

Summary of Service Terms and Conditions

(1) Name and Notification Number of the Telecommunications Carrier:

Inbound Platform Co., Ltd. (Notification Number: A-29-16030)

(2) Contact:

customer@japan-wireless.com

(3) Contents of the Telecommunication Services:

- ① Name: Japan Wireless
- ② Type: Virtual Mobile Telecommunication Services
- ③ Quality / Provided Area: (Conditions of Communication): Japan

- 1 Customers can communicate using the data communication line of the communication equipment, etc., only when it is within the service area specified by the telecommunication carrier (hereinafter referred to as "telecommunication carrier") and the communication equipment is in range. However, even within the service area, there may be instances where communication (including reduced communication speed) may not be possible in areas with poor signal reception, such as indoors, underground, high floors of buildings, tunnels, behind buildings, mountainous areas, remote islands, and at sea (this list is not exhaustive). The farther away from densely populated areas, the weaker the signal and slower the speed. Please be aware of this beforehand.
- 2 Communication services provided by telecommunication carriers shall comply with the communication protocols separately specified by the telecommunication carriers for communication equipment, etc. However, the transmission speed of such communication protocols is not guaranteed.
- 3 The transmission speed of communication services provided by telecommunication carriers may vary depending on communication conditions, communication environment, and other factors. The maximum communication speed displayed by the telecommunication carrier for the communication equipment, etc., is the maximum speed according to the standards, and does not guarantee a constant communication speed. Furthermore, the communication speed may change depending on the congestion of the line.
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④ Limitations Regarding Emergency Calls:

Due to the nature of the service being data communication only, making emergency calls is not possible.

⑤ Youth Harmful Information Filtering Service:

Our service strongly recommends the use of a filtering service to protect young people from troubles via the internet. You can restrict access to harmful websites by using a dedicated app or similar on your own communication device terminal.

⑥ Other Usage Restrictions:

■ Please refer to the description of the models on the following pricing page.

<https://www.japan-wireless.com/en/rates>

■(Fair Use and Restrictions)

1 Customers agree that, in order to provide fair and equitable communication services to all users, the telecommunication carriers may suspend or restrict the use of communication equipment rented to customers in cases where any of the following applies:

- (1) Excessive load on the telecommunication carrier's communication line related to the communication equipment, regardless of the communication volume.
- (2) When there are reasonable reasons for the telecommunication carrier to suspend or restrict communication due to other reasonable reasons.

(4)Rental Fee :

Please refer to the following rate page.

<https://www.japan-wireless.com/en/rates>

(5) Other Expenses

- Shipping Fee : ¥500
- Insurance (Regular) :¥120/day
- Insurance (Premium) :¥300/day
- Pocket Translator ¥199/day

※Insurance

The Standard plan covers 50% compensation of all products. The Premium Plan covers 100% compensation of all products and reshipping fee is free (only if customers missed to pick up their package and limited to one time)

Compensation fee for loss/fatal damage.

	No Insurance	Regular Plan	Premium Plan
Pocket WiFi Router + SIM Card	¥40,000	¥20,000	¥0
Back cover of Router	¥2,000	¥1,000	¥0
Built-in Battery	¥4,000	¥2,000	¥0
Power Bank	¥2,000	¥1,000	¥0
USB Cable	¥1,000	¥500	¥0
AC adapter (plug-in)	¥1,000	¥500	¥0
Plastic Zipper Pouch	¥1,000	¥500	¥0

(6) Contact information in case of contract termination or modification

If you wish to terminate or modify your contract, please contact us at the information provided below.

customer@japan-wireless.com

(7) Conditions for Contract Termination and Changes

(Shortening or Extension of the Rental Period of the Service)

- 1 If a customer wishes to shorten the rental period, they must inform our company by the day before the usage start date. Shortening the rental period after the usage start date is not possible. Even if the customer returns the device before the usage end date, we cannot refund the usage fees.
- 2 Cancellations made before the usage start date are free of charge if the rented communication devices have not yet been shipped. If the devices have been shipped but the cancellation is made before the usage start date, a cancellation fee of 1,100 yen (tax included) per device will be charged, and the remaining amount will be refunded. For shortening the rental period before the usage start date, the difference between the original and shortened usage fees will be refunded.
- 3 All matters in this Article must be handled via email. In this case, the customer must clearly specify the applicant's name, product name, and usage start date in the email.

4 If a customer wishes to extend the rental period, they must apply to our company by the day before the scheduled end date of the rental period. However, extension applications may be denied depending on inventory availability. Additionally, the terms and conditions applicable at the time of application will apply to the extended rental period.

(8) Matters Related to Initial Contract Termination

This service is not subject to the initial contract termination system.

(9) Terms and Conditions

<https://www.japan-wireless.com/en/terms-and-conditions>