is also subject to these restrictions. Some plans, including plans that are no longer accepting new customers, may have differing restrictions, so please refer to the website for more information. (<https://www.au.com/mobile/information/charge/>)

■ 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:

- Contract plans with “Unlimited” in their names, such as Unlimited Data MAX Plan 5G
- Contract plans with “au Money Activity” in their names, such as au Money Activity Plan 5G

※Additional contract plans may be subject to the communication identification function. To confirm the latest applicable plans, please refer to the website below.

<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 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.

8-day cancellation period (Information on the confirmation system)

In the following 3 types of cases, you may terminate the relevant agreement by submitting the required application within 8 days:



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.



Inquire to the location where you completed the procedure

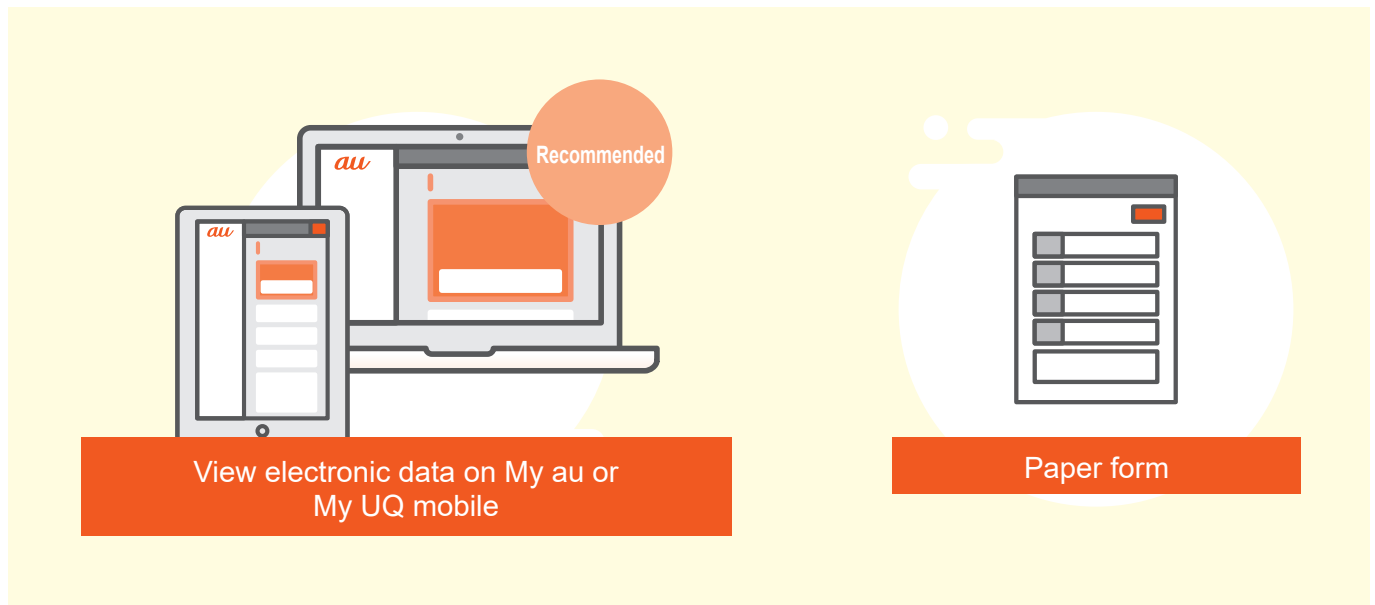
For inquiries contact the following:

	Customer Center	Wave Support 24 website
au	<ul style="list-style-type: none"> ■ By messaging Please access the QR code to inquire. Available: 24/7/365 http://kddi-l.jp/sFR ■ By phone From au mobile phones: 157 (no area code, toll-free) From landline phones: 0077-7-111 (toll-free) Hours: 9:00 to 20:00/365 days a year http://kddi-l.jp/MCL 	<p>https://www.au.com/mobile/area/dennpa-support</p>
UQ mobile	<ul style="list-style-type: none"> ■ By chat Please access the QR code to inquire. Available: 24/7/365 http://kddi-l.jp/u1V ■ By phone From UQ mobile and landline phones: 0120-929-818 (toll-free) Hours: 10:00 to 19:00/365 days a year http://kddi-l.jp/3DX 	<p>https://www.uqwimax.jp/mobile/area/dennpa-support/</p>

※For details on how to terminate your contract, please refer to the contract.

How to review your contract details

You can choose to receive your contract documents in either electronic or paper form. From the perspective of promoting going paperless, we recommend that you confirm your contract details via My au or My UQ mobile.



Going forward, we may contact you based on the delivery method you have selected this time when notifying you of changes to your contract regarding fees, services, etc. (If you choose “Paper form,” it will be sent by post)

Review on My au or My UQ mobile

You can review and change your contract details on the app.

You can also view your billing amount, billing breakdown, and data usage status.



How to download the My au or My UQ mobile app

Search “My au” or “My UQ mobile” on Google Play or the App Store.

You can also access the URL in the SMS sent during the procedure.

au
UQ mobile

<https://cs.kddi.com/pr.htm>



※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.

Other notes

1. Fees

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. When your monthly billing amount is determined, you will be sent a notification email (SMS/+ message/email). You can change the recipient or set the contents of the notification from "My au" or "My UQ mobile".
 - ※ New subscribers can perform this procedure starting from the following day.

〈My au〉
<http://my.au.com/rd/mail>



〈My UQ mobile〉
<https://www.uqwimax.jp/r/01752>



- If you wish to receive a paper invoice, you need to apply separately. A ¥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 (¥440 including tax/bill, includes printed invoice issuance fee).
- If you make payment through any means other than a credit card and the payment 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 done on the following month after totaling the payments (except for installments/monthly payments outstanding or any contracts made through UQ mobile/Okinawa Cellular Telephone Company).
- 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/ UQ mobile) 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/UQ mobile) 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.
- 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 apply according to the usage environment and contract plan.

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

- If you change your model to a 4G LTE phone and the change in fee plans is applied on the day of the change, the data communication charges on the day of said model change will be calculated based on the flat-rate data service after the model change. In addition, if you are using a fee plan that increases in accordance with the amount of data communications you use after the model change, the maximum amount may be reached soon after the model change depending on the amount of data communications you used before the 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:
 〈au〉

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	<ul style="list-style-type: none"> • 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 • Unlimited Data MAX Plan 5G, au Money Activity Plan 5G and other plans with "Unlimited" or "au Money Activity" in the name have the capacity set for the respective plan as the upper limit when using data communication for tethering, data sharing, and World Data Flat. Smartphone Mini Plan 5G/4G will be compared as 1 GB plan
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

〈UQ mobile〉

Item	Description
Date of change	The day the change was made
Basic usage 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 plan compared to the monthly data capacity prior to and after a change
Data used for the current month	The total data used before and after changing the plan

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).
- When using UQ mobile, you are required to subscribe to this service (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). Depending on the device you are using, you may not be able to receive Hot Info.
- An application for the contents services "au Book Pass" and "au PAY Market" includes your approval to receive notification emails from subscribed services (including advertisements), which may be terminated at your discretion.

SMS

- The communication charge for sending domestic SMS is ¥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 whom you are texting, a maximum of 670 double-byte characters can be transmitted. In such a case, you will be charged an amount corresponding to 2 messages for up to 134 characters and an amount equivalent to 1 message for each 67 characters for messages of more than 134 characters. A plan that allows sending messages to any au mobile phone free of charge is also available.

au email (for au only)

- The au mail server has a limit on the number and size of messages that can be stored. When this limit is exceeded, the oldest emails are automatically deleted.
- If you perform an applicable procedure, "email" and "Notepad"* data stored on the au mail server will be deleted. Deleted data cannot be restored. ※iPhone/iPad only
 【Applicable procedures】
 - Discontinuation of 5G NET or LTE NET
 - Phone number changes and transfers (excluding transfers between family members)
 - MNP between KDDI and Okinawa Cellular Telephone
 - Temporary suspension/Resumption from temporary suspension
- Among the campaign emails and notification emails that we send you, designated emails will automatically be deleted from the server after a certain period of time. For the list of such emails and details of this feature, as well as to change the settings, please visit the au website.
 

Data Charge/Data Gift (for au only)

- 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.
- For 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.

au: au Smart Value / UQ mobile: Home Set Discount

- If the service is not available because your home is located outside an applicable fixed-line service area, the services 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 the services will be terminated if you refuse to subscribe to the fixed-line service.
- When the fixed communications service is cancelled in a contract involving au Smart Value (Router Discount) or Home Set Discount Internet Course 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 or UQ mobile website, etc., to review changes made.
- Up to a total of 10 au mobile phone lines, etc. (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.
- For the Home Set Discount Internet Course, up to a total of 10 UQ 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 applicable home Internet service line.
- If you are transferring your phone number from an au mobile line that is currently on Family Discount Plus/au Smart Value, or has previously been on Family Discount Plus/au Smart Value (except in cases in which the Family Discount Plus/au Smart Value group was abolished) (hereafter "the line"), you will automatically be transferred to the Home Set Discount/Family Set Discount group when you sign up for UQ mobile. If you satisfy the requirements for Home Set Discount, the discount will automatically be applied. In this case, the Family Discount Plus/au Smart Value group that the line belonged to and the Home Set Discount/Family Set Discount group will be treated as one group. Up to 10 lines can belong to one group, including au lines and UQ mobile lines.
- If you are transferring your phone number from a UQ mobile line that is currently on Home Set Discount/Family Set Discount, or has previously been on Home Set Discount/Family Set Discount (except in cases in which the Home Set Discount/Family 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/Family 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 Set Discount items (contract details (documents) can be viewed on My au or My UQ mobile). If the items are not displayed, you were not automatically transferred. If you wish to apply for Family Discount Plus/au Smart Value/Home Set Discount/Family Set Discount, 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/UQ mobile 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/Home Set Discount Internet Course 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/Home Set Discount Internet Course 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.

Calls not eligible for unlimited calling plans and options

- Calls to phone numbers set by other companies starting with 0570 (Navi Dial, etc.), Directory Assistance (104), Government 1XY service (188), #Dial (Quick Dial), SMS transmissions, satellite telephones and calls to phone numbers specified separately by KDDI are not eligible for free calls in plans/options that offer unlimited domestic calls. 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 ¥22 (including tax)/30 seconds applies to domestic calls not eligible for free calls, unless otherwise designated by other companies (for details on calls to satellite telephones, etc., please see our website).
<https://www.kddi.com/phone/variouscallcharges/>
※ For more information, check the au/UQ mobile website.
<au>
<https://www.au.com/support/faq/view.k147928138/>
<UQ mobile>
<https://www.uqwimax.jp/r/01746>

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 and au PAY card 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 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 (Apple ID/Google account) (<https://kantan.auone.jp/>). 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 (<https://kantan-detail.auone.jp/payment/terms.html>). The latest version of these Terms and Conditions and the effective date shall be posted on this website, and each version shall become effective as of the effective date.
- 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://kantan-detail.auone.jp/payment/limitchange/credit_set.html).
- To prevent unauthorized access by third parties, KDDI incorporates two-factor authentication. If you receive instructions for this two-factor authentication and do not remember logging in or purchasing, do not access the URL indicated or approve authorization. Two-factor authentication is a process in which KDDI sends an SMS or email to customers who are using our service for the first time or logging in from a device other than their contracted device, and the customer authenticates themselves.
- Please note that the maximum amount may be increased or au PAY balance top-up may not be available due to a change in your rate plan or brand.

au Smart Pass Premium/au Smart Pass

- If you unsubscribe from au Smart Pass Premium or au Smart Pass, all the data stored on the au Server will also 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 from the service, please go through the procedure for withdrawal yourself from the relevant service site, etc.

au Ponta Point Program

- The au Ponta Point Program is provided in accordance with the au Ponta Point Program Terms of Use.
<https://www.au.com/support/point/regulation-point/>
- Upon signing an au or UQ mobile communication service contract with KDDI Corporation/Okinawa Cellular Telephone Company, you will be deemed to have accepted the au Ponta Point Program Terms of Use.
- KDDI Corporation/Okinawa Cellular Telephone Company will handle the customer information that it obtains pursuant to providing the au Ponta Point Program in accordance with the respective company's Privacy Policy.
(KDDI Privacy Policy)
<https://www.kddi.com/corporate/kddi/public/privacy/>
(Okinawa Cellular Telephone Privacy Policy)
<https://okinawa-cellular.jp/corporate/disclosure/privacypolicy/>

au Wi-Fi SPOT (for au only)

- Upon signing an au or UQ mobile communication service contract with KDDI Corporation/Okinawa Cellular Telephone Company, you will be deemed to have accepted the au Wi-Fi SPOT Terms of Use with Wire and Wireless Co., Ltd (<https://www.au.com/mobile/service/wifi/wifi-spot/regulation/>). Wire and Wireless Co., Ltd. will provide you, if applicable, with au Wi-Fi SPOT service free of charge in accordance with said Terms of Service.
- Use of au Wi-Fi SPOT may incur charges depending on your fee plan. For more details on fees for using au Wi-Fi SPOT, please refer to the au website.

Unlocking the SIM lock

- If you are unlocking the SIM lock, the requirements for unlocking may differ depending on your usage conditions or mobile phone used, among other factors.
- For the details of the requirements for unlocking the SIM lock, please visit the au/UQ mobile website.
(au)
<https://www.au.com/support/service/mobile/procedure/simcard/unlock/>
(UQ mobile)
<https://www.uqwimax.jp/mobile/support/procedure/simcard/unlock/>



au



UQ mobile

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 transmission charges, and data communication charges are different from those when used within Japan. Information on call charges, SMS transmission charges, and data communication charges in foreign countries is available in the following website. Please note that call charges also apply to incoming calls when used outside of Japan.
(au/UQ mobile)
<https://www.au.com/mobile/service/global/au-world-service/area-charge/>



- Service may not be available depending on your model. The available countries, regions, and communication services vary according to your model.
※ For details on usage outside Japan, please refer to our website.
<https://www.au.com/mobile/service/global/au-world-service/>
- Some services are not available outside Japan.



- Data communication
World Data Flat and Kaigai Double-Teigaku are available (additional fees apply).
 - If you subscribe to an option that rejects World Data Flat, World Data Flat will not be available, and Kaigai Double-Teigaku will be applied (common to au/UQ mobile).
 - For au customers, even if you do not subscribe to the Data Charge option, you will not be able to use World Data Flat, and Kaigai Double-Teigaku will be applied.
 - Because Kaigai Double-Teigaku automatically connects to KDDI's overseas partner carriers, please turn off the data roaming setting on your device to prevent unintended charges (up to ¥2,980 /day). For setting instructions, please refer to our website prior to your travel.
 - 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.
 - When using Saving mode, the maximum transmission speed outside Japan will be 128 kbps (UQ mobile only).
For details, please see our website.
<https://www.au.com/mobile/service/global/au-world-service/sekai-data/>

Making calls and sending SMS to overseas

- International call charges and fees for SMS sent to overseas differ from those made within Japan. Information on call charges and fees for SMS sent to overseas is available in the following website.

(au/UQ mobile)

Call charges

<https://www.au.com/mobile/service/global/call/charge/>

SMS transmission charges

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



Call charges



SMS transmission charges

- 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

- ※ For details, please refer to the instruction manual.

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 our website.

(au)

<https://www.au.com/support/faq/detail/31/a00000000231/>

(UQ mobile)

<https://www.uqwimax.jp/mobile/support/faq/pages/00004440/>



au



UQ mobile

Warranty service

- Functional replacement parts for each au/UQ mobile 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 does not cover damages caused by changes to or loss of data or various setting information due to malfunctions or other reasons.
- The warranty period for au/UQ mobile mobile phones (new) is one year from the date of purchase. 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/UQ mobile mobile phones, please refer to the instruction manual.
- Repairs for mobile phone and tablets 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.

Repair and Delivery Service/Repair and Delivery Service with Cloud

- This service is available only upon purchasing an au/UQ mobile 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/UQ mobile mobile phone.
- For more information and notes on using the service, please refer to the Repair and Delivery Service/Repair and Delivery Service with Cloud section on our website.

《Repair and Delivery Service》

〈au〉
<https://www.au.com/mobile/service/kosho-funshitsu/>
 〈UQ mobile〉
<https://www.uqwimax.jp/mobile/plan/option/repair/>



《Repair and Delivery Service with Cloud》

〈au〉
<https://www.au.com/mobile/service/kosho-funshitsu-cloud/>
 〈UQ mobile〉
<https://www.uqwimax.jp/mobile/plan/option/repair-cloud/>



Repair and Delivery Service with AppleCare Services & iCloud+

- 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 more information, notes on using the service, and terms of use, please review the Repair and Delivery Service with AppleCare Services & iCloud+ section on our website.

《iPhone》

〈au〉
<https://www.au.com/iphone/service/warranty-acs-icloud/>
 〈UQ mobile〉
<https://www.uqwimax.jp/mobile/plan/option/repair-acs-icloud/>



《iPad》

〈au〉
<https://www.au.com/ipad/service/warranty-acs-icloud/>



Bring-In Repair Support

- You can subscribe to this service only when signing up for an au/UQ mobile line. You cannot enroll in this service when purchasing a device and signing an au/UQ mobile contract at the same time. You must register your device separately on the dedicated website. If you have unsubscribed from your membership, you will not be able to re-enroll.
- For details and notes regarding the use of this service, please refer to the Bring-In Repair Support section on our website.

《Bring-In Repair Support》

〈au〉
<https://www.au.com/mobile/service/mochikomi-kosho/>
 〈UQ mobile〉
<https://www.uqwimax.jp/mobile/plan/option/mochikomi-kosho/>



5. Security

Settings for locking your device

- If you set a lock on your device (function to set a password so that other people cannot operate your device), please do not forget how to unlock it.
- 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.

PIN code

- Your PIN code is needed to use a variety of au/UQ mobile 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.

Anti-spam and message countermeasures

- For use of email (@ezweb.ne.jp/@au.com/@uqmobile.jp) and SMS, the "Junk email restriction" and "Junk SMS block" settings have been configured.

Service name	Junk email restriction	Junk SMS block
Purposes of the service	Junk email countermeasures	Junk SMS countermeasures
Service overview	This service automatically detects suspected junk email messages and prevents them from reaching you.	This service automatically detects suspected junk SMS messages and prevents them from reaching you.
Application	<ul style="list-style-type: none"> Both services are configured when you sign a contract (no application required). Both services can be cancelled by applying to do so separately. <ul style="list-style-type: none"> ※ You must apply to cancel each separately. Junk email restriction: au email app (Android)/My au (iPhone) Junk SMS countermeasures: My au	
Common points of note	<ul style="list-style-type: none"> In very rare cases, emails and SMS with content that is not junk according to the customer may be restricted. (Hereinafter, email and SMS messages containing unsolicited content are collectively referred to as "junk messages.") After understanding the characteristics of junk messages classified into the following categories, we refer to the subject, main body, and other information in the content sent to the customer to prevent messages that match the characteristics of junk messages from reaching the customer. <ul style="list-style-type: none"> 【Applicable categories】 Phishing and other crimes of fraud / other email and SMS messages that may endanger customers / malware (e.g., software maliciously designed to perform unauthorized operations) / drugs / deaikeri (dating) / adult 	
Other notes	<ul style="list-style-type: none"> The information (date and time received, From address, Subject) of emails not delivered by the Junk email restriction is notified to the customer once a day by email (fees apply), enabling the customer to view the information themselves. 	<ul style="list-style-type: none"> SMS that are not delivered due to Junk SMS block are discarded and cannot be viewed by the customer. If you transfer your number, Junk SMS block will be re-enabled regardless of your Junk SMS block setting.

6. Other matters

au IC card/SIM card

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

Registration of user information

- If the contracting party and the user of the au/UQ 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/UQ 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.

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. Please notify us of any changes as soon as possible.
- Connection to the network may be restricted for certain au/UQ mobile phones, including:
 - (1) an au/UQ mobile phone that was unlawfully obtained through criminal acts, including, but not limited to, theft (or robbery) or fraud committed at a retail store
 - (2) an au/UQ mobile phone for which payment (including, but not limited to, advance payment) has not been made
 - (3) an au/UQ mobile phone that was obtained through a forged identification document or an unlawful contract that contains false information, such as the name, address, or date of birth
 - (4) an au/UQ mobile phone that is determined to be uncollectible or unusable through the replacement handset delivery service
- If usage charges become excessive, the line may be temporarily suspended.

Act on Identity Confirmation, etc. Performed by Mobile Voice Communications Carriers for Their Subscribers, etc. and Prevention of Wrongful Use of Mobile Voice Communications Services

- Do not transfer mobile phones, SIM cards, etc. without the mobile phone carrier's consent. Transferring for value (resale) in the course of business without the consent of the mobile phone carrier is punishable by imprisonment for up to two years or a fine of up to ¥3,000,000.
- False declarations regarding the name, residence, or date of birth are prohibited when signing a cell phone contract. Violations of this rule for the purpose of concealing personal identifying information are punishable by a fine of up to ¥500,000.

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/>. Examples include the following purposes of use:
 - (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 Exhibit 5 of the Privacy Policy on our website at <https://www.kddi.com/corporate/kddi/public/privacy/exhibit5/>.

- We will compare, link, and supplement the personal data that we possess with data received from third parties about the individual, and use such data to fulfill the purposes set forth in our privacy policy. Data received from third parties about individuals includes, for the third parties providing such data, cookies with which the customer cannot be identified, IDs such as advertisement identifiers, IP addresses, location information, the history of browsing our and/or third-party websites and advertisements, information about other Internet usage behavior, information about behavior while using applications and services provided by us or third parties, information about questionnaire responses, hobby and preference categories, the individual's attributes (including gender, age, number of family members, profession, and the area resided in), and other information related to the customer.
- 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 additional details and the latest version, please refer to the Privacy Policy on our 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 on 'Sufficient Anonymity,' 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 Block" provided by au Smart Pass Premium. UQ mobile customers can also use Norton 360, which is provided as part of the Safety Security Set.
- (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.

[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 type="checkbox"/>	Application of terms and conditions and rules	P1
<input type="checkbox"/>	User confirmation (Filtering services)	P2
<input type="checkbox"/>	Payment of fees	P3
<input type="checkbox"/>	Cancellation fees	P4
<input type="checkbox"/>	Communication quality and service area	P5
<input type="checkbox"/>	Restriction on transmission speed	P6
<input type="checkbox"/>	8-day cancellation period (Information on the confirmation system)	P7
<input type="checkbox"/>	How to review your contract details	P8

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

For inquiries	au		UQ mobile	
By messaging/ chat	Scan the QR code to message us. Available: 24/7/365		Scan the QR code to chat with us. Available: 24/7/365	
By phone	From au mobile phones: 157 (No area code, toll-free) From landline phones: 0077-7-111 (toll-free) Hours: 9:00 to 20:00/365 days a year		From UQ mobile and landline phones: 0120-929-818 (toll-free) Hours: 10:00 to 19:00 /365 days a year	

- "QR code" is the registered trademark of DENSO WAVE INCORPORATED. ● "Wi-Fi" is the registered trademark of Wi-Fi Alliance.
- "FeliCa" is the registered trademark of Sony Corporation. ● "Google Play" and "Android" are the trademarks or registered trademarks of Google Inc.
- "AppleCare" is the service mark of Apple Inc.

Customer Signature
Year Month Day

(Accepting store)
Name of representative