

# Important Notes on Data Service



Regarding mobile phone service, dedicated wireless Internet service, mobile phone sales, etc.\*  
Is it possible to change to "This document explains important matters that you need to be aware of when using Y!mobile communication services."?

\*Includes cases where a mobile phone was purchased without subscribing to a data usage 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.  
Please review the details of the PayPay Card Discount.

**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.

**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

#### To customers who purchased a mobile phone

- Please check the information related to mobile phone (such as "Email Notices" and "Handling of Registration Information") under "(3) Device" and "(6) Other" in the "Contract and Usage" section of this documentation.

#### To customers who purchased a mobile phone through door-to-door sales or telemarketing sales,

- in addition to the above, please refer to the "Cooling-off Policy for Sales Contracts."

In general, the listed amounts do include tax.

- Provider of data communication service: SoftBank Corp. ([www.softbank.jp](http://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*1/"Data flat-rate service fee"/ "Optional Services"*2/"Voice call fees", etc.
"Contact cancellation fee" (This applies to certain services only. Please see below for details.)
Remaining device fees

\*1 In the event of cancellation during the month or in the month of the contract, the basic fee will be charged without prorated calculation. For the Pocket WiFi® Plan 2 (Basic), prorated calculation will be applied only if the cancellation occurs in the month of the contract.

\*2 The fee for certain services may be pro-rated. For details, please see our homepage.

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

- The price plan specified for the contract period is automatically renewed for each contract period. SoftBank will notify you of the renewal period for your current 2-year contract by email, etc. including a billing confirmation notice.
- If you have a contract bundled with another SoftBank service (such as a landline internet service) and wish to cancel those services, you need to cancel those services separately from this contract. If you are subscribed to another SoftBank service that has a price plan with a fixed contract period, a contract cancellation fee may be incurred when you cancel the contract or change to another price plan.
- If you have a "PocketWiFi" contract, the following information cannot be carried over when changing contracts. (Payment method, contract period, Yahoo! Service usage start settings, My Y!mobile login ID/password)

## 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.).

\*1 When the LYP Premium 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).
- A contract handling fee of 3,850 yen is required even if the customer brings the handset to the shop.
- If you cancel the primary line in a Simple2 S/M/L, Simple S/M/L, Smartphone Plan, Smartphone Basic Plan, Date Plan or Data Basic Plan Share Plan, the secondary line will be automatically canceled.
- If you make a change to your contract (canceling an existing contract or initiating a new contract), there will be no basic fee for the month in which you applied for the new contract.

## About PayPay Card Discount

• The "PayPay Card Discount" provides a fixed discount on the basic fee of eligible price plans when the payment method is set to either PayPay Card or PayPay Card Gold (which requires an additional annual fee).

\* Corporate subscriptions are excluded.

- This discount service will be applied starting from the billing month in which eligibility conditions are met. For details on the PayPay Card Discount terms, please refer to the PayPay Card Discount Terms and Conditions.



- 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. 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 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 data usage for a month exceeds the high-speed data capacity of the price 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 Simple2 M/L or SimpleM/L, 300 kbps if you subscribe to Simple2 S, and 128 kbps if you subscribe to SimpleS. In addition, for Simple2 S/M/L, if data usage for a month exceeds half of the high-speed data capacity of the price plan while in a low-speed data transfer state, the maximum data transfer speed will be reduced to 128 Kbps. The original data transfer speed can be restored by purchasing additional data. If you are subscribed to another plan, please see our webpage.

## 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.
- If large data transfers are continuously performed during 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. Traffic information is gathered, analyzed, and accumulated for each data transfer in order to improve network quality. (Please see here for details: <https://www.ymobile.jp/service/info/tsushin.html>)

- 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.

(<https://www.ymobile.jp/service/info/tsushin.html>)

- In order to provide stable network services, SoftBank will control the data transfer speed depending on the time of day. Services that may be controlled included videos, games, augmented reality (AR), and other services that may cause traffic congestion. Data communication speeds may be restricted but are never disconnected. (Please see here for details: <https://www.ymobile.jp/service/info/tsushin.html>)

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.

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 February 1, 2025  
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.

## B Data transfer speed restrictions, etc.

### Service area / Quality

- For the coverage area, please see the service area map on our homepage.
- The service cannot be used outside the service area because it uses radio waves. The service may not be available within service areas if you are in a place with weak or no reception (inside a building, tunnel, etc.). 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.ymobile.jp/info/maintenance/>).
- 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.

## C Payment related

### Handling fees for new contracts / contract changes / upgrades

- A contract handling fee of ¥3,850 is required and will be charged together with your bill on the contract month or the next month.
- \* If you re-issue the eSIM online, the fee will be waived. (Excluding corporations, other organizations and sole proprietors)

### MNP (Mobile Number Portability) / Number transfer

- If you switch your number to a different carrier or a different SoftBank, a handling fee of ¥3,850 will be charged.
- \* If you apply on the Online Store the contract handling fee, contract change fee, and model change fee will be free of charge (except corporations, other organizations and sole proprietors).
- \* 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.

### 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.

## D Auto charge (Comfort mode) settings and overseas usage

### Auto charge (Comfort mode)

- If data usage exceeds the high-speed data capacity of the price plan, the original data transfer speed will be automatically restored up to the number of times set in advance (including the setting for "unlimited"), and additional data charges will apply.
- If you want to change the setting for the maximum number of times, you need to make a request.
- 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.
- In some countries, charges may incur even when a call is made and the call is not connected. In addition, if you call a phone number where the recipient is responsible for the voice call fees (for example, toll-free numbers), voice call fees may still be incurred.
- 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

- In some countries, charges may incur even when a call is made and the call is not connected. In addition, if you call a phone number where the recipient is responsible for the voice call fees (for example, toll-free numbers), voice call fees will be incurred.

### 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 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 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.
- When using Wi-Fi, data communication using HTTPS or a VPN (such as Google One VPN) cannot be used with Web Safe Service.
- 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 Safe Service will not be applied..
- 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.
- 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.

# Contract and Usage

## (1) Contract

### Prevention of unlawful contracts

- Creating or using forged or modified identification documents, or using another person's name when applying for a contract, constitutes document forgery (Section 155 of the Criminal Code) or fraud (Section 246 of the Criminal Code).
- Using falsified personal information (name, address, date of birth) at the time of application for a mobile phone, transferring one's own mobile phone without prior consent, and transferring or receiving another person's mobile phone violates the Act for the Prevention of Illegal Mobile Phone Use.
- Please ensure the phone numbers you provide when signing the mobile phone contract are correct and can be used to reach you. During the screening process or after receiving your application, SoftBank may contact you by phone.

### 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/eSIM 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.
- 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. Switching models also costs ¥3,850.
- Modification, disassembly, software modification, reverse engineering, decompiling, decompilation, or any other analysis of the USIM card / eSIM profile is prohibited.
- Please check the website (<https://www.ymobile.jp/s/eSIMg>) for more information on handling eSIM.
- If you delete the eSIM profile, or if your device is lost or damaged, the eSIM profile will need to be re-issued.
- An eSIM re-issue fee of ¥3,850 will be charged for re-issuing an eSIM profile. If you request to re-issue an eSIM through My Y!mobile, there is no fee.
- 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.

### 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. When "Advanced Mode" is selected, 5G communication cannot be used.
- \* 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 network operators; additionally, your mobile phone is set to use the spam mail filter.
- The number of SMS messages that can be sent in 1 day is limited to 200 messages as a measure against spam.

### Notes on using the phone services

- For the Daretodemo Teigaku +, Super Daretodemo Teigaku +, Daretodemo Teigaku and Super Daretodemo Teigaku (S) plans, the following are examples of numbers/services that are not covered by the free voice call service: 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) / Directory assistance service (104) / Phone numbers specified and announced separately by SoftBank (ymobile.jp/r/telephone/) For Daretodemo Teigaku + and Daretodemo Teigaku, voice calls within Japan that are over 10 minutes will be charged.
- If we determine that a call (long continuous call, etc.) is affecting calls for other users, that call may be disconnected.

## (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.

### Warranty services

- Damage Safe Pack Plus, Damage Safe Pack, and Damage Safe Pack S can only be applied when purchasing a mobile device. Bring-in-your Device Warranty, Device Warranty with AppleCare Services and other services designated by SoftBank can only be applied

with new contracts (USIM Card / eSIM-only contracts) that do not involve the purchase of a mobile device.

- \* Regarding Bring-in-your Device Warranty with AppleCare Services, new subscriptions and changes from Bring-in-your Device Warranty are currently suspended on the online store and My Y!mobile. If you sign up for a SIM/eSIM through the online store or Pay-Pay Mini app, you cannot subscribe to the Bring-in-your Device Warranty with AppleCare Services. Please subscribe at the shop when signing up for a SIM/eSIM contract.
- \* In the case of Bring-in-your Device Warranty, you can apply within 14 days after the line is activated if the contract was made through the Y!mobile online store. Please see the details on our webpage.
- Customers who have a share plan contract are not covered by the Data Recovery Support Service of Damage Safe Pack Plus.
- \* For details, please make sure to see our webpage.

### 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**

### 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/](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 ¥253 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 ¥220 in addition to the handling fee for issuing the bill. Additional handling fees for receiving the payment may apply.
- For customers using a credit card or direct debit as the payment method, if the payment cannot be received after several attempts, SoftBank may change the payment method and send you a 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 (¥253 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.

### Carrier Billing

- "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 Y!mobile.

### 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 LYP Premium, 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 LY Corporation (hereinafter referred to as "Yahoo") apply. If the usage requirements are violated, LYP Premium, Y!mobile Mail and other services may become unavailable according to the usage requirements.
- If you change plans, the benefits of LYP Premium benefits may become available.\*2
- If you cancel, you cannot use it with Yahoo! Kantan Backup (Unlimited capacity, etc.) for Y!mobile.
- If you cancel, LYP Premium 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 LYP Premium membership.
- \*2 If the LYP Premium benefit becomes unavailable, items up for sale on Yahoo! Auction will be taken down.

### Cooperation with LY Corporation 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 LY Corporation. Contract information will be handled according to the privacy policies of SoftBank and LY Corporation.
- If you are late with a payment for Yahoo! Wallet, the payment status of Yahoo! Wallet will be notified to LY Corporation and we may contact you.

## (6) Other

### Email notifications

- We will send emails to notify you of information regarding services from our company and LY Corporation. 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.

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

<Use of personal data>

- SoftBank may use your personal data for the following purposes.
  - To provide instructions and customer support
  - To provide services
  - 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
  - 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.
- In addition to providing personal data in accordance with laws and regulations, SoftBank may provide the personal data of customers to the following third parties within the scope of the following purposes of use.
- 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
LY Corporation	Guide/analyze products, services, and campaigns to users
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. Provision of technical support to customers, receipt of inquiries about failures, etc.
United States (California)	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. Account management and billing calculation. Provision of a cloud platform
China	Registration of applications for, changes and cancellations of services, etc., and service review. (Customer data is stored within Japan and strictly managed.)
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.

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

### 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) 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 stating 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).
- 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, whichever is later (see previous "Canceling your initial contract").
- \* 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.  
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.).

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/>

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