

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	<p>1. The Signatories may perform data transmission only when the customer-owned and managed terminal facilities or the customer-owned and maintained telecommunications facilities are located within the service area separately designated by the telecommunications carriers of WiFi Equipment, etc. (the telecommunications carriers with which the Company enters into a contract for the Service shall be as set forth in Attachment). However, even within the said service area, data transmission may not be performed (including the deterioration of data transmission speed) indoors, underground, on upper floors of a building, in a tunnel, behind a building, in the mountains, on an isolated island, at sea and in any other place where radio waves are not easily transmitted (but not limited to such places).</p> <p>2. Data transmission under the data transmission service that the telecommunications carriers provide shall conform to the protocol for data transmission that the telecommunications carriers of the WiFi Equipment, etc. separately stipulate. However, the transmission speed according to such protocol for data transmission will not be guaranteed.</p> <p>3. The transmission speed under the data transmission service that the telecommunications carriers provide may change according to the situation of data transmission or the environment for data transmission, among other causes.</p> <p>4. The maximum speed of data transmission of the WiFi Equipment, etc. that the telecommunications carriers show is the maximum speed according to the standards and does not guarantee a certain speed of data transmission. In addition, the speed of data transmission may change due to line congestion.</p>
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/en/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/en/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.	
	Option Pack	440 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)	330 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)	220 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.			
	A full medical and WiFi support	770 JPY/day	Customers who order the 「Medical and WiFi Full support」 pack, get a 90% 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.			
	Mobile Spare Battery	110 JPY/day	A mobile battery that can charge the mobile Wi-Fi router.			
	USB x 4-port AC Adapter	110 JPY/day	Charge multiple devices at the same time, without taking much space			
	International Adapter plugs	55 JPY/day	This plug adaptor enables you to use all kind of power outlets around the world.			
	POCKETALK W	880 JPY/day	The POCKETALK needs internet connection to work, so it might not be usable in places with poor signal conditions.			
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	550JPY	Returning equipment using a home delivery service	550JPY	
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 (untaxable)	Price of the Device	40,000 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	3,000 JPY	The cost of the SIM shall be charged to the customer in cases where it is lost, damaged, etc.			
	POCKETALK W Repair charge	See the column to the right.	The cost of the repairs.			
	POCKETALK W Replacement charge	30,000 JPY	If the device can not be returned due to theft, loss or damage.			
	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. USB Cable: JPY 500 /AC adaptor: JPY 1,000/ Pouch: JPY 1,000 /2-port USB Car Charger: JPY3,000 USB x 4-port AC Adapter: JPY3,000 / International Adapter plugs: JPY 1,000			
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.)
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7 days a week:9:00-21:00(Japan time)