

Terms of Service

Name of Website Used for Application	Category
ninjawifi.com	Mobile Virtual Network Service
Quality /Coverage area	This service uses Internet lines provided by Softbank Corporation, UQ Communications Inc., "BIGLOBE Inc. (au MVNO), "Internet Initiative Japan Inc. (MVNO), NTT DOCOMO, Inc., and KDDI Corporation. The communication coverage area is the service coverage area presented by the telecommunication service provider (telecommunication carrier). However, since this service uses radio waves, it cannot be used in places where radio waves cannot be received, such as tunnels, underground, indoors, in mountains, or other areas outside the service area. Also, if you move to a location with poor reception while using the service, communication may be cut off slow down. The maximum communication speed indicated on the communication device by the communication service provider is the estimated speed, and not guaranteed. The communication speed may decrease when the line is congested.
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 Rates & Plans page. https://ninjawifi.com/en/plan
Emergency Calls	Not restricted.

Fees/Costs

Rental Fees	Please refer to Rates & Plans page. https://ninjawifi.com/en/plan					
Costs	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. ※ Incases where the equipment is lost or not returned, the cost of the equipment shall be charged separately to the customer.	
	Insurance + Battery Plan	440 JPY/day	Customers who add the Insurance + Battery Pack option will be 100% covered for any loss/damage to the equipment, and will also receive a spare battery.			
	Full Insurance Plan	330 JPY/day	Customers who add the Full Insurance Plan option will be 100% covered for any loss/damage to the equipment.			
	Mini Insurance Plan	220 JPY/day	Customers who add the Mini Insurance Plan option will be 80% covered for any loss/damage to the equipment.			
	Medical and Wifi Insurance	770 JPY/day	Customers who add the Medical and WiFi Insurance option will be 90% covered for any damage/loss of the equipment, and also have medical insurance up to 10 million JPY.			
	Mobile Spare Battery	110 JPY/day	A mobile battery that will keep devices charged on the go.			
	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	Allows the use of electrical outlets all over the world.			
	POCKETALK W	880 JPY/day	POCKETALK W is a 2 way electronic translation device with 74 languages available. Requires internet connection			
	Cellphone for Domestic Phone Calls	550 JPY/day	A cell phone that can only be used for phone calls.			
Delivery Fee	In cases of picking-up/returning the equipment using a delivery service, a fee shall be charged as described in the columns on the right.	Pick-Up	550JPY	Return	550JPY	
Payment	We will receive payment when you make your reservation. If you make an extension, we will charge you for that amount after you return your WiFi device.					
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.				
	End of Service	The rental service will end once the customer has returned all of the rental equipment. In case of return delivery, the end date will be the day the customer send the equipment. If the equipment is not returned by the specified date, an extension fee will automatically be applied.				
Surcharges for loss, damage, or breakage	Price of the Device	40,000 JPY	If the device is lost, damaged, etc.			
	SIM Re-issuing Fee	3,000 JPY	If the device is lost, damaged, etc.			
	POCKETALK W Repair charge	Repair costs will be charged to the customer. Costs vary depending on the damage.				
	POCKETALK W Replacement charge	30,000 JPY	If the device is lost, damaged, etc.			
	Cellphone for Domestic Phone Calls	20,000 JPY	If the device is lost, damaged, etc.			
	Other Payments	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: JPY 3,000 USB x 4-port AC Adapter: JPY 3,000 / International Adapter plugs: JPY 1,000				
Cancellation Policy	Cancellations made more than 4 days in advance result in a full refund. Cancelling within 4 days of a reservation results in a 100% cancellation charge. In case a customer returns their rented WiFi device early, or reduces the dates of their rental period within 4 days of their pick-up date, they will also be charged 100% of the initial reservation price.					

* 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	From abroad	call: +81-50-8882-5774 (International communication charges shall be paid by the customer.)
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JST Monday - Friday = 10 am - 6 pm
Saturday, Sunday = 11 am - 6 pm