

## -4G Data Prepaid-

### **Important Notice**

[Discontinued 4G Data Prepaid Communication Service and Rate Plan]

- For Apple devices that have embedded or removable Apple SIMs, a new subscription to 4G Data Prepaid Communication Service and 4G Data Prepaid Rate Plan is no longer available as of October 1, 2022.
- Even after that date, your current 4G Data Prepaid Rate Plan subscription purchased for these devices is still valid for 31 days starting on the date of the purchase.
- If you are using an Apple eSIM device, 4G Data Prepaid Communication Service and 4G Data Prepaid Rate Plan continue to be available.
- Visit the website below for Apple devices having embedded or removable Apple SIMs.

<https://www.softbank.jp/en/mobile/support/ipad/4g-prepaid/>

### **Important Notice regarding Content of Contract**

When entering into a contract, please take care to understand and acknowledge the following:

In using the 4G Data Prepaid Communication Service (the “**Service**”):

This important notice (this “**Important Notice**”) explains the important matters you should know in using the Service. Please be sure to read this Important Notice before you apply for the use of the Service. Also, in connection with the use of the Service, please review the ‘General Conditions for 4G Communication Service Contracts’ and ‘General Conditions for 3G Communication Service Contracts’ posted on the SoftBank website.

### **Entering into a Contract**

1. The 4G Data Prepaid Communication Service Contract is available only for new subscriptions.
2. Applications for the Service are accepted only at the dedicated site.
3. Applications for the Service may not be made by subscribers under 20 years of age.
4. Applications for the Service may not be made in the name of a corporate entity.
5. After completing your application for the Service, you will be notified of your telephone number by email.
6. SoftBank shall not bear any responsibility for any changes to or deletions of your data (such as address books, data folders and emails) caused by any failure, repair, loss, etc. of your mobile device. Please back up your data by yourself on a regular basis.
7. Charges in relation to line contracts (basic monthly charges and voice call charges) shall not be subject to the eight-day cancellation period.
8. Please make sure to enter your address (if you reside overseas, please enter the address of the place where

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you are staying in Japan) and contact telephone number, such as your home phone number or work phone number, in the contract application. Please note that SoftBank may contact you from time to time, and if SoftBank is not able to reach you, your use of the Service may be suspended.

9. If there is any false statement contained in the content of your contract (such as our name, address and contact information), your contract may be terminated.
10. If you have been determined to be a “sender of spam mail”, your information may be shared among SoftBank and other specific telecommunications carriers. Such information may then be used for screening at the time of contract application, and, depending on the circumstances, SoftBank may decide not to accept your application.

## **PIN**

1. The “PIN” registered at the time of a new application for a mobile device is an important number which will be used for confirmation of your identity upon your use of the Service. Accordingly, please be careful not to forget your PIN.
2. Subscribers shall be responsible for the management of their own PINs. If a PIN is used by any person other than the subscriber, SoftBank may treat such use as being made by the subscriber.

## **Coverage Area**

The coverage areas are different between the SoftBank 4G LTE and 3G services. For further details, please visit the SoftBank website ([www.softbank.jp](http://www.softbank.jp)). Please note that SoftBank 4G LTE service can not be used overseas.

## **Control of Communication Speed, etc.**

In order to secure communication quality and fairness in the use of networks, SoftBank may restrict communication speed depending on the content of your contract (3G, 4G, etc.).

In addition, in order to provide higher network quality, SoftBank collects, analyzes and stores traffic information on each communication, and may restrict communications that SoftBank specifies. For further details, please visit the SoftBank website ([https://www.softbank.jp/mobile/support/procedure/data\\_traffic/about/](https://www.softbank.jp/mobile/support/procedure/data_traffic/about/)).

## **Automatic Data Transmission**

Depending on the specifications of the relevant software and applications, SoftBank may periodically conduct automatic data transmissions. It is possible to avoid performing packet communication by turning off this setting on your mobile device.

## **Use of eSIM**

1. If an eSIM becomes no longer usable due to the loss or failure thereof, the execution of a new contract will be required.

Contract information registered in eSIM and data volume purchased cannot be transferred to any other SIM  
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(i.e., eSIM, SoftBank SIM cards or SIM cards sold by any other mobile operators).

2. When deleting all of the data in an iPad in which an eSIM is built-in, if the data on the eSIM is deleted simultaneously, you may not be able to continue the line contract for the 4G Data Prepaid or the use of the data volume purchased. As is the case with loss or failure of mobile devices, existing contract information cannot be transferred, and a new contract will be required.
3. In using eSIM, please confirm that Apple devices are in compliance with laws and regulations, such as having technical standards conformity certification.

Products bearing the “OTRCC” mark are in compliance with the relevant laws and regulations. Even if a product does not bear the “OTRCC” mark, no inspection will be required when a user, who is in contract with an overseas telecommunications carrier which has entered into a global roaming contract with a Japanese telecommunications carrier, is attempting to use an Apple product that is usable under the global roaming contract in Japan.

If SoftBank determines that you are in violation of any laws and regulations, SoftBank may decline your connection request.

### Contract Plan

If you make a contract for the 4G Data Prepaid, the Service will be available at the following charges:

| Price Plan    | Basic Monthly Charges | Communication Charges   |
|---------------|-----------------------|---|
| 1GB / 31 days | Free                  | 1,650 yen (Valid for 31 days, including the date of purchase) |

1. The data volume purchased has a validity period, and data will become unusable after the expiration of such validity period or after the data volume has been completely used. (Communication using public Wi-Fi or wireless LAN will still be available).

\* To use such communication, you will need to follow the procedures at the dedicated site.

2. Your contract will automatically be canceled after 360 days starting from your initial contract date or the final purchase date of the 4G data prepaid plan.
3. Global roaming service will not be available.

### Payment of Charges

If you fail to pay any charges for any SoftBank telecommunications service (including the services other than those for mobile devices) for which you currently have a contract or had a contract in the past, SoftBank may suspend the use of the services in relation to all contracts or may terminate all contracts.

### Notice regarding Making Payment by Credit Card

1. Credit cards accepted are VISA, MasterCard and JCB.
2. If you receive notice of renewal of a membership number or expiration date of your designated credit card, please promptly follow the procedure for change at the dedicated site.
3. If your payment made by a credit card is cancelled by a credit card company for any reason whatsoever after the approval of such payment by the credit card company, SoftBank may cancel such credit card

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payment and invoice you the relevant payment amount.

### **Purpose of Use of Personal Information**

SoftBank recognizes the importance of personal information and in order to achieve the thorough protection thereof, complies with the Telecommunications Business Act, the Act on the Protection of Personal Information, guidelines for each business area setting forth the administration of relevant business, such as the Guidelines concerning Protection of Personal Information in Telecommunications Businesses, and other related laws and regulations.

For further details, please refer to SoftBank's Privacy Policy

(<https://www.softbank.jp/en/corp/group/sbm/privacy/>)

### **Restriction on Network Connection**

SoftBank may impose restrictions on network connection for any of the following reasons:

1. A device is obtained through unlawful means, such as theft from or fraud at a SoftBank Shop;
2. Payment obligations for the price of a device (including the obligation to make replacement payment) have not been performed;
3. A device is obtained through an unlawful contract, such as by falsifying an identification document (e.g. name, address and date of birth) or making a false declaration at the time of application.

### **Change of Contract Contents, Termination, and Other Procedures after Conclusion of Contract**

1. Requests for change of contract contents will be accepted at the dedicated site.
2. Requests for contract termination will be accepted at SoftBank Shops.
3. Assignment or transfer of contracts is not allowed with regard to the Service.
4. SoftBank is permitted to change its agreements, service provision conditions and other terms, by publishing the relevant information on the SoftBank website, transmitting text messages (SMS) or through any other means that SoftBank deems appropriate, and the new pricing and other conditions will then be applied.
  - Unless otherwise specifically stated, none of the amounts indicated include consumption tax.

### **Contact for Inquiries**

"SoftBank Corp."

SoftBank Customer Support: Dial 157 from a SoftBank mobile phone.

Dial 0800-919-0157 from a landline

Service Hours: Automated voice guidance service (24 hours)

Representative Assistance: (9:00 – 19:00 \* Excluding some inquiries)