



Important Notices for SoftBank Users



(SERVICE & PLAN GUIDE [Important Notices on Service Provision Conditions, etc.]

Information on Mobile phone service and exclusive wireless Internet service and Sales of mobile phone handsets

SoftBank provides this document as an overall explanation of the important matters which need to be understood prior to using the SoftBank mobile phone. Services covered by this contract with the customer will be provided according to the following terms and conditions.

3G Communication Service plan	[General Conditions for 3G Communication Service Contracts]
4G Communication Service plan	[General Conditions for 3G Communication Service Contracts] [General Conditions for 4G Communication Service Contracts]
5G Communication Service plan	[General Conditions for 3G Communication Service Contracts] [General Conditions for 4G Communication Service Contracts] [General Conditions for 5G Communication Service Contracts]

Please make sure you sufficiently understand the parts relevant to your contract, before concluding your contract.

Please review our catalogues, website or other information channels if you have any questions about the services and/or other details.

Please ensure that you read and understand this information which is available on our SoftBank website.

Smartphone/PC

<http://www.softbank.jp/mobile/legal/spguide/> *Japanese only.

*For customers using a 4G mobile handset, please check this from a smartphone or PC screen.

*Communication fees are required when accessed from SoftBank Smartphone and PC or from overseas.

*For customers who cannot access the above sites from their mobile phone or those using a 3G feature phone, please check the sites from a PC or check with a SoftBank shop.



Please make sure you read this document carefully.

Keep a copy of this document and a copy of your application form for future reference.

A

Please confirm the details concerning “Billing”.

There may be differences depending on the process and method of purchase, so please be aware.

B

Watch your packet communication fees.

Review them in advance to avoid being caught off guard by a large unexpected bill.

C

Please check the fees for service and plan changes and cancellations.

*See our website for details on services and plans.

D

In the case of minors, as a rule of thumb, it is necessary to subscribe to and set “Filtering Service”.

Allows kids to use the Internet with peace of mind.

E

Pay close attention to the use and management of your contracted mobile phone.

If someone other than the Contractee uses the phone, the use may be interpreted as that of the Contractee for various procedures. So, please pay close attention to the use and management of your contracted Mobile phone.

F

Watch your international calls & global roaming data/voice charges.

Using your mobile phone overseas (Global Roaming), and calling or mailing someone abroad may result in an unexpectedly high bill.

The amount written is tax included price.

● The provider of Communication Services: SoftBank Corp. <http://www.softbank.jp/en/> (Contract mediator: See the box showing your seller) ● The seller of your mobile phone: See the box showing your seller (Third Party for Credit Contract purchase by installments: SoftBank Corp.). ● Terms and conditions (price plan/optional services/sales conditions for installment payments): See the copy of your application form.

A Payment

Regarding Handling Fees

- Further handling fees may apply when making a contract.

- Main Handling Fees -

Administrative processing fee	¥3,850
Mobile phone upgrade fee	
Ownership Transfer handling fee	
Phone number change handling fee	

- If you apply on the SoftBank Online Shop or at a SoftBank Mobile Phone Store, the contract handling fee, contract change fee, and model change fee will be free of charge (except when you use the store pick-up service).
- In cases where the contract handling fee and model change fee (¥3,300) will be required for new contracts or model changes under the Simple Style contract (prepaid mobile phone), the fees will be withdrawn from the remaining charge balance. However, in cases where a mobile phone is not purchased for a contract, payment must be made at the store.

Applicable date of price plans, discount services and other services

- Basic Fees
 - New Subscriber → All the services are applicable on sign-up (registration) date.
 - Current Subscriber → All the services become applicable from the following billing month.
 - Requests for Change or Cancellation of services → The change or cancellation is applied from the following billing month.
 - Service Termination → If you cancel the contract with SoftBank, all the services will be applied up to the date of cancellation.
- Discount Services
 - If you cancel your contract, certain discounted services will be applied until the previous billing month and will not be applied in the final billing month. For details, please check the Terms of Service for each discount service.
- Other Services

- Subscriptions and cancellations made during the month may not be prorated or applied differently for certain services.

Payment by installments

*For general inquiries on the product you have purchased, visit a SoftBank Shop near you or contact SoftBank Customer Support.

- Ask your SoftBank Crew for the amount of your down payment, which varies depending on shops.
- You are liable for all remaining payments of your mobile phone handset during your payment period, even if you upgrade your phone or cancel your mobile communications contract.
- In case of delinquency of your installment payments, your information on delinquency or non-payment may be reported to the affiliated designated credit bureau under Installment Sales Act or the affiliated personal credit bureau.

Universal Service Charge

- We ask each of SoftBank users to pay a certain amount.
 - *The Universal Service System is a system that makes all the 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 the universal service (fixed-line telephones, public telephones, emergency calls and other telephone services essential to society) provided by NTT East/NTT West.

Telecommunications Relay Service

- We charge our customers a predetermined amount based on the unit price per phone number every month.
 - *The "Telecommunications Relay Service" is a system where telephone companies share the cost of providing "Telecommunications Relay Service" (services that mediate communication over the phone for the hearing-impaired using sign language and other methods).
 - *The "unit price per number" (the amount charged per number) is calculated by the telephone relay service support organization.

B Communication

Information about End of 3G service

- Our 3G service will end on January 31, 2024 in order for us to provide streamlined communication services that effectively use frequency bands. After our 3G service ends, 3G communication services (including voice call services) will not be available or the service area will be reduced on devices that only support 3G or do not support VoLTE.
(Please see here for details: <https://www.softbank.jp/mobile/network/3g-end/>)
- <Customers with USIM card / eSIM-only contracts>
If you use a device that only supports 3G or does not support VoLTE, 3G communication services (including voice call services) will not be available or the service area will be reduced.
- If you are using a device that only supports 3G services: 3G services will not be available.
- If you are using a device that does not support VoLTE: Voice calls will not be available.
- *Please note that voice calls will not be available even on a VoLTE-enabled phone if it is not setup to use VoLTE.
- *The service may be unavailable in some areas depending on the frequency bands supported by your device.

High data usage

- You may receive a large bill if you frequently send, receive or download a large-volume of messages, contents or do any type of video streaming. We highly recommend that you subscribe to our Data flat-rate service to assist in control of high charges for data download.
- Be aware that, if you apply for the Data flat-rate service later, it will be applied from the following billing month of the month in which you are applying. Also, depending on services, the applicable dates may vary.
- If, at a later date, the customer applies for a packet flat-rate service, it will be applied starting from the next billing month. However, the period of application of these fees may be different depending on the service.
*Ask your SoftBank Crew for details.

- Be aware that internet connections between PC and mobile phones (Access Internet) are not covered with packet flat-rate plans, and will result in high packet cost (Do not use your mobile device as a modem for your computer).
- Software and applications may periodically conduct automatic data transmissions. In addition, automatic data transmissions may occur when starting a software or application in order to perform various settings.
 - *Please note that automatic data transmissions can result in packet data charges which may cause the monthly charge to go over the lower limit for a two-tiered flat-rate plan.

Service area and quality

- Make sure to check our coverage maps on our website.
 - *Even being in the service area in locations where is no radio waves or with a weak radio waves, you cannot be available. In addition, all or part of the service may not be available due to maintenance work on the equipment, etc. (Please check here for information on maintenance work, etc.: <https://www.softbank.jp/mobile/info/personal/maintenance/>).
- As a best effort delivery method is used, you may experience slower communication speeds or lose your connection depending on the network conditions (for example if traffic volume is extremely high).
- As our 5G service area will be limited at first, some customers will be mainly using 4G. Before purchasing a 5G device or signing up for a 5G service, please confirm the service area on our website (<https://u.softbank.jp/3bjGys6>) in advance.
- Even if "5G" is displayed on the screen of your device (at the top) during standby, the display may change to "4G" and 4G communication may be used.
- For our 5G service, the actual communication speed is expected to decrease when the number of users increases.

Services requiring message receipt

- If you subscribe to the following services, SoftBank will send you messages regularly. Airtime will be charged for receiving the messages. "Daily Value Pack"

B Communication

Regarding Data flat-rate service

- When the communication network is congested or has the possibility to become congested, regardless of the type or content of data communication, data communication speeds may be controlled to ensure the quality of the entire network.

Restrictions on data communication speeds

- Customers who transfer a large amount of data within a certain time period may have their data speed limited. In addition, traffic information is gathered, analyzed, and accumulated for each data transfer in order to improve network quality, and there may be restrictions on communications that are specified by SoftBank separately. (For details, please see here.)
- In order to provide stable network services, SoftBank will control the data transfer speed depending on the time of day for customers who subscribe to certain plans, as specified on the SoftBank website. Services that may be controlled included videos, games, AR (Augmented Reality), and other services that may cause traffic

congestion. Data communication speeds may be restricted but are never disconnected.

- For customers who subscribe to certain plans, if a large data transfer is continuously performed in a certain period, and if SoftBank judges that the data transfer is being performed by a machine, data transfer speeds may be restricted for the customer.
- Data usage used for billing will not be counted for customers who have subscribed to certain plans only when they use the services specified by SoftBank.

Notification on Emergency Call Location

When emergency calls (110/118/119) are made from mobile phones, the information on the locations where emergency calls are made will be automatically identified (even when the handset is set up so the number will not be displayed, or the Caller ID Display Service is not subscribed to). However, except when the institutions handling emergency calls find the calls critical to anyone's life, the location information will not be notified if 184 (Caller ID Disable) is added before dialing emergency numbers.

C Contract Changes and Cancellation

Change of the registered information or cancel your contract or services

- You can make request at any of our SoftBank Shops. See our website for SoftBank Shop locations. Please understand these necessary procedures if any changes in your address or contact telephone number occur after entering into your contract with SoftBank. Please be aware that you will not receive important notices from SoftBank if you do not update a change of address, and the date of suspension of use shall be the date you register the address change if your phone use is suspended due to payment arrears, etc.

Payment when Changing/Canceling the Contract

- If you cancel your contract, payment for the following fees may be required:

"Basic fee" up to the month of use*1 · Flat-rate data service fee "Optional services"*1 · Data fees, etc.
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Remaining device fees

*1 The fee for certain services may be pro-rated.

- Two-year contracts are contracts made in units of two-years (automatically renews). Even if you cancel the contract outside the renewal month (the period between the billing month when the contract expires and the month following the next billing month), the contract cancellation fee will be waived (excluding landline internet services, etc.). During the contract period, the first month is calculated starting from the service start day to the end of the next billing month.
- If you have a contract for another service provided by SoftBank (such as a landline Internet service or electricity service) and would like to cancel that contract, you must complete the cancellation procedure separately from this contract. Contract cancellation and penalty fees for other services may be incurred when canceling the contract. If you have received a discount on the model price, a cancellation fee related to the discount may be incurred when you change or cancel your contract.

Canceling your contract (Cancel within 8 days)

- Individual customers who signed their contract at a store or made it online may apply to cancel their contracts.
- In cases where there is inadequate 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 of usage until then (the basic fee, call charges, and data charges, etc.).
- If the customer cancels within 8 days, the customer will be charged the set monthly fees (basic use fee, additional option fees, and data flat-rate service) 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.).
- Please apply for cancellation within 8 days at the store where the contract was made (if the contract was made online, apply to the online center).
- 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 may not return devices used as trade-ins.
- Canceling within 8 days will terminate your contract. Customers who signed up using MNP can return to their original MNP carrier after canceling their contract using the 8-day cancellation, but the contract status with the original carrier cannot be restored. If you wish to return to your original carrier, please check with the carrier.
- In cases where the customer subscribes to a landline Internet service (SoftBank Hikari, etc.) or an electricity service (SoftBank Power, etc.), and he/she wants to cancel one or both of those contracts too, a separate fee will be charged for cancellation procedures for those services. A separate contract cancellation fee or penalty may be charged upon cancellation.

D Filtering Services

Filtering Services

- If the person who signed the contract or the actual user of the mobile phone is under the age of 18, it is required by law to subscribe and set up Filtering Services such as Anshin Filter when purchasing a device with a data usage contract at a SoftBank Shop.
- If you do not subscribe to Web Filtering, or do not wish to set it up, you will need to submit a form authorizing that a Web Filtering 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 the minor.
- When using Wi-Fi, data communication using HTTPS or a VPN (such as Google One VPN) as well as 5G data services (SA mode) cannot be used with Web Safe Service. In addition, you may not be able to use the Web safety Service due

to technical factors associated with OS version upgrades, and other updates.

- When using iCloud + on iOS 15 or later for iPhone, iPadOS 15 or later for iPad, if the Private Relay is set to ON, Web safety Service will not be applied.
- When a Filtering Services are applied, some monthly charged services and contents will not be available. Please check in advance for applicable services and contents which need to be canceled.
- For new or upgrade contracts, if your handset is registered to SoftBank as a 5G compatible handset, you cannot apply for the Web Anshin Service.
- When you apply for Anshin Filter, Screen Time and Family Link, you will be automatically subscribed to Web Usage Restriction (Low) Plus (unless you cannot apply for the Web Anshin Service). If a site cannot be accessed even after the Web Filtering settings are changed, please request to cancel Web Usage Restriction (Low) Plus at a SoftBank Shop.

E Pay close attention to the use and management of your contracted mobile phone.

If someone other than the Contractee uses the phone, the use may be interpreted as that of the Contractee for various procedures. So, please pay close attention to the use and management of your contracted Mobile phone.

- Responsibility for the use and management of the contracted Mobile phone lies with the Contractee.
- Even if the user of the Mobile phone is not the Contractee, the responsibility shall be completely that of the Contractee.
- The above also applies in cases where tethering is used to connect other devices.
- The information of the Contractee may be viewed or transferred depending on the details of the procedure.
- We recommend the use of the screen lock function when using/managing your Mobile phone.

F Global Service

Voice call and data communication fees following do not include tax.

Using Overseas (Global Roaming)

- Automatic data transmission may result in data packet charges of more than several ¥1,000/day to be incurred. For certain models "data roaming" is enabled by default to allow data usage when overseas. If you are overseas and do not want to use data roaming, please make sure to turn off data roaming settings before traveling.
- When your usage incurs a high fee or exceeds a certain amount, usage may be stopped.
 - *Please contact the SoftBank Customer Support to restore usage of your line.
- Please make sure that your mobile phone supports Global Roaming Service if you intend to use your mobile phone overseas. Even if the device is supported, the areas where it can be used may vary depending on your device.
- Usage overseas along with SoftBank international voice calls and international mail do not apply to your price plan, free voice call minutes, discounts, and flat-rate services in Japan (excluding monthly discounts). Voice call and data usage rates will differ from the rates in Japan.
- Charges will be incurred when answering voice calls from overseas and for certain voicemail services.

Estimates of Overseas Voice call/Communication fees

*The following fees are examples. Depends on local service carriers, the fees may vary even in the same country.

		Taiwan	U.S.A./Hawaii	France	In-flight Mobile Phone Service	On-board ship Mobile Service
Fees per minute	To Japan	¥175	¥140	¥175	¥650	¥650
*Video Call is not applied	Incoming call	¥145	¥175	¥110	¥800	¥890
SMS (Receiving fee:Free)	sending	¥100	¥100	¥100	¥180	¥180
S!Mail (MMS)/ Web*1		¥100/10KB Additional communication fees : ¥5/1KB			¥280/100KB Additional communication fees : ¥50/10KB	¥280/100KB Additional communication fees : ¥50/10KB

*1 If you are using an iPhone/iPad/SoftBank Smartphone/4G Mobile Handset, you will be charged ¥2/1 KB. For 5G/4G (LTE) use, you will be charged ¥4/1 KB.

Estimates of Web Communication fees

SoftBank 3G mobile phones	Download of Chaku-Uta Full® Streaming (approx. 5 min.)	Approx. ¥75,000 (Approx. 15MB)
Devices other than SoftBank 3G mobile phones	Streaming (approx. 5 min.)	Approx. ¥30,000 (Approx. 15MB)

*The table above shows estimated costs. The actual fees may vary depending on the setting and situations.

- To use Wi-Fi while overseas, you have to change your settings in accordance with that country's laws and change various other settings in advance. Change your settings from the setup screen.

Global Roaming Packet Flat-rate

- This service allows users who satisfy the applicable conditions to use packet data overseas (international roaming) at a flat-rate on the networks of certain countries and regions (with no need to apply).
- Basic fee of "Global Roaming Packet Flat-rate" is ¥0 ~ ¥1,980 / day. Communication fee covered by "Global Roaming Packet Flat-rate" is ¥51,200 or more : fixed rate ¥2,980/day*.
 - *Estimates :25MB of web communication(3G) and 12.5MB of web communication(5G/4G(LTE)) by iPhone, iPad, SoftBank Smartphone and 4G Mobile Handset.
 - Maximum 10MB of web communication by SoftBank 3G Mobile Handset.
- This service may not apply when used in certain countries/regions, or when using an in-flight mobile phone service or on-board ship mobile service.
- All billing is calculated based on Japan time, which means one day is defined from 00:00:00 to 23:59:59 in Japan's time zone.
- This flat-rate plan is applied to the following communications made overseas.
 - Sending and retrieving messages (S!Mail [MMS]), Web, Tethering, PC Site Browser (including PC Mail), Server mail operations
 - *SMS messages, video calls, and voice calls are not applicable.

International call and message

Example of international voice call fee (per 30 sec.) [from Japan to foreign countries]

Voice call	Hawaii/ Guam	U.S.A.	Greece/ Belgium
	¥36	¥39	¥75

International Messaging Service (per message)

*This applies when sending to overseas operators.

Data Volume/Sending Fee		
International SMS*1	Sending from Japan/ Sending from foreign countries	Maximum 70 double-byte characters
		¥100 *2

*1 Receiving International SMS is free of charge.
*2 The rate applies for messages with up to 70 double-byte characters long. The rate varies depending on the number of characters.

- Communication fees vary depending on area.
- When calling overseas, you may be charged even when the call is not connected or you call a toll-free number.

Contract and Usage

Mobile Phone and USIM card / eSIM

☐ Notes for Safe Use

- Please be careful not to hurt your hands when handling the USIM card / eSIM.
- The storage temperature of the USIM card ranges from -25 to 70°C.
- Please keep the USIM Card out of reach of babies and infants. It may accidentally be swallowed or cause injuries.

☐ Other Notes

- SoftBank holds the ownership and intellectual property rights of the USIM card/eSIM profile. The USIM card / eSIM profile will be rented out by SoftBank. If you cancel your contract, you must return the USIM card /eSIM profile. Re-issuance of your USIM card for loss or destruction is ¥3,850.
- The foregoing text is an English excerpt of "Important Notice" – for a full text, please do to: <https://www.softbank.jp/mobile/products/sim/> The Japanese full text of Important Notice shall prevail over this English excerpt in case of any conflict.
- Modification, disassembly, software modification, reverse engineering, decompiling, decompilation, or any other analysis of the USIM card / eSIM profile is prohibited.
- Data-only SIM subscribers may not be able to make outgoing calls to emergency services when using a device that supports dual SIM functionality and is set up as a mobile data communication line.

Pass Codes and ID / Password for Business concierge website

- "Sign-Up Pass Code" is required when you access specific websites such as our online billing information. Please keep it safe because your identification is confirmed through this pass code.

Usage precautions

Using mobile phones while charging or performing communication over long periods of time in environments of high temperatures (in closed spaces, crowded surroundings, etc.) may cause overheating, risking burns, etc. Avoid prolonged periods of contact with the skin while using your handset.

After-sales Service

- ☐ Handset repair services will become unavailable after a certain period of time from the termination of the manufacture of the model.
The list of models whose repair services have finished.
(<http://www.softbank.jp/mobile/info/personal/news/product/101101b/>)
*Japanese only
- ☐ The content of the model's product warranty are posted on our website.
Check the official website for details.

Monthly Payment

- Please check your monthly bill at our online billing information. We do not send any paper bills.
- We will notify you of your finalized monthly billing information via finalized billing notice.
- By applying to receive "Notifications," or finalized billing notices, we will notify you about your finalized monthly billing information as well as campaigns, services, and products, etc.
- We will notify you of the renewal period for your current two-year contract in the email that includes your finalized billing notice.
- If you wish to receive a paper bill, an issuance handling charge of ¥220/issue is required.
- Customers paying at a convenience store, any type of financial institution or at a SoftBank 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 ¥220 in addition to the handling fee for issuing the bill. Further handling fees for receiving the payment may apply.
- For customers using direct debit as the payment method, SoftBank may change the payment method and send you a bill if the payment cannot be debited after a certain number of times. This will occur even without the customer's request, and a fee for creating/sending the bill and a processing fee will be added to your monthly bill.

- To customers who use direct debit, if the bill for the current month is less than 5,000 yen, the amount may be added to the following month's bill.
- In some cases, handling fees for bill issuance and payment processing fees may not be charged, such as for bill issuance prior to the completion of registration procedures made when applying for bank transfers, or bill issuance to billing addresses including lines to which the Priority Discount or Priority Support are applied.
- If you are unable to pay your rates by the deadline specified by SoftBank, in accordance with SoftBank's regulations you may have to pay delinquency charges, or your use may be suspended. We will send your unpaid invoice (220-yen shipping and handling fee).
- If a high fee is incurred within a short span, usage will be stopped and payment may be requested ahead of the prescribed payment date.
- If it is confirmed that the customer's usage amount has exceeded a certain amount and has become very expensive, we may stop service.
- SoftBank will send an SMS message when your domestic packet communication bill exceeds the specific amount SoftBank pre-sets for the billing cycle. The message is intended to inform you of the potential risk of accumulating a large bill before the billing cycle is closed.
- In order to avoid an unexpectedly high bill, we recommend that you apply for "Usage Notification Message" service, which will send a message when your bill exceeds a pre-set amount, or "Usage Stoppage Service" which will suspend you from making calls from the account (however, you will not receive this for the SoftBank Satellite Phone Service).
- When contractors from same contract have consolidated bill refer the billing amount, whole billing amount in the same consolidated bill not only of this month but of the past can be referred. After applying the consolidated bill, billing amount of the pass will not be referred except representative line.
- "Carrier Billing" is a payment service that allows you to pay for digital content and shopping purchased on a smartphone or PC together with your monthly bill.

As the service can be used without signing up in advance, please be careful to prevent high bill if you give your child a smartphone to use.

We recommend that you change the "Available amount setting" or set the "Usage limit" in advance. You can change these settings at My SoftBank.

Contract by minors

- Parent/Legal Guardian Authorization Form is required for making a contract for minors (The form in a fixed format must be filled out completely and submitted).
- If you are below 12 years old, the contractor must be your parents or legal guardians.
- In case of payment arrear, we may notify the amount of delinquent payment to those who have agreed to be registered as parent or legal guardian at the time of making a contract.

User information

- Subscribers who can be registered as the users are limited to individual and contractor's families.
- The user's identification document must be submitted for registration.
- Please make sure you provide an agreement from the user in advance if you wish register or change user information.
 - If you register user information, only the contractor can apply various procedures (issuance of itemized bill and reference of access history etc.). The user cannot apply for them.
 - Even you register or change all the information and settings, usage situation and access history which will be referred in "My SoftBank", caller information, setting of positioning information, etc. will be remain unchanged.

The prevention of unlawful contracts

- A customer making forged or modified identification documents and using such documents or another person's name when applying for a contract falls under document forgery crime (section 155 of the criminal code) or fraud crime (section 246 of the criminal code).
- Using falsified personal information (name/address/date of birth) at the time of application for a mobile phone, transfer of one's own mobile phone without prior consent, and transfer/receipt of another person's mobile phone violates the Act for the Prevention of Illegal Mobile Phone Use.

Privacy Policy *For details and the latest version, see "Privacy Policy" on SoftBank's home page.

- SoftBank may use your personal data for the following purposes.
(1) To provide instructions and customer support (2) To provide services (3) To improve and develop service quality: Quality improvements of services and such, as well as the development of new services along with various research/analysis (4) To send out notices: Distribution and dissemination of notices regarding services and recommended content.
- Shared use
SoftBank may share personal data with SoftBank Group companies for the purpose of providing telecommunications services. In accordance with the "Guidelines for Protection of Personal Information in Telecommunications Business," SoftBank will not share personal information beyond the scope defined in the "Privacy Policy" as agreed by the customer.
- Provision to Third Parties
For the purpose of providing personal information to third parties, SB defines the followings.

To	Purpose
Police and other administrative institutions	Prevention of crimes by mal-use of mobile phones (e.g. "it's me" fraud)
Mobile network operators including mobile virtual network operators	① Prevention of the transmission of spam mails etc. ② Prevention of improper applications in accordance with the Act for the Prevention of Illegal Mobile Phone Use ③ Prevent spam/junk emails sent via SMS ④ Improve the quality of products
Mobile network operators including mobile virtual network operators etc.	Credit screening to prevent improper applications etc.
Mobile phone business entities	MNP procedures
Mobile phone carriers including MVNO, carriers and other carriers that provide service with a BWA(Broadband Wireless Access) system	Prevention of nonpayment*
The affiliated designated credit bureau or the affiliated personal credit bureau etc.	Evaluation whether contracting parties are qualified for the relevant contract and able to pay potential bills
Assignee of installment receivables	Transfer of installment receivables based on direct/indirect installment contracts or the reimbursement contract
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
SoftBank dealer and sales cooperating agencies, internet search service operators	① Management and operations of campaigns ② Provision of services in relations with internet search services on behalf of internet search service operators
Service providers in a partnership with SoftBank	Smooth provision of services offered by other companies forming partnerships with SoftBank
Reseller and rental operators	Make sure if customers observe the contract, Evaluation of the contract by reseller and rental operators
Contents providers forming partnerships with SoftBank	The prevention of crimes by contents providers forming partnerships with SoftBank. SoftBank is forming partnerships with content providers for the prevention of crimes.
Police agency, Japan Coast Guard, fire department etc. relief agency	Search of the person who needs rescue responding
The subscriber's mobile phone	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
Third parties	Use of anonymized information
NTT EAST, NTT WEST, contractors	To perform tasks necessary for interconnection and related tasks

- Outsourcing of operations to overseas partner companies

Your information may be handled overseas as we outsource our operations to partner companies. We maintain control to ensure that security control measures equivalent to ours are taken overseas. For details about the personal information protection systems of individual countries, please visit:<https://www.softbank.jp/privacy/contact/overseas-offer/>.

Country	Primary Purpose of Use
Customers using individual or corporate services	
Sweden	Maintenance of communication facilities and analysis of equipment (only when necessary; individual customers are not identifiable).
Finland	Maintenance of communication facilities and analysis of equipment (only when necessary; individual customers are not identifiable).
United Kingdom	eSIM number management.
United States (Federal)	Maintenance of communication facilities and analysis of equipment (only when necessary; individual customers are not identifiable).
	Analysis to improve the quality of customer support.
United States (California)	Use of an analysis system to improve services.
	Use of a system to deliver a variety of information and e-mail to customers.
China	Analysis in maintaining communication facilities and repairing terminals (only when necessary; individual customers are not identifiable).
Corporate customers	
United States (Federal)	Delivery of information to customers and improvement of services.
	Use of a sales support system to make offers to customers.
United States (California)	Provision of technical support to customers, receipt of inquiries about failures, etc.
	Use of a system to deliver a variety of information and e-mail to customers.
	Use of a sales support system to make offers to customers.
Ireland	Account management and billing calculation.
	Provision of a cloud platform
Ireland	Delivery of information to customers and improvement of services.
Our business partners and their staff in charge	
United States (Federal)	System management for supplier information and transactions.
United States (California)	System management for electronic contracts.

*SoftBank provides the information on subscribers who have not fulfilled the payment duty, at the time of credit screening and other occasions, for the purpose of preventing nonpayment. For more detail, please refer to Telecommunications Carriers Association website. (<http://www.tca.or.jp/english/index.html>)

*The recommendation-based advertising service uses information that is processed anonymously. For details, see "Privacy Center" on SoftBank's home page.

Credit Screening of Corporate Customers

SoftBank may, for the purpose of investigating the credit status of corporate customers in the process of sign-up application, make inquiries on their information (including personal information) to the partner companies below:

*By utilizing the information that the companies stated below have about the potential corporate customers, SOFTBANK will acquire evaluation, advice and other information on their credit.

1. SB Payment Service Corp.
2. ORIX Corporation and its group companies

Change of Service Agreement

SoftBank shall be able to change its service agreement, service provision conditions and other terms, by the publication of the information on our website, the transmission of text messages (SMS) and other means that SOFTBANK regards appropriate. In this case, new pricing and other conditions will be applied.

Spam Mail Countermeasures

- At the time of sign-up, your mobile phone (exclude the SoftBank Satellite Phone Service) is configured to reject messages from specific URLs (URLs identified by SoftBank Mobile to be hazardous), as well as messages whose senders are pretending to be mobile or PHS network operators; additionally, your mobile phone is set to use the spam mail filter.

Usage Restriction

- SoftBank may suspend the Communication service of your handset, cancel your contract, or restrict the usage of the handset you have purchased, if your personal details on the application form have been falsified, if our contract confirmation letter addressed to you can not be delivered, if your payment of monthly fees becomes delinquent, and if any other issues occur.
- SoftBank may restrict the Communication service using handsets acquired through unlawful means such as theft, fraud, and other means that violate laws (Act for the Prevention of Illegal Mobile Phone Use, document forgery, etc.) as well as handsets with unfulfilled payment debt (including debt for installment payments to a third party) or handsets thought to be at such risk.
- Please note that, in case the ownership of the handset has been handed over by a third party to you, the use of the handset may be restricted if the former owner meets any of the criteria listed above.
- SoftBank may restrict you from purchasing new contents if you download contents heavily to a specific level of contents fees or frequency, within a certain period of time. This rule started on Dec.1, 2010.
- If your communication service is suspended, the billing for content information fees may stop as well. You may then need to apply for the information services again.

Canceling your initial contract

*If you have signed a contract at a store or made one online, initial contract cancellation does not apply.

- Customers who have made a contract via house call or solicitation over the phone may cancel their contract by applying within 8 days after the receipt of the contract issued in writing or after the beginning of service, whichever is later (initial contract cancellation).
- If the customer cancels their contract via initial contract cancellation, they will be charged the set monthly fees (basic usage fee, additional function fees, and packet flat-rate fees, etc.) depending on 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.), and handling fees (contract handling fee, etc.). However, payment of breach of contract fees, fees for compensation of damages, and other fees will not be required. Additionally, in cases where SoftBank or one of its agencies has received money regarding the contract, it will reimburse the customer with this amount excluding the amount being charged.
- In the case of initial contract cancellation, SoftBank requires the return of the model that was purchased when the contract was made.
- To apply for initial contract cancellation contact the store where you made your purchase.
- In certain cases, when using initial contract cancellation, it is not possible for customers who switched over via Mobile Number Portability to return to the original number before making the contract.
- In cases where the customer subscribes to a landline Internet service (SoftBank Hikari, etc.) or an electricity service (SoftBank Power, etc.), and he/she wants to cancel one or both of those contracts too, a separate fee will be charged for cancellation procedures for those services.
A separate contract cancellation fee or penalty may be charged upon cancellation.
- In cases where the customer is told something by a representative at SoftBank and SoftBank's stores that is untrue about initial contract cancellation, and because of that the customer has not cancelled the contract until after 8 days have passed, the customer may cancel within 8 days after the receipt of a document explaining that cancellation is possible within 8 days.

Cooling-Off System for the Purchase and Sales Contract

*The cooling-off system is not applied to the purchases inside stores.

- If you apply for the purchase of a mobile phone (including accessories) with door-to-door sales or telephone marketing, you can cancel your application or contract unconditionally by presenting a written notice or an electromagnetic record separately designated in writing by your seller in 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 which states your ability to set another cooling-off period.
- Cooling-off becomes effective at the time of dispatch of the document or through an electromagnetic record (postmarked date in the case of dispatched document).
- You do not have any obligation to pay any damage compensation, cancellation fees or cost for sending back the goods to the seller. If you have already made payment for the goods, you can get the full refund. Even if you have already used the goods, you do not need to pay any money equivalent to the profit obtained by using the goods, such as received payment for the goods.
- Telecommunication related charges (administrative processing fee, basic fee, airtime fee, etc.) are outside the scope of cooling-off.

*For cooling-off by document, please write down the date of application (or date of contract), name of goods (including your mobile phone number), the name of your seller, your intention of canceling the contract (or withdrawing the application) on a sheet of paper such as a postcard, and send it to your seller by mail. We recommend sending it as simplified registered mail for security.

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.
- ▶ In case 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 SoftBank by mail.

【SoftBank Customer Support General Information】

[From SoftBank handsets] ... **157** (Toll free)

[From fixed-line phones] ...  **0800-919-0157** (Toll free)

[For assistance from abroad] ... **+81-92-687-0025**

(International charges apply/Free from SoftBank handsets.)

・IVR Operating hours: 24 hours.
・Operators Operating hours: 10:00 ~ 19:00
(however, certain inquiries are not covered.)

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 June 1, 2023
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.

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