

Important Notes on Data Service



Regarding mobile phone service, dedicated wireless Internet service, mobile phone sales, etc. This document explains important notes regarding usage of the Y!mobile data service.

Services covered by this contract with the customer will be provided according to the following terms and conditions.

Services applicable to smartphones, iPhone, and tablets	Y!mobile Data Service Contract Agreement (Phone Services) (Type 1)
Services applicable to feature phones	Y!mobile Data Service Contract Agreement (Phone Services) (Type 1)
Services applicable to Pocket Wi-Fi	Y!mobile Data Service Contract Agreement (Data Services)

Please apply after reading and fully understanding the contents of the contract. If there is anything about the service that is not clear, please make sure to check the catalog, our homepage and other information.

Please make sure to check the information here and the Y!mobile homepage.

You can access it from the QR code on the right <http://www.ymobile.jp/jusetsu/>



Please read carefully. Please keep this document and the copy of your application.

A Please see the **"Change and cancellation of contract"** section. Please read about the fees that need to be paid when a service or plan is changed or canceled.

B Please see the **"Data transfer speed restrictions"** section. Aside from the data transfer speed reduction that is carried out when a user's monthly data quota is exceeded, data transfer speeds may be restricted on other occasions.

C Please see the **"Payment"** section. Please note that payment may vary depending on your application and purchase method.

D **"Auto charge (Comfort mode)"** settings and **"Overseas"** usage Please note that depending on your usage, you may incur **high charges**.

E Please note the section on **"Mobile phone" "usage/management"**. When a person besides the contract holder uses the phone, various procedures may be deemed as done by the contract holder. Please pay attention to the usage and management of the mobile phone that is contracted.

If applicable **F** In the case of minors, as a rule of thumb, it is necessary to subscribe and set **"Filtering Services"**. Children can use the Internet safely.

If applicable **G** A **contract cancellation fee** may be charged. Please read about the contract cancellation fee that is charged when changing or canceling a service or plan.

To customers who apply in the Willcom Okinawa sales area

- The data service contract provided by Willcom Okinawa will be with Willcom Okinawa Co., Ltd.
- Work required to provide the service is delegated to SoftBank Corp.
- You can apply after agreeing to the specified support service terms and payment terms set forth by SoftBank Corp.
- The notes and information for applying listed in this application are applicable to customers with "Willcom Okinawa" replacing "SoftBank" in all places unless otherwise stated. •The collection of monthly fees and other payments are transferred to SoftBank Corp.

In general, the listed amounts do not include tax.

- Provider of data communication service: SoftBank Corp. (www.softbank.jp) (Contract agent: Please refer to the Shops column)
- Seller of mobile phones: Please refer to the Shops column (individual credit purchase mediation provider in the case of installment payment purchase: SoftBank Corp.).
- Contract information (Price plan / Optional services / Purchase conditions of installment payments): Please check the copy/receipt of your contract.

A Contract changes and cancellation

Cancellation procedure

- Please contact the Y!mobile customer center or a Y!mobile shop.
- If you cancel your contract, payment for the following fees may be required.

"Basic fee" up to the month of use*/"Data flat-rate service fee"/ "Optional Services"*/"Voice call fees", etc.
"Contact cancellation fee" (Please see "G. Cancellation fee" for details)
Remaining device fees

* The fee for certain services may be pro-rated. For details, please see our homepage.

Important notes when changing your contract or mobile device (when canceling an existing contract or when a new contract is required)

- If your existing contract is based on the condition of continued use for a certain period, a contract cancellation fee will be charged according to how many months have elapsed since signing the contract.
- The following information cannot be carried over when changing contracts. (Payment method, contract period, Yahoo! Service usage start settings, Yahoo! Premium for Y!mobile*1, Packet mileage benefits, My Y!mobile login ID/password, email address*2)

Canceling your contract (Cancel within 8 days)

- Individual customers who signed their contract at a store or online may apply to cancel their contracts.
- In cases where there is inadequate cell reception at the customer's home, work, or school, or in cases where it is found that the customer was not given sufficient explanation about the contract or did not receive the contract in writing, it is possible to cancel the contract within 8 days from, and including, the start of service or the date of receipt of the contract itself, whichever is later. However, cancellation may be rejected depending on the information provided in the application.
- We will require payment for the amount used until then (the basic fee, call charges, and data charges, etc.).
- If you cancel within 8 days, you will be charged the set monthly fees (basic use fee, additional option fees, and flat-rate data fees) according to the number of days the service was used in addition to the entirety of usage-based fees (call charges, data fees, additional data fees, content fees, international services, etc.).

EMOBILE Hikari, ADSL service

- *1 When the Yahoo! Premium for Y!mobile benefit becomes unavailable, items up for sale on Yahoo! Auction will be taken down.
- *2 Certain email addresses can be carried over. For details, please see our homepage.
- Discounts that are currently applied will be canceled. If you change your main line with "Free Additional Device campaign" or "EMOBILE Set Discount" and other campaigns/offers, the benefits of the secondary line may end.
- If you wish to continue using optional services, you will need to re-apply (some optional services can be carried over).
- A USIM card will be re-issued (excluding certain cases).
- You will not be able to check your payment status and amount of your existing contract on My Y!mobile anymore (excluding certain cases).
- Even if a model change is not involved, contract handling fee of ¥3,000 will be charged.
- If you cancel the primary line in a Smartphone Plan, Smartphone Basic Plan, Date Plan or Data Basic Plan Share Plan, the secondary line will be automatically canceled.
- When changing your contract (when canceling an existing contract or when a new contract is required), the basic fee of the price plan for the first month (month in which the contract is signed) is waived.

- Please apply for cancellation within 8 days at the store where the contract was made or apply to the Y!mobile online store (if you purchased online).
- For SoftBank mobile phones, we accept cancellations up to 8 days after the date of purchase.
 - * Please return your mobile phone and related devices.
 - * You cannot return devices used as trade-ins.
- Canceling within 8 days will terminate your contract. You cannot return to the status before the contract was made (i.e. return to your previous phone before switching via Mobile Number Portability, return to your previous model, etc.). If you want to continue using your original phone, you must sign a new contract, change your phone number, etc.
- In cases where you have subscribed to a landline Internet service (SoftBank Hikari, etc.), and you want to cancel that contract too, a separate cancellation procedure from the initial contract cancellation is required for that service. In addition, a contract cancellation fee or penalty may be charged upon cancellation.

B Data transfer speed restrictions, etc.

Reduction of data communication speeds

- If the data usage for a month exceeds the high-speed data capacity of the billing plan, data transfer speeds will be reduced for the rest of the month. The maximum data transfer speed will be reduced to 1 Mbps if you subscribe to Smartphone Basic Plan M/R, 300 kbps if you subscribe to Smartphone Basic Plan S, and 128 kbps if you subscribe to any other plan. The original data transfer speed can be restored by purchasing additional data.

Restrictions on data communication speeds

- When the communication network is congested or has a potential to be congested, regardless of the type or content of data communication, data communication speeds may be temporarily limited to the same level of other lines. This is done to ensure the quality of the entire network and the restriction is applied based on the line which has the highest traffic using the same equipment. This data communication speed restriction will be removed as soon as the congestion is relieved.
- Customers with a subscription to a flat-rate data service and who transfer a large amount of data within a certain period may have their data communication speed limit in order to ensure fair data communication quality and network usage for all SoftBank users. Data communication speeds may be restricted, but are never disconnected.
- In addition to reducing data communication speeds when data usage for a month exceeds a certain amount, in order to ensure that all customers can use the service

comfortably, data communication speeds may be limited for customers who fall under the following categories.

Plan	Applicable for	Restricted hours
Pocket WiFi Plan 2 (Advanced mode)	Data transfer usage from last 3 days (not including current day) is greater than 8.39 million packets ^{*2}	From 6 PM on the current day to 1 AM ^{*1} on the following day

*1 The maximum data transfer speed with the restriction is based around 1 Mbps (speed at which standard image quality level can be maintained for content such as YouTube movies).

*2 If you have a Pocket WiFi Plan 2 contract, the data amount used in "Advanced Mode" and "Standard Mode" will be combined.

Service area / Quality

- For the coverage area, please see the service area map on our homepage.
- Mobile phones use electromagnetic signals to provide communication and cannot be used in areas with no reception (such as in indoors and tunnels) even if the user is in a regular service area.
- Communication may be disconnected if you move to an area with poor reception.
- As a best effort delivery method is used, the maximum download speed is the maximum speed theoretically possible, and the maximum data transfer speed is not guaranteed.

Location information notification during emergency call (110, 119, 118)

When making an emergency call, we will notify the organization receiving your emergency call of your information (phone number and location information), but please inform them of your location over the phone to make sure that they have your correct location information.

取扱店担当者の方へ 本書面はお客さまへお渡しください。

The written notices are as of October 14, 2020. Notices may be changed.

This translated version is only provided as a supporting tool to assist our English speaking customers in better understanding of the Terms and Conditions. Because there may be some slight variation in meaning due to translation, please refer to the Japanese version as the official document.

C

Payment related

Handling fees for new contracts / contract changes / upgrades

- A contract handling fee of ¥3,000 is required and will be charged together with your bill on the contract month or the next month.

MNP (Mobile Number Portability) / Number transfer

- If you switch your number to a different carrier or a different SoftBank brand, a handling fee of ¥3,000 will be charged.
- * Phone numbers of mobile data communication devices are not available for MNP and number transfer.
- Cancellation is not possible after 8 days has passed since the MNP transfer procedure is completed.

Universal Service Charge

- We ask for a small service fee every month for each phone number we provide to our customers.
- * The Universal Service System is a system that makes all telephone companies take appropriate responsibility by managing the expenses for maintaining an environment that allows any household in Japan to have equal and stable usage of fixed-line telephones, emergency calls, and other telephone services (provided by NTT East/NTT West) essential to society.

Effective period of price plans, discount services, and other services

- For new Y!mobile customers, the service, discounts and plans will be applied from the day that the subscription is made.
- For current Y!mobile customers, the service, discounts and plans will be applied from the next billing month.
- If you change or cancel your contract, it will be changed/canceled from the next billing month.

- If you cancel Y!mobile, the service, discounts and plans will apply until the last month of use.
- For details, please see the "A. Contract changes and cancellation" section.

Validity of discounts and campaigns/offers

- There are conditions for discounts and campaigns/offers to be applicable. If a condition is no longer satisfied due to a plan change or other reason, the discounts and benefits will end. In addition, campaign/offer details and deadlines may change without notice. For details on applicable plans, discount amounts, conditions, and services not applicable, please check the terms of service and other information provided on our homepage.

Payment for high usage

- If we have confirmed that your usage amount has exceeded a certain amount and has become very expensive, we may stop the service.

Monthly Discounts (Applies to: Contracts before 9/2019)

- If you purchase a specified mobile device through Value Style, you are eligible to receive a monthly discount up to specified amount which will be subtracted from voice call, data, and other charges for a certain period. The mobile device cost (installments), basic fee (excluding some contracts), and other matters are not applicable to the discount. For details, please see our homepage.
- If your monthly voice call or data charges are small, you may not receive the full discount amount (maximum discount amount).
- The discounts will be applied from the second month after subscribing to Value Style.
- The maximum discount amount is the same regardless of the consumption tax rate.
- If you change handsets or cancel your contract while monthly discounts are applied, the monthly discounts will end in the month previous to the one in which the handset was changed or contract was canceled.
- If you change plans, the discount amount may be reduced. If the discount amount is reduced due a plan change, the discount amount will not be increased to its previous amount even if you change back to your previous plan.

D

Auto charge (Comfort mode) settings and overseas usage

Auto charge (Comfort mode)

- If the monthly data traffic volume is exceeded, an application to automatically return to the normal speed will be made up to the preset upper limit, and an additional fee will be charged for the data.
- The upper limit can be set to unlimited or between 1 and 14 times. An application from the customer is required to change the setting.
- In the case of a Share Plan, you can apply only for your primary line and it will be charged to your primary line.

Overseas usage

- Please note that when you use your device overseas, the pricing system will be different from Japan and high fees may be incurred.
- Voice call and data charges will vary depending on the country/region that it is used and the applicable price plan. In addition, price plan and free data usage and various flat-rate plans (including flat-rate data service) are not applicable towards discount services.
- In the case of a new contract for only a USIM card (excluding MNP and number transfer), overseas usage is not possible until the last day of the 4th month after the contract was made. An application must be submitted to start overseas usage.

Notes when using overseas

- In cases that you are unable to use the device overseas due to reasons attributable to a third party such as an overseas carrier, Y!mobile assumes no responsibility for any resulting damages or the service provided by the overseas carrier.
- Software and applications on your mobile device may periodically perform automatic data transfers which may cause data charges to become high. (Automatic data transfers may also occur when turning on your device to perform various settings.)

- Charges will be incurred when answering voice calls from overseas, server email operations (updating lists, deleting emails, etc.), and for certain voicemail services.
- The customer is responsible for any data charges that may be incurred in cases where the mobile device and USIM card is stolen or lost overseas. In such cases, please request to stop overseas data usage.

Calling and sending overseas

- Voice call charges may be incurred even if an outgoing call is not answered or if you dial a toll-free number.

Notes when using data overseas

Carrier with overseas 1 day flat-rate data	Other carriers
¥0 to ¥1,980 ¥2,980/day	¥2/KB LTE area:¥4/KB

- Applicable countries/regions and overseas carriers are limited. Please set the network selection to "manual" and select the appropriate carrier.
- The data flat-rate for a day is based on data usage from 0:00:00 AM to 23:59:59 Japan time.
- Applicable carriers may change without notice.

E

Please note the section on "Mobile phone" "usage/management".

When a person besides the contract holder uses the phone, various procedures may be deemed as done by the contract holder. Please pay attention to the usage and management of the mobile phone that is contracted.

- Responsibility for the use and management of the mobile phone contracted lies with the contract holder.
- Even if the user of the mobile phone is not the contract holder, the responsibility shall be completely that of the contract holder.
- If another person besides yourself (family member, etc.) uses the mobile phone, please register the user.
- The above also applies in the cases where tethering is used to connect other devices.
- Depending on the content of procedures, information on the contract holder may be viewed or transferred.
- We recommend setting device lock when using/managing your cell phone.

F

Filtering Services

- If the person who signs the contract or the user is under the age of 20, Safety Filter Service, Web Safe Service, content and privacy restrictions (app) (hereafter, altogether known as "Filtering Services") must be subscribed to and configured.
- If you do not subscribe to Filtering Services, or do not wish to set it up, you will need to submit a form authorizing that a filtering service subscription is not needed or does not need to be set up (the form needs to be filled out by the parent or legal guardian).
- The parent/guardian should carefully consider matters concerning Internet usage by their minor.
- "Web Safe Service" is not applied when using Wi-Fi. By configuring "Safety Filter

- Service", filtering will be possible when using Wi-Fi.
- When Filtering Services are applied, certain monthly charged services and contents will not be available. Please check in advance for applicable services and contents that need to be canceled.
- If "Safety Filter Service" is subscribed, "Web Usage Restriction (Low) Plus" will be subscribed automatically. In the case that a site cannot be accessed even when "Safety Filter Service" settings are changed, please request to cancel "Web Usage Restriction (Low) Plus".

Cancellation fee (Applies to: Contracts before 9/2019)

- If you change or cancel the service/plan during the contract period, a contract cancellation fee will be charged according to the contract period.
- If you made the contract together as a set with another of our services (landline Internet service, etc.) and if you would like to also cancel the corresponding service, a separate cancellation procedure is required for that service. In addition, a contract cancellation fee or penalty fee may be charged upon cancellation.

Cancellation fee of price plan

If you cancel or change to a different price plan during the renewal month (first two billing months after the contract expires), a cancellation fee is not charged.

However, the cancellation fee for specific benefits will be incurred in the billing month when the contract expires.

Price plans specified in the contract period are automatically renewed on a contract term basis.

We will notify you of the renewal period for your current 2-year contract via an email which includes your confirmed billing amount.

<Smartphone Plan / Keitai Plan SS / Data Plan>

Price plan	Contract period	Cancellation fee
Smartphone Plan Keitai Plan SS	2 years	¥9,500
Data Plan	3 years	¥9,500

Contract period

- Smartphone/Keitai Plan SS is calculated from the date when the price plan is started, and the expiration month is set to the same day of the billing month two years later.
- Data Plan is calculated from the date when the price plan is started, and the expiration month is set to the same day of the billing month three years later.

Contract cancellation fee when specific benefits are applied

- If you cancel your contract within 24 months including the contract month, in addition to the price plan cancellation fee, a cancellation fee will be incurred according to the payment collection pattern specified by the company listed in the table below for each device that was purchased.

Pattern	Cancellation fee
A	¥378 up to ¥9,090 (Expiration month) *378 reduced monthly
B	¥757 up to ¥18,181 (Expiration month) *385 reduced monthly
C	¥1,136 up to ¥27,272 (Expiration month) *385 reduced monthly
D	¥1,515 up to ¥36,363 (Expiration month) *385 reduced monthly

<Pocket WiFi plan 2 / Pocket WiFi Plan 2 Lite>

Price plan	Contract type	Cancellation fee
Pocket WiFi Plan 2 Pocket WiFi Plan 2 Lite	3 years	¥9,500

Price plan	Contract type	Cancellation fee
Pocket WiFi Plan 2 Pocket WiFi Plan 2 Lite	Value Set	¥10,600 up to ¥39,400 (Expiration month) * ¥800 reduced monthly
	Value Set Lite	¥10,200 up to ¥26,400 * ¥450 reduced monthly

*You can check the elapsed months of your contract on My Y!mobile. For the cancellation fee according to the months used, please see our homepage.

* If the contract type is a Value Set or Value Set Lite, the contract cancellation fee will also be charged for the billing month when the contract ends.

Contract period

- Pocket Wi-Fi Plan 2 / Pocket Wi-Fi Plan 2 is calculated from the date when the price plan is started, and the expiration month is set to the same day of the billing month three years later.
- For "3 years", the 36th, 37th, and 38th months are the renewal months and for "Value Set" and "Value Set Lite", the 37th and 38th months are the transition months to the "3 years".
- A contract cancellation fee is not charged in the following cases:
 - When changing the contract type from "3 years" to "Value Set" or "Value Set Lite"
 - When a "Value Set" or "Value Set Lite" is canceled during the transition month or when changing to a different contract type

Contract and Usage

(1) Contract

Prevention of unlawful contracts

- Forging or tampering with a contract holder's personal identification documents and using such documents or another person's name when applying for a contract are behaviors that violate the law.

Contracts by minors

Please apply only after consulting with your family, etc. first, where necessary. If you are a minor, adult ward, protected person, or person under assistance, please submit the appropriate documents proving consent of your legal representative.

Mobile phone and USIM card

- A valid USIM Card must be inserted into the handset and a valid contract is needed to use a mobile phone including One Seg (Digital TV) and camera functions.
- Your USIM card is a loaned item. Please return it to us when you cancel your contract. Re-issuance of your USIM card for loss or destruction is ¥3,000. Switching models also costs ¥3,000.
- For information on how to handle a USIM card, please check our homepage (<http://www.ymobile.jp/r/info/sim/>).

User information

Only the individual contract holder or their family can be registered as users. However, only the contract holder can request the various procedures regarding services.

(2) Service

Using Advanced mode

- Pocket WiFi Plan 2 allows you to select between two network modes, "Standard mode" and "Advanced mode". By setting a SoftBank-specified mobile unit to "Advanced mode", you can use it without any restrictions within your monthly data quota in areas supported by Advanced mode. A software update is required to use this feature.
- * For Pocket WiFi Plan 2, a subscription for "Advanced Option" is required.
- * If your monthly data usage exceeds 7GB under "Standard mode", transfer speeds (both upstream and downstream) will be reduced to 128Kbps for the rest of the month. An additional fee must be paid to restore the normal speed for the month.

Spam mail countermeasures

- At the time of sign-up, your mobile phone is configured to reject messages from certain URLs (URLs identified to be harmful), as well as those whose senders are pretending to be mobile phone or PHS network operators; additionally, your mobile phone is set to use the spam mail filter.

Notes on using the phone services

- For the Smartphone Plan and the Smartphone Basic Plan, the following are examples of numbers/services that are not included in the free voice call plan: Voice calls within Japan that are over 10 minutes / International roaming / International call service (voice calls to overseas) / Voice call to voicemail center (when playing messages, 1416, etc.) / Voice call charge when forwarding incoming calls / Navi Dial (0570) / Teledome (0180) / Directory assistance service (104)
- If we determine that a call (long continuous call, etc.) is affecting calls for other users, that call may be disconnected.
- The number of SMS messages that can be sent in 1 day is limited to 200 messages as a measure against spam.

Termination of 3G Service

- 3G services will be terminated in late January 2024 to provide comfortable communication services through effective use of frequency. After 3G service is discontinued, handsets that only support 3G service or that do not support VoLTE will either no longer be able to use 3G communication services or the service area provided will be reduced. Please check here (<https://ymobile.jp/s/3gprs/>) for more details.

(3) Device

Notes on using the mobile phone

- Software and applications may periodically conduct automatic data transfers.
- When software is updated, information such as your mobile phone number, model, and serial number are automatically sent to SoftBank and the phone manufacturer's servers. This information is used only for the purpose of managing updates and quality. There may be times during a software update where you may not be able to use an application. Once a software is updated, it cannot be downgraded.
- Some pre-installed apps make use of various user information (phone number, service usage situation, etc.). For details, please contact the company of the corresponding app.

Compensation services

- Backup Service Package Plus, Backup Service Package and Backup Service Package S can only be added as an option when you purchase your mobile device. You can only apply for Backup Service Package Lite when you sign a new contract without a mobile phone (USIM card contract).
- For customers with a Share Plan contract, "Security Trouble Compensation" and "Data Recovery Support Service" in "Backup Service Package Plus" are not applicable.
- * For details, please make sure to check our homepage.

Notes about data stored in the mobile device

- Carefully manage the data stored in the mobile device (including external memory such as an SD card). We do not assume any responsibility for the loss or modification of data due to repair, malfunction, or loss of the mobile device.
- For devices that support OsaiFu-Keitai, please move or clear data within the FeliCa chip by yourself before upgrading or taking the device in for a repair request.

Repair service

Reservations for mobile phone repairs over the phone are only accepted for a limited period of time after manufacturing ends. Models for which repair service has been discontinued: http://www.ymobile.jp/support/product/close_list/

Product warranty details of models are listed on our homepage. Please see the details on our official homepage.

(4) Price

Payment

Payment method

Bank transfer	Credit card
26th of each month	Follows the provisions of the credit card company.

- You can review your monthly bill through the My Y!mobile online statement. Paper statements are not sent.
- Paper statements can be issued for ¥200 yen per statement.
- Customers paying at a convenience store, any type of financial institution, or at a Y!mobile Shop (including customers using credit card payments and bank transfers whose bill could not be paid due to insufficient balance) will be charged a payment processing fee of ¥200 in addition to the handling fee for issuing the bill. Additional handling fees for receiving the payment may apply.
- For customers using direct debit as the payment method, if the payment cannot be received after a certain number of times, we may change the payment method and send you a bill. This will occur even without the customer's request. The fee for creating/sending out the bill and the processing fee will be added to your monthly bill.
- If you are unable to make the payment by the designated payment date, we may request overdue interest and suspend your account based on our company regulations. In such a case, we will issue a late payment invoice (¥200 per issue).
- To customers who use direct debit, if the bill for the current month is less than 3,000 yen, the amount may be added to the following month's bill.

Change of service conditions

We reserve the right to change the information of clauses, terms and conditions, regulations, and other material by notifying users through our homepage, SMS messages, and other methods which we determine to be suitable.

(5) Yahoo! service

Yahoo! services such as Yahoo! Premium for Y!mobile, Y!mobile Mail (for individual customers)

- Initial registration is required to use Y!mobile services.*1
- Usage requirements (hereinafter referred to as "Usage requirements") set forth by SoftBank and Yahoo Japan Corporation (hereinafter referred to as "Yahoo") apply. If the usage requirements are violated, Yahoo! Premium for Y!mobile, Y!mobile Mail and other services may become unavailable according to the usage requirements.
- If you change plans, the benefits of Yahoo! Premium for Y!mobile benefits may become available.*2
- If you cancel or change your Yahoo! JAPAN ID, you cannot use it with Yahoo! Kantan Backup (30GB) for Y!mobile.
- If you cancel, Yahoo! Premium for Y!mobile will become unavailable and you will not be able to send/receive Y!mobile Mail. *2
- If you have exceeded the backup capacity of Yahoo! Kantan Backup, all data will be deleted, so please reduce the data capacity within 90 days.
- *1 Settings may not be available for Yahoo! JAPAN IDs with a Yahoo! Premium membership.
- *2 If the Yahoo! Premium for Y!mobile benefit becomes unavailable, items up for sale on Yahoo! Auction will be taken down.

Cooperation with Yahoo regarding customer information

- During the initial registration of the Y!mobile service, we will send your contract information (contract phone number, contract store code, customer management code, date of birth, gender, name, email address, service subscription attribute, postal code, address, credit card number and expiration date) to Yahoo. Contract information will be handled according to the privacy policies of SoftBank and Yahoo.
- If you are late with a payment for Yahoo! Wallet, the payment status of Yahoo! Wallet will be notified to Yahoo and we may contact you.

Enjoy Pack

- Usage requirements set forth by SoftBank and Yahoo apply.
- For Price plans besides Smartphone Plan, Smartphone Basic Plan, Data Plan and Data Basic Plan, the data capacity of Yahoo! Kantan Backup will be changed to 30GB after Enjoy Pack is canceled. If the data capacity exceeds 30GB even after 90 days has elapsed since canceling, all data will be removed.

(6) Other

Email notifications

- We will send emails to notify you of information regarding services from our company and Yahoo. In addition, we may also send email notifications of various services, products, promotions, etc., offered by other companies to your phone number and e-mail address. Unsubscribing from these notifications regarding other companies' services can be done through the notification emails.

Credit screening of corporate customers

- We may share information on customers (including personal information) with cooperating enterprises (SB Payment Service Co., Ltd., ORIX Corporation, and ORIX Corporation group companies) within the scope of the purpose of reviewing applications to evaluate trustworthiness and credit worthiness.

Handling of personal information

- For details on the handling of personal information and the latest version, please be sure to check our homepage. Key points are described below.
[Use of personal information]
- Personal information (name, title, phone number, postal address, and other personal information gathered from customers) of customers is used for the following purposes:

(1)Support for inquiries / for providing information(2)Calculation of charges(3)Payment requests(4)Prevention of fraudulent use(5)Market research and analysis, preparation of statistical data, and the use of such analytical results(6)Guidance on products, services, campaigns (including other companies), displaying ads (including other companies)(7) Providing information to improve service(8)Support for construction, maintenance, and fault handling(9)Interconnecting with NTT East and NTT West and related operators/carriers(10)Payment requests for installments (including consignments from other companies)(11)Other related services and tasks required for providing and managing installments and third party credit contracts

• Shared use of information

For the purpose of providing telecommunications services, etc., we may share personal information within the following context. In accordance with the "Guidelines for Personal Information Protection in Telecommunications Business," we will not share personal information beyond the scope defined in, "Handling of personal information in telecommunications business etc.," agreed in advance with customers.

Information is shared with:	
(1) SoftBank group companies	(2) Wireless City Planning Inc.
(3) SB payment Services Corp.	(4) SB C&S Corp.
(5) PS Communications Inc.	

• Provision to third parties

In addition to the provisions of laws and regulations, we provide third parties with the personal information of our customers within the scope of the following uses and purposes.

To	Purpose
Police agencies and administrative institutions	Prevent crime (bank wire scams, etc.) caused by unauthorized use
Mobile phone carriers including MVNO carriers	(1) Prevent sending of spam/junk emails, (2) Prevention of unauthorized access based on "Mobile Phone Improper Use Prevention Act", (3) Prevent spam/junk emails sent via SMS, (4) Improve the quality of products
Mobile phone carriers including MVNO carriers and other telecommunications carriers	Screening/review of new users to prevent unauthorized subscriptions/contracts
Mobile phone carriers	Handle MNP applications
Mobile phone carriers including MVNO carriers and other carriers that provide services using a BWA (Broadband Wireless Access) system	Prevent delinquent payments*
Designated credit bureaus or independent credit bureaus	Screening of contracts related to the contract holder and research on repayment capacity
Destination of credit transfer	Credit transfers based on installment contracts and reimbursement contracts
Company/Operator that introduces/provides/supports products, services and campaigns	Guidance, registration, offering, combined billing, collection of fees, support, and other activities pertaining to products, services, campaigns of SoftBank and companies/operators specified by SoftBank
Distributors, sales partners, Internet search service operators	(1) Manage/operate campaigns (2) Provide services related to Internet searching
Provider of a service affiliated with our company	Smoothly provide partnering services with other companies
Reseller/Rental operators	Confirm contract compliance, and contract screening by resellers/rental operators
Content providers	Prevent crimes caused by content providers
Police, Coast Guard, and rescue organizations such as firefighters	Find/Rescue people in need of help
Mobile phone subscribers	To determine if SoftBank's telecommunication service is used to provide telecommunication equipment for mobile phones, and also to maintain registration information
NTT East, NTT West	To register, provide and repair SoftBank's Hikari service which utilizes the Hikari collaboration model of NTT East and NTT West
Yahoo Japan Corporation	Guide/analyze products, services, and campaigns to users

* In order to prevent delinquent payments and use for new customer screening, information of customers with delinquent payments will be provided. For details, see the Telecommunications Carriers Association homepage (<http://www.tca.or.jp/mobile/non-payment.html>).

* We may provide personal information handled by our company to a third party after processing it into information in a manner that renders individuals indistinguishable.

* The recommended ad delivery service use information that is processed anonymously. For details, please see "Effort to Protect Privacy at Utilization and Application of Customer Information" in the SoftBank homepage. <<http://www.softbank.jp/corp/group/sbm/privacy/utilization/>>

Canceling your initial contract

- * If you subscribed at a store, online, or mail order, initial contract cancellation is not applicable.
- Customers who have contracted via house calls or solicitation over the phone may cancel their contract via application within 8 days after receiving papers issued at the time of contract sign-up or after the beginning of service provision, whichever is later.
- If the customer cancels via initial contract cancellation, they will be charged monthly fees (basic use fee, optional service fees, and flat-rate data fees, etc.) according to the number of days the service was used in addition to the entirety of the usage-based fees (call charges, data fees, additional data fees, content fees, international services, etc.). We will not request additional reparations, penalty fees, or other fees. Moreover, if our company or our agent has received money from the customer, the appropriate amount (excluding the amount owed above) will be refunded to the customer.
- In the case of initial contract cancellation, we require the return of the phone purchased at time of contract.
- To apply for initial contract cancellation contact the store where you made your purchase.
- In certain cases, it is impossible for customers who switched over using Mobile Number Portability to return to the original number before contract when using initial contract cancellation.
- In cases where you have subscribed to a landline Internet service (SoftBank Hikari, etc.), and you want to cancel that contract as well, a separate cancellation procedure from the initial contract cancellation is required for that service. In addition, a contract cancellation fee or penalty fee may be charged upon cancellation.
- In case where a customer is misled by a representative of SoftBank or a SoftBank store about initial contract cancellation, and because of that they have not canceled by 8 days after, they may cancel within 8 days after the receipt of a document explaining that cancellation is possible within 8 days.

Cooling-off system for purchase and sales contract

- * The cooling-off system does not apply to purchases inside stores.
- If you apply for the purchase of a mobile phone (including accessories) through door-to-door sales or telephone marketing, you can cancel your application or contract unconditionally by presenting a written notice during the cooling period of eight days starting from the day you receive this document (cooling-off).
- If you did not exercise cooling-off because of misunderstanding caused by untrue comments about the cooling-off system, or because of confusion under duress, you can exercise cooling-off until eight days have passed starting from the day you receive the document stating your ability to set another cooling-off period.
- Cooling-off becomes effective starting when the customer sends the document (date postmarked).
- When a customer uses cooling-off, the customer does not have any obligation to pay any damage compensation, cancellation fees, or cost for sending back the goods to the seller. If the customer has already paid for the goods, they can get a full refund. Even if they have already used the goods, they do not need to pay any money equivalent to the profit obtained by using the goods, such as received payment for the goods.
- While telecommunications service-related charges (contract processing fee, basic fee, call fees, etc.) are not subject to cooling-off, according to the Telecommunications Business Law, the contract can be canceled eight days after the delivery of documents or the start of service provision, which ever is later (see previous "Canceling your initial contract").
- * Please write the date of application (or contract), product name (including your mobile phone number), name of the seller, and your intention to cancel the contract (or revoke the application for contract) on a postcard and mail it to the seller. Simplified registered mail is surest method.

Notice

Please be aware that even if you cancel the purchase and sales contract by cooling-off, your installment payment contract will not be canceled.

If you wish to cancel both the purchase and sales contract and the installment payment contract, please send a statement written with your intention to cancel your installment payment contract by exercising cooling-off, to our company or Willcom Okinawa Co., Ltd).

Take sufficient care before signing a contract so that you do not become mixed up in a crime without your knowledge.

- Who will use the contract?
- Will the mobile device be used by you or your family?
- Is someone asking you to sign a contract for them in return for money or use of the product?
- The phone you contracted for could be used in crimes such as remittance fraud.
- Is the personal identification that of the contract holder? And is the information on it correct?
- If someone else's identification is used or the information on it has been unlawfully overwritten, you could be punished.

Inquiries

Y!mobile customer center

■ General Support (Call charges apply)

* Calls to 151 are covered by free voice call plans such as "Flat-fee with anyone".

From a Y!mobile smartphone or mobile handset 151
 From a smartphone or mobile handset 0570-039-151
 [Operator hours] 10:00~19:00 (Years round)

■ Various procedures (Toll free)

From a Y!mobile smartphone or mobile handset 116
 From a smartphone or mobile handset 0120-921-156
 [Hours] 24 hour interactive voice response (Year round)

■ Homepage: <http://ymobile.jp/>

Listed prices do not include tax unless otherwise stated.