

## **Prepaid SIM Service: Explanation of Important Matters**

The following is an explanation of the Service in accordance with the Telecommunications Business Act, Article 26 (Explanation of Service Conditions). The matters explained in this document are important, so please make sure that you understand them fully before subscribing to the Service.

Service name: Prepaid LTE SIM / Prepaid LTE SIM for Amazon.co.jp / Prepaid LTE SIM V2

Service provider: Sony Network Communications Inc. ("Sony Network")

Service to be provided: Mobile internet connection service

### **Contact:**

nuro SIM Service Support:

Contact Number (English/Chinese): 0570-099-041(Navi-Dial), 03-6831-1943(IP Telephony) or +81-3-6831-1943(International Call)

Contact Number (Japanese): 0570-099-112(Navi-Dial), 03-6831-1944(IP Telephony) or +81-3-6831-1944(International Call)

Business Hours: from 10:00 to 18:00 (excluding January 1<sup>st</sup> and 2<sup>nd</sup> and maintenance days designated by Sony Network)

\*Customer support is available only in Japanese, English and Chinese.

\*Call charges shall be borne by customer.

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

Sony Network will use personal information in accordance with the Terms of Service for "Sony Network Communications Prepaid SIM Service", Article 44, to the extent necessary for execution, performance, and/or cancelation of contract, subscribers' use of the Service, improvement and/or development of products and/or services, provision of product- or service-related information through email, direct mail, telephone, or in person, implementing surveys, and other activities ancillary to the foregoing. Sony Network will disclose or provide personal information to service providers and other telecommunications businesses to the extent necessary for achieving such purpose of use.

### **Commencing Use of Prepaid SIM Service**

To use the Prepaid LTE SIM Service, Prepaid LTE SIM for Amazon.co.jp Service and Prepaid LTE SIM V2 Service (collectively called "Service"), you must undertake the procedures for commencing use at a dedicated site. You must read and agree to the Terms of Service" before undertaking the procedures for commencing use. The Terms of Service and other Use Rules are available on the website. You must undertake the procedures for commencing use within 14 days from the day you purchase the Package (inclusive), or by the "activation deadline" indicated on the SIM Card holder, whichever is earlier. If you fail to complete the procedures for commencing by the deadline, all rights will be lost.

### **Prepaid SIM Service**

- The Service is a mobile internet connection service using the "Xi(R)" and "FOMA(R)" networks provided in Japan by NTT docomo, Inc. Circuit switching service (including call and short message services) is not available.
- The communication speed specified for the Service is not an indication of the actual maximum communication speed, and the actual maximum communication speed may change or decrease because of connection conditions, the SIM Card or information communication equipment being used, network environment, or other reasons.
- See the following page for coverage areas:

<https://www.nttdocomo.co.jp/corporate/disclosure/mvno/user/>

- Even within coverage areas, the Service may not be available in places that are difficult for radio waves to reach, such as indoor or underground space, or in tunnels, or even outdoor areas where radio signals are weak.
- You are not entitled to use services independently provided by NTT Docomo, Inc. (e.g., i-mode®).
- Devices for the Service must be compatible with the "Xi(R)" and "FOMA(R)" networks provided by NTT docomo, Inc. and have a specified wireless facilities technical standards compliance, etc. certification(*giteki* mark) or Subscriber Terminal Equipment of Foreign Radio Stations (Provide Radio Law Article 103-5) that does not meet any of the following cases:
  - (i) Sony Network cannot confirm that Subscriber Terminal Equipment conforms to Technical Standards (a requirement mandated by Radio Act Chapter 3).
  - (ii) The said Subscriber Terminal Equipment is unacceptable to connect to foreign telecommunication carriers (an agreement on an international roaming services with Sony Network or Counterparties).
  - (iii) The said connection falls within the cases specified by Article 31 of the Ordinance for Enforcement of the Telecommunications Business Act.- For use of a non-NTT docomo, SIM-locked terminal, the SIM lock needs to be removed. Additionally, an APN (Access Point Name) for the device needs to be set, or an APN settings file, etc. needs to be installed.
- Please understand that, after purchase of this package, you will not be able return the product, get any refund of your purchase, or get a refund of any additional charge.
- The SIM Card is a loaned item.
- If Multi-Cut SIM (3 in 1 SIM) has been cut into small size, it cannot return size to big size. (e.g. If you cut to nano SIM size, It cannot return to micro SIM size.)

### **<Restrictions on Use>**

- In cases where natural disaster, accident or other emergency has occurred or is likely to occur, or in cases of severe congestion, Sony Network may restrict communication time or use in specific areas.
- If any one communication exceeds a certain time period or exceeds a certain volume, that communication may be restricted or disconnected.
- In cases of transmission of a large volume of data such as video file attachment or download, or transmission of sequential data such as streaming or video replay, Sony Network may temporarily restrict the communication speed.
- Sony Network may optimize communication (e.g. compression images) for smooth provision of the Services. If optimized, It unable to restore optimized data.
- File exchange (P2P) applications may not be used.
- The Service will assign private IP addresses.
- Use of private IP addresses may make certain applications unavailable.
- Depending on the equipment being used, there may be cases of unintentional transmission.
- Use restrictions may change after your application for the Service.
- In addition, use of the Service may be restricted in accordance with the terms and conditions of the cellular phone company.

### **Data Transmission Speed**

- Maximum download speed of each plan (including charge plan) is 375Mbps. The theoretical maximum communication speed shall be changed location, according to the performance of the Subscriber Terminal Equipment, and other environmental factors.
- If there are specific speed limit provisions by plans, such provisions shall prevail.

### **Basic Plans**

- You may use wireless data transmission in accordance with the basic plan you purchased. See the

Schedule for details of the basic plans.

- Each plan has its own data transmission allowance and period. See the Schedule for details. After the period ends, you may not continue using the Service even if you have not used your entire data transmission allowance.

### **Charge Option**

- In using the Service you may purchase a separate charge option, which will enable you to use, in addition to the data transfer volume available under the basic plan, the data transfer volume under the purchased charge option. See the Schedule for details of the charge option.
- The types of charge option which the subscribers may purchase shall be differ based on the fee plan.
- Each charge option has a set use period. See the Schedule for details. After the period ends, you may not continue using the Service even if you have not used your entire data transmission volume.
- If you purchase more than one charge option, the charge option having the shortest available period will be used first.

### **Fees Etc.**

- As fees and other expenses for the Service ("Fees etc."), the basic use fee (If the first three numbers of your Subscriber Identification Number are 090, 080 or 070, Universal Service Fees are included. The first three numbers of your Subscriber Identification Number are 020, Universal Service Fees are unnecessary to pay.) etc. will be charged. If you use a charge or other additional function service you will be charged additional function service fees. At the end of the contract, you may be charged for SIM Card Damages. See the Schedule "Prepaid SIM Service Fee Schedule" for details of the Fees etc.
- Please understand that fees are subject to change for the reasons of retail outlets.

### **Discontinuation**

You may not temporarily discontinue the Service during the Service period.

### **Other**

The Service will not be available during maintenance of Sony Network facilities or when a failure occurs. Information on maintenance and failure will be provided on the website. Maintenance may be performed even during the day on weekdays.

### **Termination**

- The subscriber may not terminate the Service during the Service Period.
- The Service will terminate if, after all available mobile data transfer volume is used, no additional charge option is purchased within 14 days of the chargeable period. After termination, all use rights will lose effect.

### **Conditions at time of Termination**

- After termination of the Service, you must return the SIM Card to Sony Network at the designated address. If you fail to return the SIM Card by the date designated by Sony Network, or if the returned SIM Card is broken, cut or otherwise not in normal condition, you may be charged for SIM Card Damages.
- The interconnection agreement executed between you and the cellular phone company in your reception of wireless data transmission service will terminate at the end of use of the Service (you are not required to undertake any specific procedures).

### **[Schedule: Prepaid SIM Service Fee Schedule] Basic Plans and Base Use Fees**

**(1) Prepaid LTE SIM**

Plan Type	Data communication allowance	Available period	Fee (pre-tax)	Notes
Plan 1.2G	1.2GB	30 days	3,241 yen	
Plan 2.4G	2.4GB	30 days	4,167yen	
Plan 3.2G	3.2GB	60 days	5,093 yen	

**(2) Prepaid LTE SIM for Amazon.co.jp**

Plan Type	Data communication allowance	Available period	Fee (pre-tax)	Notes
Plan 2G	2GB	30 days	3,352 yen	
Plan 12G	12GB	180 days	12,500 yen	

**(3) Prepaid LTE SIM V2**

Plan Type	Data communication allowance	Available period	Fee (pre-tax)	Notes
Plan 250MB/day	250MB/1day * 7days	7 days	2,246 yen	
Unlimited Data /10days	Unlimited	10 days	3,704 yen	Can not available for Charge Service
2.1GB/10Days	2.1GB	10 days	2,315 yen	

**Additional Function Service Fees****(1) Prepaid LTE SIM for Amazon.co.jp**

Additional function service name	Available period	Fee (pre-tax)	Notes
Charge (1GB)	60 days	2,838 yen	

**(2) Prepaid LTE SIM for Amazon.co.jp**

Additional function service name	Available period	Fee (pre-tax)	Notes
Charge (200MB)	30 days	1,500 yen	
Charge (500MB)	30 days	2,000 yen	
Charge (1GB)	60 days	2,838 yen	

**(3) Prepaid LTE SIM V2**

Additional function service name	Available period	Fee (pre-tax)	Notes
Charge (Unlimited/day)	1 day (till 23:59 JST)	1,000 yen	Only for Plan 250MB/day
Charge (1GB)	60 days	2,838 yen	Only for 2.1GB/10Days

**Other Fees**

SIM Card Damages: 3,000 yen (pre-tax)

Universal service fees are included in the basic use fees and charge fees.

The consumption tax amount will be added to each item. Amounts will be rounded off to the nearest whole yen when billed.