

Important Matters

This is an important notification regarding the terms and conditions of the contract. Please read carefully.

Contents of the Service

Name of Website Used for Application	Category
ninjawifi.com	Mobile Virtual Network Service
Quality/Coverage Area	The service is offered using an internet connection provided by SoftBank Group Corp., KDDI CORPORATION, UQ Communications Inc., and NTT DOCOMO, INC. The coverage areas conform to those stipulated by SoftBank Group Corp., KDDI CORPORATION, UQ Communications Inc., and NTT DOCOMO, INC. For details, please refer to the area of coverage information for each carrier. As radio waves are used for communication, the service cannot be used in places where radio waves do not reach, such as inside tunnels, underground, indoors, near building walls, in mountainous areas, and out of the range of coverage. You may also experience interruption in communication while using the service when if you go to an area where radio waves are weak.
Filtering Service for the Protection of Minors	Using the filtering service to protect minors from problems on the internet is strongly recommended. Harmful websites can be restricted using dedicated software and an application.
Restrictions on Use	Please refer to the list of device models on the fee page. http://ninjawifi.com/jp/plan
Emergency Calls	Not restricted.

Fees/Costs

Communication Fees, etc. (Rental Fee)	Please refer to the list of device models on the fee page. http://ninjawifi.com/jp/plan					
Initial Cost	Price of the Device	N/A		The service offers a communication service by renting Wi-Fi routers (terminal), etc. Therefore, the customer does not have to purchase a Wi-Fi router (terminal), etc., to use the service. ※ In cases where the equipment is lost or not returned, the cost of the equipment shall be charged separately to the customer.		
	A full medical and WiFi support	540 JPY/day	Customers who order the「Medical and WiFi Full support」pack, get a 50% off from the reimbursement fee for the loss of the device. Plus a medical support up to 10 million Yen is included in the pack.			
	Option Pack	432 JPY/day	The customer who applies for the Option Pack shall be exempt from 100% of the normal amount charged in cases where the rented device is lost. One portable spare battery is included.			
	Anshin Hoshō Full (Full Insurance Coverage)	324 JPY/day	The customer who applies for "Anshin Hoshō Full" shall be exempt from 100% of the normal amount charged in cases where the rented device is lost.			
	Anshin Hoshō Mini (Limited Insurance Coverage)	216 JPY/day	The customer who applies for "Anshin Hoshō Mini" shall be exempt from 80% of the normal amount charged in cases where the rented equipment is lost.			
	Mobile Spare Battery	108 JPY/day	A mobile battery that can charge the mobile Wi-Fi router.			
Home Delivery Fee	In cases of picking-up/returning the equipment using a home delivery service, a fee shall be charged as described in the columns on the right.	Picking-up equipment using a home delivery service	540 JPY	Returning equipment using a home delivery service	540 JPY	
Due Date of Payment	The rental fee is settled at the end of every month. The withdrawal date for credit card payments varies depending on the credit card company. For details please contact your credit card company.					
Contract and Cancellation	Effective Date of the Contract	The rental service contract shall be deemed to be concluded when the application acceptance email has been received by the customer. It will be sent automatically after the application has been made.				
	Expected Service Start Date	The service shall start on the preferred date of delivery.				
	Method of Cancellation	The rental service shall be cancelled once the complete set of the rental equipment is returned by the customer. The cancellation date is deemed to be the date that the customer sends the equipment to our company. If the equipment is not returned by date specified, an automatic extension fee shall be charged.				
Indemnity	Price of the Device	42,000 JPY	The cost of the device applied for by the customer shall be charged to the customer in cases where it is lost, damaged, etc.			
	SIM Re-issuing Fee	3,240 JPY	The cost of the SIM shall be charged to the customer in cases where it is lost, damaged, etc.			
	360° Camera THETA S Repair charge	16,500 JPY (untaxable)	Please understand that this optional service is not covered by the insurance plan (Full or Mini)			
	360° Camera THETA S Replacement charge	40,000 JPY (untaxable)				
	Other Payments	See the column to the right.	If any other items included in the package are lost, damaged, etc., they shall be charged to the customer. UBS Cable: JPY 540/AC adaptor: JPY 1,080/Pouch: JPY 1,080			
Indemnity Amount	Any changes to the contract/cancellation of the service shall be accepted until four (4) days prior to the customer's departure. However, from three (3) days prior to the customer's departure, 100% of the application fee shall be charged as compensation for the communication fee (equivalent to a cancellation charge) as a result of the cancellation. No refunds shall be issued in cases where the customer shortens the contract period after departure.					

* All prices mentioned in the document include tax.

Initial Contract Cancellation System

The Initial Contract Cancellation System does not apply to this service.

Contact Information for the Telecommunications Carrier (Contact for Changes/Cancellations)

Call Center	Within Japan	0120-962-924	From abroad	+81-50-5810-6932 (International communication charges shall be paid by the customer.)
-------------	--------------	--------------	-------------	--

[7 days a week:9:00-21:00(Japan time)]