

To Our Customers

Thank you for using SoftBank 3G Prepaid Service.

Please read this guide carefully for best results.

SOFTBANK MOBILE Corp.

3G Services for Prepaid Subscribers

Voice Calls

International Call Service

Messaging¹

Data Communication²

Video Calls²

3G Postpaid Only Services³

Yahoo! Keitai

S! Applications

International SMS (Outgoing)

International S! Mail

International Roaming

Double Number

Optional Services⁴

¹ Requires 3G Prepaid Messaging Service "Unlimited Mail" application. Use S! Mail and SMS for up to 30 days for ¥300; service automatically rolls-over for additional terms as account balance allows.

² These services require compatible handsets.

³ 3G Postpaid Services are not available on prepaid handsets. To gain access to these service, please subscribe to SoftBank Mobile 3G Service.

⁴ SoftBank Mobile Optional Services include Voice Mail, Call Forwarding, Call Waiting, Multiparty Call and Call Barring.

Even within service area, transmissions may not be possible if signal is weakened or blocked (e.g. in mountainous areas, tunnels or buildings).

3G Prepaid Service Benefits

Convenient No Basic Fee

Pay No Basic Fees for Prepaid Use
Purchase & Register Prepaid Cards to Add Airtime
Handy for Short Term or Intermittent Use



Safe Prepaid Calling

Purchase Prepaid Cards for More Airtime
Never Worry About Unexpected Charges
Ideal for Children or Young Adults
Purchase Additional Cards to Reserve Same Phone Number

Versatile 3G Prepaid Messaging

Apply for 3G Prepaid Messaging Service
"Unlimited Mail"
Enjoy Unlimited Messaging for Up To 30 Days
for ¥300
Unlimited Mail Includes SMS and S! Mail (MMS)
Services



Toll-Free Numbers

Service	Telephone Number
Recharge, Balance or Expiration Inquiry, etc.	1400
Customer Center (General Information)	157
Customer Center (Customer Assistance)	113
Police	110
Fire or Ambulance	119
Maritime Safety Agency	118

Please read these precautions thoroughly first.

3G Prepaid Services

Voice and Video Calling are available by purchasing and registering Prepaid Cards, etc. Apply for 3G Prepaid Messaging "Unlimited Mail" for an additional fee (¥300/up to 30 days) to use SMS and S! Mail.

International Call Service is available without application as account balance allows. International charges apply to all international calls.

Usage Terms

3G Prepaid Service basic term is 60 days. Within this period calls can be made as balance allows and received. Prepaid handset number is valid for 360 days. Within this period, calls can be received regardless of account balance.

PIN Code

Upon registration, a PIN is issued for customizing handset mail address, setting spam filter or emergency suspension of services, etc.

(Note) If you forget PIN, contact Customer Center. PIN will be sent by mail to the registered address.

Call Charge Indicator

Call Charge Indicator is not available on prepaid handsets. After a call ends dial 1400 to confirm charge/balance.

Handset Phone Number

Handset phone number is on the USIM Card. This number cannot be changed.

Transfer/Takeover

Obtain permission from SOFTBANK MOBILE Corp. before transferring or receiving a third party prepaid handset. Approval may be granted at no charge. Upon approval, handset may be transferred between identified parties. SOFTBANK MOBILE Corp. is not responsible for any damages that may arise from such an exchange.

Prepaid Agreement Termination

Any of the following events may terminate Prepaid Service Agreement; return USIM Card to SoftBank Mobile upon termination:

- (1) Applying for SoftBank Prepaid Service Agreement termination.
- (2) Failing to register a Prepaid Card before phone number validity expires.
- (3) Failing to register a Prepaid Card within 360 days of service application.

Changing to Postpaid Service

- SoftBank Prepaid Service (3G) subscribers cannot change their service from prepaid to postpaid while keeping the same phone number.
- * Once a service has been changed, the change cannot be cancelled.
- Subscribers using SoftBank's Prepaid Service (2G) may change their service agreement over to SoftBank's Prepaid Service (3G) without having to change their phone number.
- * Documentation which verifies the identity of the applicant will be required when applying for a change in the service agreement. Also, please be aware that the subscriber's outstanding balance cannot be carried over to the new agreement or refunded, and the change of service agreement cannot be cancelled after the fact.

Warranty & Repairs

- Handset warranty period is 12 months from time of purchase.
- Damaged or malfunctioning handsets are eligible for repair. Personal identification (as presented at subscription) is required for use of a loaner handset during repair period.
- Depending on the malfunction, saved handset files, etc. may be lost.

You may be required to present further proof of identification upon request. Failure to do so, or discovery of false information may void warranty.



Convenience Store Purchased Prepaid Handsets

- For inquiries regarding your service contract, contact the Prepaid Service Activation Center listed in the 3G Prepaid Service Registration Manual.

Voice Guidance Language

Select Japanese or English

1 Press **1 4 0 0** +  (Toll-Free)



2 Press **3**



3 Select language

• Press **1** for Japanese, or **2** for English.



4 Confirm selected language

• Press **#** if selected language is correct.
If incorrect, press **0** and enter correct number.



5 Press **9**

Upon Prepaid Service package purchase, change voice guidance to English using the steps shown to the left.

Convenient Service

Online Recharge by Credit Card

Use a credit card to recharge a prepaid handset account anytime online via SoftBank Mobile Website (www.softbank.jp).

Usage Rates & Terms

Your Call Charges and Usage Periods

Use up to the amount on a purchased pre-paid card.

Purchase and register additional cards to extend usage period.

Enjoy mobile handset use with no fixed basic fees!

Limit usage or avoid overspending with advanced payments.

Basic Fees **None**

Voice Calling* **¥ 9 /6 seconds**
flat rate Domestic Calls

➡ *International calls; see P48 for International Call.

Messaging **¥ 300** Up to 30 Days*
*Unlimited Mail (Application Required)

* Application required to use Prepaid Messaging Service.

* International SMS (outgoing)/S! Mail (all) are unavailable on 3G Prepaid Service handsets.

Video Calling*
¥ 16/6 seconds

* Some handset models do not support this service.

Data Communication*
¥ 16/6 seconds

* Some handset models do not support this service.

Account Validity

Receive or make calls while balance remains

Account is active for 60 days
after Prepaid Card registration

60 days
[¥ 3,000 or ¥ 5,000
Prepaid Cards]

- Account Term Varies with Number of Prepaid Cards Registered.
- Usage Period starts the day after User or Prepaid Card registration.
- Register multiple Prepaid Cards to extend Usage Period to up to 360 days.



- Outgoing calls cannot be made if balance is zero/account has expired.
- If balance is under ¥9 only toll-free calls (P36) can be made from a valid account.
- If balance zeros out during a call, call disconnects 30 seconds after warning tone.
- Account expiry automatically terminates 3G Prepaid Messaging Service.

Phone Number Validity

Receive calls while phone number remains valid

Number is valid for 360 days
after account expiration date

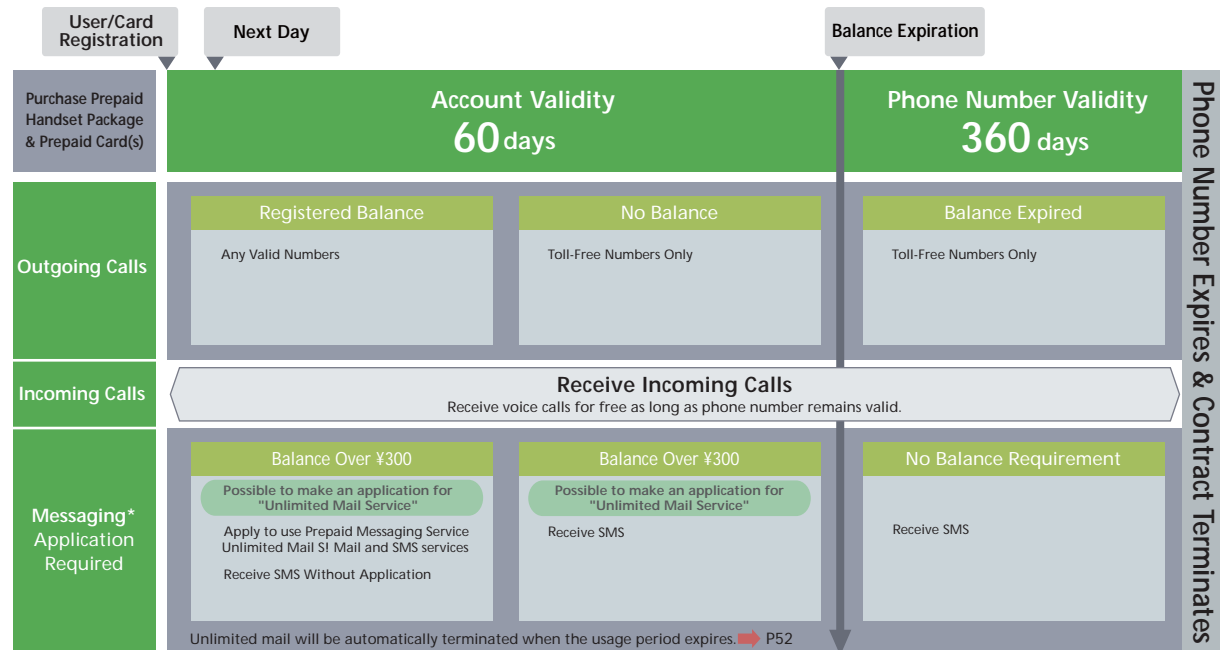
360 days
[¥ 3,000 or ¥ 5,000
Prepaid Cards]

- Number remains active for 360 days after account expiration.
- Register a Prepaid Card before expiry to keep the number.

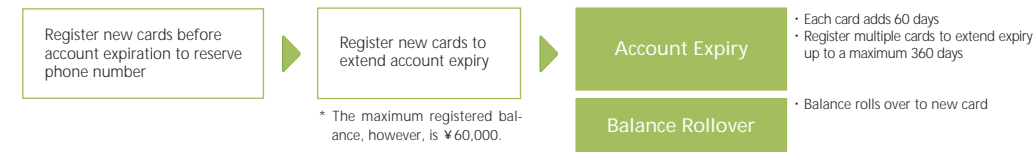


- Failure to register a new Prepaid Card within the period of phone number validity automatically terminates user registration, invalidating the phone number.
- Receive voice calls or text messages while number remains valid; only toll-free/emergency numbers are callable.
- Balance must be used before it expires. Upon expiry balance zeros out; no refunds. ➡ P42
- To confirm current balance and expiration dates. ➡ P45
- SMS ➡ P56

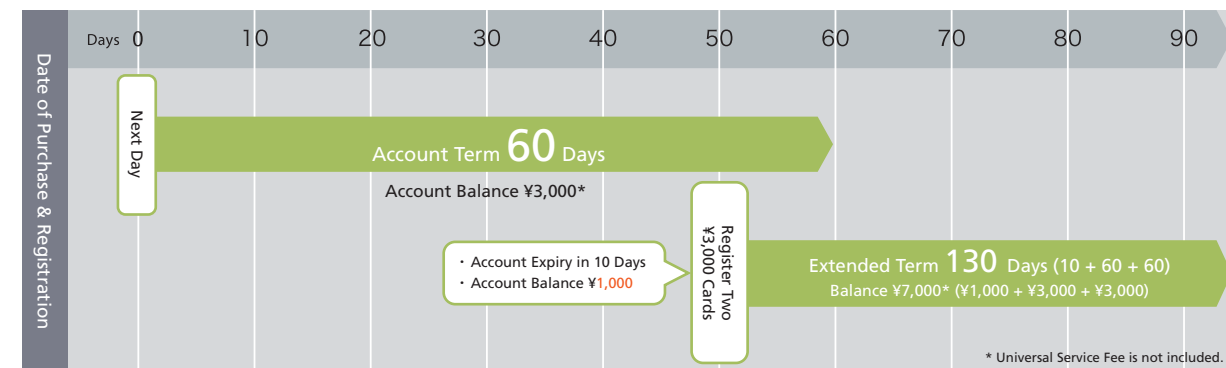
Example: Registering a Prepaid Card for the first time



Extend Account Expiry by Registering New Prepaid Cards before Expiration Date



Example registering two additional ¥3,000 cards



Zero Balance Does Not Affect Account Expiry Before Expiration Date

- Even if balance is zero when a new card is registered, expiry is extended.

When Phone Number Expires Service Contract is Terminated

- Number expiry is 360 days from account expiration date.
- Failure to register a card within this period invalidates phone number.

Getting Started

Registration and Confirmation

Add Funds to Your Account to Use Handset.

Purchase Prepaid Cards or Use Credit Card or ATM Transfers.

Place International Calls.

Press **1400**, to register new card, confirm account balance/validity period, etc.

1400 + (start)

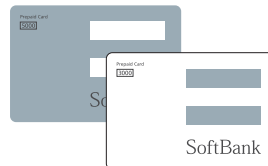
- 1** Balance/Expiration Date
➔ **P45**
- 2** Prepaid Card Registration
➔ **P44**
- 3** Change Guidance Language
➔ **P38**
- 4** Messaging Service Setting
Unlimited Mail Setting
➔ **P51**
- 5** ATM, Internet or Mobile Bank Recharge
➔ **P47**
- 9** End

Purchasing & Registering a Prepaid Card

1 Purchase a Prepaid Card

¥3,000 and ¥5,000 cards available at SoftBank Shops, convenience stores, and via SoftBank Mobile Website (www.softbank.jp), etc.

Prepaid Card (front)



* Card design is subject to change without prior notice.

Purchased Cards must be registered for use.

2 Press **1400** + (Toll-Free)

3 Press **2**

4 Enter **Prepaid Card Number** + **#**

- Register cards before they expire.
- To correct misentries, press **X** and enter correct number.

Scratch for Card Number

Avoid applying excessive force. Doing so may damage the card.

Expiration Date



5 Confirm card number

- If the number is correct, press **#**. If incorrect, press **0** and enter number.
- Voice prompt announces card number, balance and phone number expiry.

6 Press **9** to complete (Finish)

- You must register the entire amount of the card. (You cannot split up the amount.)
- Prepaid Cards cannot be cashed in, used to pay other telephone charges, or re-issued.

For multiple card registration refer to pages 40 to 42.

Expiry & Balance Notifications

1. Seven Days Before Account Expiry
▶ Account Expiry Notification Message Sent via Mail.
2. Upon Activation and Seven Days Before Number Expiry
▶ Phone Number Expiry Notification Sent via Mail.
3. If Balance Falls Below ¥500 or ¥300
▶ Balance Notification Sent via Mail.


Confirming Balance/Expiration Date

1 Dial **1 4 0 0 0** +  (Toll-Free)

2 Press **1**

• Then, details of the present usage period, the usage period of your telephone number, and the remaining card balance will be notified to you.

3 Press **9** to finish.

 Inquiries regarding details of call charges are not accepted, and detailed statements of call charges are not available.

Recharge Methods

Method **1** **Prepaid Card**

Purchase and register Prepaid Cards ➔ **P44**



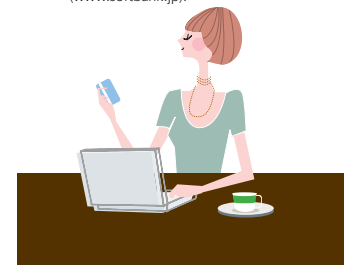
Method **2** **Bank Transfer**

Transfer funds via ATM using Pay-easy* ➔ **P47**



Method **3** **Credit Card**

Use credit card to recharge account online
*For more information visit SoftBank Mobile Website (www.softbank.jp).



* What is Pay-easy?



This is a service that facilitates the payment of public utility charges, taxes, and other fees via financial institution ATMs, Internet banking, and mobile banking. For more information, refer to the Pay-easy home page (<http://www.pay-easy.jp>).

First Obtain Required Verification Numbers

1 Press **1400** +  (Toll-Free)

2 Press **5**

3 Select recharge amount

• For ¥3,000 press **3**, for ¥5,000 press **5**

4 Confirm transaction

- Press **#** if correct, or **0** to amend.
- Upon application verification numbers are sent to the handset via mail for use in next step.
- Notification message may be delayed or undelivered due to handset signal conditions.



Recharge via ATM, Internet or Mobile Bank

1 Enter verification numbers

2 Complete payment procedures
• Upon completion, notification message is sent.




ATM Transfers

 Available where Pay-easy logo appears.

Mizuho, Sumitomo Mitsui, Resona, Saitama Resona, Chiba, Towa, Keiyo and Yuucho
(As of January 2009)


Internet & Mobile Banks

 Requires an active account and valid contract.*1

Mizuho, Tokyo-Mitsubishi UFJ, Sumitomo Mitsui, Resona, Saitama Resona, eBANK, Hokkaido, Aomori, Michinoku, Tohoku, Musashino, Chiba, Tokyo Tomin, Yokohama, Hokuetsu, Hokuriku, Hokkoku, Fukui, Shizuoka, Suruga, Ogaki Kyoritsu, Juroku, Mie, Kyoto, Kiyo, Tottori, San-In Godo, Chugoku, Hiroshima, Awa, Hyakujushi, Fukuoka, Saga, Hokuyo, Towa, Tochigi, Keiyo, Higashi-Nippon, Shizuoka Chuo, Chukyo, Daisan, Tomato, Ehime, Saga Kyoai, Kumamoto Family, Miyazaki Taiyo, Yachiyo, Ryukyu, Aichi, Gunma, Ashikaga, credit associations*2, credit unions*2, labor credit associations*2, and post offices
(As of January 2009)

*1. Usage conditions differ by institution. Contact the institution for details.

*2. For some associations and unions, this service may not be available.

-  You cannot use the mobile banking service from a prepaid handset.
- Recharging by ATM, Internet banking, and mobile banking, is available 24 hours a day, 365 days a year. Inquiries to the Customer Center are available during business hours (9:00 AM to 8:00 PM).
- Please note that this service may not be available in the following cases:
 1. During system maintenance at SoftBank.
 2. Outside Pay-easy hours at financial institutions. For details on Pay-easy service hours, contact the relevant financial institution.
 3. During Pay-easy system maintenance. Confirm details at Pay-easy conditions on the Pay-easy website at www.jpmpa.gr.jp/nyou2/unjou.htm.

International Calling from Japan

Use International Call Service* without Application

* International charges apply.

• On February 1, 2009, SoftBank International Calling rates were simplified.


1 Press **010** + Country Code + Area Code + Telephone Number

• After entering the SoftBank International Telephone Access Number 010, enter the country code, area code, and telephone number of the person you are calling, and then press the Dial button.

Example: Calling the U.K.

Press **010** + **44** + **20**
Country Code Area Code*
Telephone Number (example)
 + **1234XXXX** + **Dial**

• Omit first **0** in area code, except when calling landlines in Italy.

-  International Calling requires a sufficient account balance.
- For more about International Call Service, dial 157 toll-free from a SoftBank handset.
- Prepaid Service subscribers cannot use their mobile phones overseas. Also, International S! Mail sending/receiving and International SMS sending are not available for Prepaid Service subscribers.

Messaging Services

Sending & Receiving and Settings

Apply for Unlimited Mail for 3G prepaid handset messaging.

Exchange messages without worry about charges per message.

Use SMS and S! Mail services.

Report spam from other SoftBank handsets.

 **Apply for Unlimited Mail** ➔ P51

S! Mail

- Exchange long text messages; attach media for multimedia messaging.
- Enter e-mail addresses to exchange mail with iPhone 3G, Disney Mobile handsets, non-SoftBank handsets, PCs and other devices. ➔ P53 - 55
- E-mail addresses can be changed. ➔ P61

SMS

- Exchange short text messages with SoftBank (including iPhone 3G) and Disney Mobile handsets. ➔ P56
- International S! Mail sending/receiving and International SMS sending are not available.
- PC mail service is not available.



Report Spam from SoftBank Handsets
SoftBank Mobile strives to eliminate spam. ➔ P57 - 59



¥ **300**
(includes tax)



Unlimited messaging for up to 30 days!

S! Mail Features

Send handset camera images via S! Mail

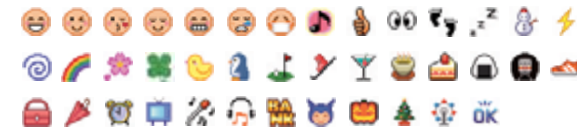


Send handset video images via S! Mail




SMS Features

Add Pictographs* to Messages



* Some handsets do not display newly added pictographs.
* Pictographs may not appear properly on some handsets.

 V801SH and V801SA are not compatible with Unlimited Mail Service. X01HT, X01T and X01NK are SMS compatible with Unlimited Mail Service.

Messaging Service Setting

Unlimited Mail Application and Termination/Service Inquiry

- Requires ¥300 or larger account balance for application
- After application, ¥300 is withdrawn from the applicant's account.
- Unlimited Mail is automatically continued, and requires procedures for termination.

1 Press **1400** +

2 Press **4** for E-mail Service Settings

3 Application

Press **1** Mail Service Application

Press **#**

• Press **0** to cancel and return to Main Menu.

Application completed

(Voice guidance announces "Your application is accepted. Maximum validity period of your application is XX days.")

Termination

Press **2** Mail Service Termination

Press **#**

• Press **0** to cancel and return to Main Menu.

Termination completed

(Voice guidance announces "Your termination request is accepted.")

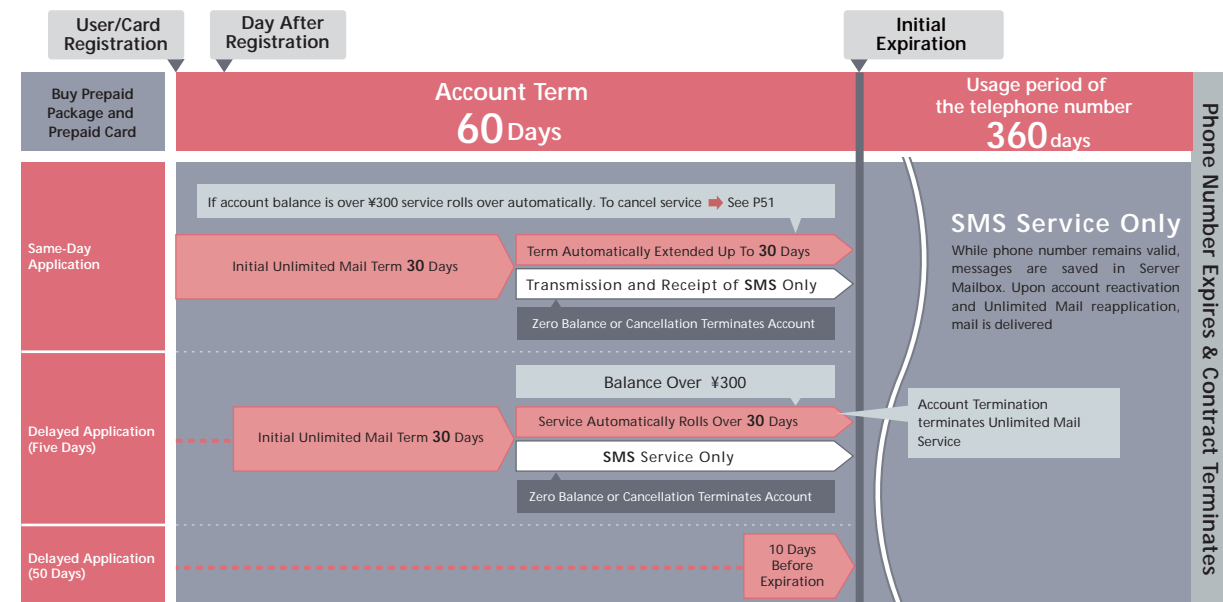
Service Inquiry

Press **3** Service Inquiry

Check your Unlimited Mail status.

(If you are subscribing to Messaging Service, the voice guidance announces "You are subscribing to Message Service. Your service term is until MM, DD, YY.")

Unlimited Mail Term



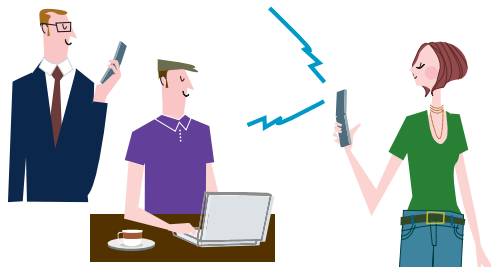
! On and after the 421st day, the card's usage period becomes no longer available, even if you buy a new card. Regardless of the card's remaining balance, both your telephone number and the "Unlimited Mail Service" will be cancelled automatically when 420 days have elapsed since registration for the usage period of your prepaid card.
 → For continuous use, you must register a new prepaid card. (Please see P44 to P45)

S! Mail

 **Unlimited Mail Service Application Required for 3G Prepaid Messaging**

S! Mail Features & Benefits

Use phone numbers to exchange messages with SoftBank (excluding iPhone 3G) and Disney Mobile handsets.
Use e-mail addresses to exchange messages with SoftBank handsets (including iPhone 3G), non-SoftBank handsets, PCs, etc.
Attach media files for multimedia messaging.




Customize Mail Address

E-mail Account Name

Default handset mail address is random alphanumerics.

[Example] abc123 - xyz @softbank.ne.jp

Note: Address before @ can be changed by user.
Press the  button to access the Top Menu and change the address. ➔ P61
E-mail address can also be changed via SoftBank Website (www.softbank.jp My Softbank)

Sending

You can use your **e-mail address** and SoftBank (including iPhone 3G)/Disney Mobile **handset number*** flexibly for different purposes according your recipient and e-mail size!

* The recipient's phone number must be a SoftBank handset number.

Recipient Type	Mail Address	Phone Number
SoftBank Handset (excluding iPhone 3G)		
SoftBank Handset (iPhone 3G)		×
Disney Mobile Handset		
Other Carrier's Handset		×
PC/Other Device		×

Receiving

Your important e-mails can always be received!

Incoming Settings

Automatic Reception

Complete messages and attachments are delivered.

Manual Reception

Mail Notice is delivered; retrieve complete message/attachments manually.

* Reception settings vary between handsets

Manual reception is required if the e-mail contains any of the following:

Sender's e-mail address	61 Bytes or more
Subject heading	41 Bytes or more
E-mail text	151 Bytes or more
Addressee (TO and CC)	One or more addressee specified
File attachment	Attached
Action setting*	On

* Quiz setting, Automatic Cancellation setting, Return Mail Request setting, Transfer NG setting, Delete NG setting, and Transmission-Completed Cancel setting (supported by certain handsets only) require manual reception to read the entire message.

Manual Confirmation

You can check a newly arrived e-mail manually in a flash.



* The newly arrived e-mail refers to the e-mail whose mail reception notice stored in the mail box does not arrive at the recipient's handset.



Retry Function

Messages sent to handset while off/out-of-range...

The message resent until delivery.

* Reception method after the delivery processing is completed
Operation procedures for newly arrived e-mail reception or service e-mail

Incoming messages are saved up to 30 days.

Retrieving/deleting e-mails stored in Server Mailbox

Messages are saved under the following conditions:

- Handset Power Off
- Out-Of-Range
- Manual Retrieval On

When you set these,

Incoming messages saved in Server Mailbox.

	Storage range	If this range is exceeded,...
Capacity	Up to 3 MB	Subsequent messages are rejected, and error messages are returned to senders.
Storable message size	Up to 1 MB	Attachment files will be deleted (*1) so that the size can be 1 MB and under.
Storage period	30 days (*2)	E-mail for which the storage period has expired will be deleted once a day.
Storage limit	100 messages	(Even if it is within the above-stated period), older e-mail will be deleted in chronological order. Also, if the number of stored messages temporarily exceeds 120, subsequent messages will be rejected, and error messages will be sent back to senders.

(*1)* Attachment file deleted *is shown in the body text of the message. Since the size of e-mail changes when it is encoded, the capacity per message is about 750 KB after decoding.

(*2) Attention message is inserted into the body text of the mail reception notice as the capacity approaches the limit.

How to Use Server Mailbox

Retrieve Mail List

Retrieve a list of Server Mail messages.

Retrieve or delete all Mail List messages.

Retrieve All/Delete All

Retrieve or delete all Server Mail messages.

Capacity Check

Confirm remaining Server Mailbox capacity.

SMS

What you can do with SMS

- Max. 140 Bytes (up to 70 double-byte characters) can be sent/received. (Media files cannot be attached.)
* Up to 160 single-byte alphanumerics.
- Exchange e-mail messages with SoftBank (including iPhone 3G) and Disney Mobile handsets using phone numbers.
- Reception charge is free!
- Send and receive pictographs for more enjoyable communication.

Note: Newly added pictographs are only supported by certain handsets. Other handsets do not display the new pictographs correctly.

Sending SMS messages

Addressee : SoftBank (including iPhone 3G) and Disney Mobile handset numbers

* Multiple addressees can be entered simultaneously in some models.

[Upper limits on SMS transmission] As preventive measures against unwanted e-mails which could be sent to an unspecified large number of people from a SoftBank 3G handset, we have imposed the following upper limits on your e-mail address: If any SMS is sent to 500 or more recipients from a SoftBank 3G handset in one day, e-mail transmission will be restricted from such handset for 20 days thereafter.



Retry Function

When a message cannot be delivered (handset off/out-of-range)

Message is resent at regular intervals until delivery

Undeliverable messages are deleted

Delivery Report

Request Delivery Report to confirm message delivery.

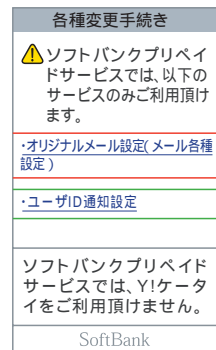
! * SoftBank 3G SMS does not support Sky Mail applications (Relay Mail, Coordinator, Hotline, Polling or Mamezo).

Dealing with Spam Mail

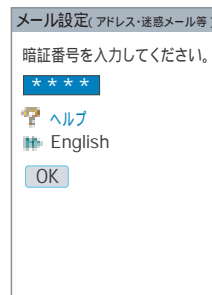
Please use SoftBank Mobile spam blocking measures.

In addition to being a nuisance, unsolicited spam from dating sites, etc. may pose a risk of involvement in crime, including fraud. Please use the security solutions provided by SoftBank Mobile to block malicious mail that may access such sites.

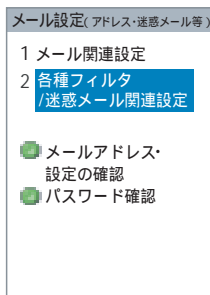
From other SoftBank mobile phones



My SoftBank (Setting / Application)
Press the button on the mobile phone to display the Top Menu for Prepaid Service
Select Mail Settings (addresses, spam mail, etc.)



4-digit PIN code when making a service contract
* Input in one-byte numeric mode



Select spam mail related settings

For more information visit SoftBank Mobile Website

➡ <http://softbank.jp/r/anti-spam/>

Spam mail blocking filters

Anti-spoof filter

(default setting: "receive")

The Anti-spoof Filter blocks spoofed e-mails from computers that impersonate mail from handsets (including your own handset).

Tomodachi E-mail Filter

(default setting: "receive")

The Tomodachi E-mail feature enables messages from e-mail addresses in your S! Addressbook Back-up* to be received regardless of how other anti-spam mail filters are set.

* Subscription required

URL filter

(default setting: "Do not receive" (suspected spam with URL links))

Most spam mail contains a URL link to a dating or adult site. The URL Filter rejects mail containing such specified URL links.

For more information visit SoftBank Mobile Website

➡ <http://softbank.jp/r/anti-spam/>

Whitelist/Blacklist

(default setting: "receive")

Users can set their handsets to accept or reject e-mail from specified addresses, domains, and SoftBank mobile phone numbers. A simple setting covering all e-mail is also available.

Simple setting

	Recommended blocking SoftBank recommended spam setting	Cellphone/PHS For customers who only receive e-mail from mobile/PHS handsets	Recommended for Children Settings for under aged subscribers
Reject Spoofing Mail	Reject Spoofed Messages		
Refuse Unsolicited Mail	Reject Unsolicited Advertisements		
Refuse Mail with URL Links	Reject Messages with Specifiv URL Links	Do not receive all	
Accept/Reject	Do not set	Accept Messages from Mobiles Only	
Refuse e-mail from overseas telephone numbers setting	Accept mail from overseas phone numbers	Reject mail from overseas phone numbers	

Individual setting

Users can adjust individual settings to meet their needs.

Limited mail sending

To curtail spam, SoftBank prevents mailing if you send a large number of mails in a short period of time from your SoftBank mobile phone.

S! Mail (MMS) Send S! Mail to over 500 addresses in 24 hrs --> Sending of S! Mail is prevented for 24 hrs.

other SoftBa Send SMS text to over 500 addresses in 24 hrs --> Sending of SMS text is prevented for 20 days.

Note: Sending of mail is counted whether the mail is received or not, includes each address when sending the same mail to multiple addresses, and includes resending of mail.

If you receive spam mail from a SoftBank mobile phone

Please report such spam to SoftBank. If we confirm that spam mail was sent from a SoftBank phone, we will take strict measures such as canceling the spam sender's service or contract.

Please forward it to the Spam Reporting Center.

Forward it to ...

- **a@b.c (Only for SoftBank handsets*)**
* excluding iPhone 3G.
- **stop@meiwaku.softbankmobile.co.jp**

How to forward spam

Using single-byte characters, enter the sender's telephone number and the time/date received separated by commas (,) at the beginning of the message and forward entire mail.

<Example>



* Screen shot simulated

- Sender's telephone number: Enter the number "080XXXX1234".
- Date received: For July 1 200X, enter "200X0701".
- Time received: For 10:30 PM, enter "2230".
- Finally, enter a comma (",").

Example: To report e-mail received from 080-XXXX-1234 at 10:30pm on July 1st 200X

080 x x x x 1234,200x0701,2230,
No hyphens 8-digit form 24-hour form

- ! Customers are asked to understand that SoftBank will not accept information regarding inadvertent mail or which libels or slanders others.
- This request for sending spam mail reports applies only to spam mail sent from SoftBank/Disney Mobile phone numbers.
- Information provided by customers may be given to the Ministry of Internal Affairs and Communications, the Ministry of Economy, Trade and Industry, and other relevant institutions, since SoftBank is committed to taking measures supported by laws and regulations. Customers are also asked to understand that SoftBank may provide the text-mail address of the person reporting the spam mail directly to other mobile phone and PHS carriers along with any information received related to those providers, so that they can also take steps against the spam mail sender. Customers who do not wish to have information provided to other service providers are asked to refrain from forwarding spam mail reports.
- Customers are asked to understand that SoftBank cannot send replies to each report received.

Other Services

Making Full Use of Our Convenient Services

Adjust mail settings via Prepaid Service Mobile Internet Site.

Adjust Caller Identification settings.

Connect handset to a PC to use it as a modem for Internet Connections.

Caller ID

Showing or Hiding Your Caller ID

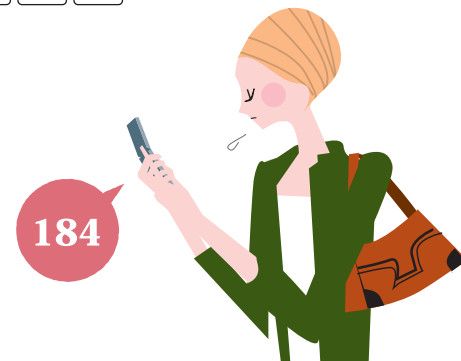
• Your number appears on receiver's phone by default.

If you wish to show your number, enter

1 8 6 + Receiver's Phone Number

If you wish to hide your number, enter

1 8 4 + Receiver's Phone Number



! Caller ID only valid if supported by both calling and receiving phones.

3G Prepaid Mobile Internet Site

Site Access & Available Services

- Access requires a 3G Prepaid Messaging Service "Unlimited Mail" account.

Messaging Settings

- Customize Address** ▶ Change alphanumerics before @ in mail address. Settings can be changed via SoftBank Website (www.softbank.jp) -> My SoftBank.
- Sender Name** ▶ Set content to appear in from field of sent mail.
- Server Mailbox Storage Settings** ▶ Specify whether or not to save multiple recipient messages.
- Automatic Image Conversion** ▶ Convert attached image size, quality and file format to suit handset specifications automatically.

Spam Blocking Measures

- Accept or Block Spam** ▶ Accept or block mail from saved addresses.
- Block Unsolicited Ads** ▶ Block mail with 「未承諾広告」 in Subject field.
- Block Spoofed Addresses** ▶ Block messages with falsified sender addresses.
- Reject Mail with Links** ▶ You can configure your settings to refuse to accept "all the e-mails containing URL links" and/or "the e-mails containing specific URL links".

Confirming Handset Mail Addresses & Settings

- You can confirm the settings currently configured in the "E-mail-related settings" and "Setting regarding spam e-mails".
- You can confirm your own e-mail address, receiving it by e-mail.

Password Confirmation

- Confirm My SoftBank login password for customizing mail address on a PC.

User ID Notification

- Automatically show or hide your User ID. When customizing mail address you must show User ID.

Menu Navigation

Press the **Y!** button on USIM-card-compatible handset.

Then, the top menu exclusively for the SoftBank Prepaid Service will appear.
* Note that you can not access the "Yahoo! mobile web-site".

Four-digit PIN (personal identification number) provided to you when making a service contract.
* Be sure to enter the PIN in single-byte numeric characters.

Select the [E-mail-related settings].

ユーザーID通知設定 (English)
ユーザーID通知の設定変更が可能です。
ユーザーID通知とは? (必ずお読みください)
現在の設定: 通知する
通知しない

Data Communications

Data Communication

- Connect handset to a PC via USB cable to use it as a modem.

Handset + USB cable (sold separately)

Establish an Internet Connection for PC Use

Data Communication Rate:
¥16 (with tax)/6 Seconds

Some handset models may not be compatible with this service. Please see the SoftBank Website for a list of compatible models.

Information

Service Procedures and Repair Service

USIM Card
Troubleshooting

Troubleshooting & Reporting Theft/Loss

Handset Malfunctions

Customer support service office

SoftBank shop: A shop clerk will immediately determine whether your phone is malfunctioning or not.

Please have the following items to hand:

- Handset and USIM Card
- Warranty card

* Note that our warranty may not apply to your phone if you do not have proof of warranty, even though the phone may still be under warranty.

! * Authorized dealers issue a Warranty Card upon purchase. Review warranty terms and confirm date of purchase and dealer name. Keep the Warranty Card in a secure place.

Charges

- For a failure that occurs during the warranty period
- For a failure that customer has not mishandled the product, results from the product itself (= failure)

Free Repair Service

- For a failure that occurs after the warranty period has expired
- For any malfunction resulting from the customer having mishandled the product (= accident)

Fee-based Repair Service (at actual cost)

Accessory Malfunctions

Customer support service office

SoftBank shop

Please have the following items to hand:

- Handset and USIM Card
- Malfunctioning Accessory
- Warranty Card*

* Failure to produce proof of warranty may void warranty coverage.

Charges (variable)

1. AC Charger

- For a failure that occurs during the warranty period
- For a failure that customer has not mishandled the product, results from the product itself (= failure)
- For a failure that occurs after the warranty period has expired
- For any malfunction resulting from the customer having mishandled the product (= accident)

Free of charge

You must buy a new charger

2. Antenna

- For any malfunction resulting from the customer having mishandled the product (= accident)
- Shop staff may make minor repairs.
- Please pay ¥1,000 (¥1,050 incl. tax) directly at the shop.
- For some models, the antenna cannot be replaced with a new one at the shop.

Fee-based Repair Service (at actual cost)

3. Other Accessory

Replacement Purchase Only

If Handset/USIM Card is Lost/Stollen

Contact SoftBank Mobile Immediately to Halt Service

Go to a SoftBank Mobile Shop to Halt Service

Requesting Urgent Service Cessation

Dial 113 (toll-free) from your prepaid handset

From other telephones:

Hokkaido	Hokkaido	0088-240-113	Toll-free call
Tohoku region and Niigata pref.	Aomori, Akita, Iwate, Yamagata, Miyagi, Fukushima, and Niigata prefectures		
Kanto and Koshin regions	Tokyo, Kanagawa, Chiba, Saitama, Ibaraki, Tochigi, Gunma, Yamanashi, and Nagano prefectures	0088-241-113	
Hokuriku region	Toyama, Ishikawa, and Fukui prefectures	0088-241-113	
Tokai region	Aichi, Gifu, Mie, and Shizuoka prefectures	0088-242-113	
Kansai region	Osaka, Hyogo, Kyoto, Nara, Shiga, and Wakayama prefectures	0088-242-113	
Chugoku region	Hiroshima, Okayama, Yamaguchi, Tottori, and Shimane prefectures	0088-250-113	
Shikoku region	Tokushima, Kagawa, Ehime, and Kochi prefectures		
Kyushu region and Okinawa pref.	Fukuoka, Saga, Nagasaki, Oita, Kumamoto, Miyazaki, Kagoshima, and Okinawa prefectures		
From overseas + 81-3-5351-3491 (chargeable call)			

If You Suspect Handset Malfunction

Confirm the following first

Power cannot be turned on when pressing the "power" key.	<ul style="list-style-type: none"> • Has the battery run down? • Is the battery pack mounted in a correct position? • Have you pressed and held the "on" key for a while?
The [Out of range] symbol is displayed.	<ul style="list-style-type: none"> • Are you in an out-of-service (inaccessible) area or one with poor reception? • Is the antenna completely extended?
No response even when keys are pressed.	<ul style="list-style-type: none"> • Is the "keyboard lock" set to on?
Call does not connect after dialing.	<ul style="list-style-type: none"> • Check the remaining card balance. • Did you dial the area code? • Is the [Out of range] symbol on? • Is the setting for "no transmission" or "no dialing" on?
If the conversation cuts off or if there is background noise:	<ul style="list-style-type: none"> • Are you in an area in which signal reception is poor?
If you cannot charge the battery:	<ul style="list-style-type: none"> • Is the battery pack correctly installed? • Is the connector to the "quick charger" or power plug inserted firmly into the socket? • Is the handset unit and/or the charging terminal of the quick charger dirty?

! * Because the numbers stored in the phone's memory may be accidentally erased during repairs, be sure to write them down first. If the numbers are lost, we will not take responsibility for any loss or damage incurred thereof.
 * In some cases, repair may not be possible due to the degree of damage inside the SoftBank handset units.
 * Repair work may take some time to complete, depending upon the type and extent of the damage.
 * Even if your handset is still under warranty, if an investigation shows that the phone has been dropped or mishandled, the charge for repair may be borne by the customer.

USIM Card

About USIM Cards

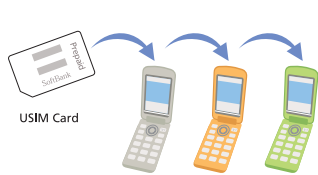
- SoftBank 3G handsets require a USIM Card for operation. The Universal Subscriber Information Module (USIM) Card contains important customer information including your phone number.
- SoftBank 3G Prepaid Service employs a dedicated USIM Card, lent to the user complimentary under the subscriber agreement. Return USIM Card to SOFTBANK MOBILE Corp. upon termination.

Beware of Handset or USIM Card Theft

- Call charges belong to USIM Card phone number. If USIM Card/handset with USIM Card inserted is lost/stolen, contact SoftBank Mobile immediately to suspend service.

For domestic calls - Telephone number: 0088-21-2000 (toll-free call)
Outside Japan: +81-3-5351-3491 (International Charges Apply)

- The USIM card has a password called a PIN code to prevent unauthorized third party use of the prepaid USIM card. Setting the PIN code of the prepaid USIM card is recommended if you wish to avoid unauthorized use by third parties (For more information about how to set the PIN code, refer to each handset's operation manual).



If another SoftBank 3G handset is purchased,

you will be able to choose one of the handsets only by replacing the USIM card.

* USIM cards cannot be used for Disney Mobile handsets and iPhone 3G, etc.

Restrictions & Cautions

Optional Services or model changes are not available. Billing statements are not issued. Inquiries regarding call charges will not be accepted.

Temporary number or service use suspension is not available.

If handset is transferred to a different user, the new owner assumes all ownership rights and responsibilities.

Turn handset off when required (in hospitals, aboard planes, etc.).

Handset use while driving is prohibited in Japan by law. SoftBank Mobile is not liable for damages from such use.

SoftBank Communication Service Agreement

- This is an English translation of selected provisions of the SoftBank 3G Communications Service Agreement (the "Agreement (3G)"). It is provided for your reference only so that you may better understand the terms and conditions of the Agreement as written in Japanese.
- This translation does not constitute a part of the Agreement (3G) and is not legally binding as a contract between 3G Service Subscriber and SoftBank.
- The Japanese version of the Agreement (3G) will be the only legally binding agreement between SoftBank and Customer regarding the 3G Communications Services.
- This translation may not always correctly reflect the provisions of the Japanese version of the Agreement (3G) and any risk of discrepancies between the Japanese version of this Agreement (3G) and this reference translation is borne by Customer. Customer should seek independent verification of the contents of the Japanese version of the Agreement (3G), before executing it in the event of any doubts or concerns about the terms as expressed in this translation.
- For the purpose of this Agreement (3G), "3G Communications Services" means the communications services provided by SoftBank.

(Amendment)

- SoftBank may from time to time amend the provisions of the Agreement (3G) (which shall be deemed throughout to include the Price List). The Agreement (3G), as amended, shall apply thereafter.
- When SoftBank makes an amendment of the type set forth in Item 3, Clause 5 of Article 22-2-2 in the Regulations for Enforcement of the Telecommunications Business Law (Ministerial Ordinance of the Ministry of Posts and Telecommunications No. 25 of 1985; the "Regulations for Enforcement of TBL"), it will be explained through the SoftBank Web site, distribution of text messages (i.e., messages composed of numbers, symbols and other characters sent from a subscriber line or from SoftBank telecommunication facilities; hereinafter "Text Message") or any other method considered appropriate by SoftBank.

(Method of Applying for 3G Services)

- Applications for 3G Services shall be made by one of the following methods:
 - Submission to a service center the application form designated by SoftBank;
 - Submission over the Internet (i.e., a telecommunications circuit facility used primarily for non-voice communications through the transmission and switching of code in Internet Protocol, hereinafter "the Internet") to a service center of the application form designated by SoftBank.
- An applicant for 3G Services pursuant to Paragraph 1 shall submit such documents as are specified by SoftBank so that SoftBank can confirm the contents of the application form.
- An applicant desiring Mobile Number Portability (i.e., the change of a mobile service provider without changing the Subscriber Identity Number (as specified in Article 9, Clause 3 of the Rules for Telecommunication Numbers), hereinafter, "MNP") should inform SoftBank accordingly prior to applying for 3G Services.

(Acceptance of Applications for 3G Pre-paid Services)

- SoftBank shall process and accept applications for the 3G Pre-paid Service Agreement upon receipt thereof.
- Notwithstanding the preceding Paragraph of this Article, SoftBank may postpone such acceptance if it lacks the capacity to handle the communications traffic.
- Notwithstanding the preceding two Paragraphs of this Article, SoftBank may reject an application, if:
 - it is extremely difficult from a technical perspective to establish and maintain additional subscriber lines;
 - an applicant for the 3G Pre-paid Service Agreement actually breaches or threatens to breach any of the provisions set forth in "Obligations of Subscribers" for the 3G Communications Services or other telecommunications services provided under a contract with SoftBank;
 - an applicant fails to provide an application form specified by SoftBank in the "Other Conditions for Provision of 3G Pre-paid Services" or such other documents as are separately specified by SoftBank, or it is discovered that the information provided therein is false or inaccurate;
 - SoftBank is not able to verify the identity of the applicant for the 3G Service Agreement; or
 - there are other reasons that would hinder SoftBank's business operations.

(Subscriber Identity Number)

- Subscriber identity numbers for 3G Services shall be assigned at the sole discretion of SoftBank.
- SoftBank may change Subscriber Identity Numbers due to unavoidable technical or business reasons, or if it is discovered that false or inaccurate information has been used in a request for MNP in accordance with provisions of Section 3 of

Method of Applying for 3G Services.

- If SoftBank changes the subscriber identity number of 3G Services pursuant to the preceding Paragraph, it will inform the 3G Service Subscriber accordingly in advance.
- In addition to the provisions of the preceding three Paragraphs, SoftBank may also change Subscriber Identity Numbers pursuant to the provisions of Section 3 of "Repair or Recovery".

(Duration of 3G Pre-paid Services Available after Pre-payment Registration)

- When a pre-payment is registered with the designated switching facilities as specified in the Price List (hereinafter, "3G Pre-payment Registration"), SoftBank shall designate a period during which the 3G Pre-paid Services will be available (Except when using subscriber lines for emergency calls (the "Available Period") in accordance with "Pre-payments Related to 3G Pre-paid Services" in the Price List. The Available Period shall be calculated from the day following the date of 3G Pre-payment Registration.
- When additional 3G Pre-payment Registrations are made during the Available Period, the Available Period shall be established by adding to the number of days remaining in the Available Period from the day following the date of such registration to the period specified in "Pre-payments Related to 3G Pre-paid Services" in the Price List, provided, that in this case, the length of the Available Period shall be limited to the number of days specified in "Pre-payments Related to 3G Pre-paid Services" in the Price List.

(Assignment of the Right to Use 3G Services)

- No assignment of Subscriber's rights to use the 3G Services under the 3G Service Agreement (the "3G Service Rights") shall be effective unless consented to by SoftBank.
- In order to obtain SoftBank's consent to the assignment of the right to use 3G Services, the form designated by SoftBank and signed by the parties must be submitted to a service center, provided, however, a statement of auction or other documents proving the assignment may be attached in lieu of joint signatures.
- An assignee seeking the consent of SoftBank to the assignment of the right to use 3G Services under the preceding Paragraph of this Article shall submit such documents as are separately specified by SoftBank and with which SoftBank may confirm the contents of the application form.
- SoftBank shall consent to the assignment when requested to consent to the assignment of the right to use 3G Service under Paragraph 2 of this Article, unless any of the following are applicable:
 - a Subscriber of the 3G Services who wishes to assign its right to use 3G Services or an assignee of the right to use 3G Services actually fails to pay or is likely to fail to pay any service charges or other obligations due for the 3G Services or any other amount payable for telecommunications services provided under a contract with SoftBank;
 - a Subscriber of the 3G Services who wishes to assign its right to use 3G Services or an assignee of the right to use 3G Services breaches or is likely to breach any of the provisions of the "Obligations of Subscribers";
 - information provided in the form designated by SoftBank as specified in Paragraph 3 or the documents separately designated by SoftBank for confirming the details in such form is discovered to be false or inaccurate;
 - SoftBank is not able to verify the identity of the proposed assignee of the right to use 3G Services; or
 - other reasons exist which could interfere with SoftBank's business operations.

(Succession)

- In the event that a person or entity succeeds to the status of a Subscriber to 3G Services through inheritance, merger or spin-off, the heirs, corporation surviving after the merger or corporation established as the result of the spin-off or merger or the corporation succeeding to the business through the spin-off, should promptly submit to a service center the form specified by SoftBank, attaching documents evidencing the foregoing.
- If there are two or more successors pursuant to the preceding Paragraph, one of those successors should be appointed as representative and notified to SoftBank. The same applies to any change of representative.
- Until receipt of a notice of representative pursuant to the preceding Paragraph, SoftBank may treat any single successor as a representative of all.

(Notification of Changes in 3G Service Subscriber Information)

- 3G Service Subscriber shall promptly submit to a SoftBank service center notice of any changes to its name, address or location.
- Upon receipt of a notice pursuant to the preceding Paragraph, SoftBank may request the submission of documentation proving the facts contained in such notice.
- If 3G Service Subscriber fails to timely provide a notice as per Paragraph 1, any document sent by SoftBank addressed to

3G Service Subscriber's prior name, address or location that is not delivered shall nonetheless be deemed to have been delivered as usual.

(Termination of Agreement (3G) by 3G Service Subscriber)

1. If 3G Service Subscriber wishes to terminate the Agreement (3G), it shall provide a SoftBank service center with prior written notice to such effect.
2. If in the case of the preceding Paragraph, 3G Service Subscriber wishes to use MNP, it shall inform SoftBank accordingly prior to termination.

(Termination of Agreement (3G) by SoftBank)

SoftBank is entitled to terminate the Agreement (3G) if the 3G Pre-paid Service Subscriber fails to complete 3G Pre-payment Registration within 360 days of the day following either the date on which the application is accepted in accordance with the provisions of "Acceptance of Applications for 3G Pre-paid Services" or the date on which the Available Period pursuant to "Duration of 3G Pre-paid Services Available after Pre-payment Registration" ends.

(Confirmation by SoftBank of 3G Service Subscriber Identity)

1. In the event of possible breaches of Clauses (10) through 12 of Paragraph 1 of "Obligations of Subscribers", when deemed necessary by SoftBank, for confirmation of subscriber identity (etc.) by mobile voice communication operators, or in accordance with Article 9 of the Law on Confirmation of Personal Identification of the Subscribers, etc. by Voice Mobile Communications Carriers and Prevention of Misuse of Voice Mobile Communications Services (Law No.31 of 2005, the "Improper Use Prevention Law"), SoftBank may conduct Subscriber confirmation (i.e., requesting submission of documents confirming Subscriber information and Subscriber providing such Subscriber information; the same shall apply hereinafter).
2. Subscriber confirmation of 3G Service Subscriber by SoftBank pursuant to the preceding Paragraph will be conducted by Text Message in message mode communications to the subscriber line or by letter to the 3G Service Subscriber address.

(Other Conditions for the Provision of Service)

1. "3G Pre-paid Service" is provided only when using mobile wireless devices designated by SoftBank.
2. The contract units, subscription method, Subscriber Identification Number, assignment of usage rights, succession to status, notification of name changes (etc.), termination of agreement by Subscriber and treatment of Subscriber confirmation in the Agreement (3G) are as provided in the 3G Service Agreement. Pursuant to the aforementioned clause, "3G Service," "3G Service Contract," "3G Service Subscriber," "3G Service Usage Rights" shall be deemed to mean "3G Pre-paid Service," "3G Pre-paid Service Contract," "3G Pre-paid Service Subscriber," "3G Pre-paid Service Usage Rights," respectively.

(Lending of 3G Chip)

SoftBank shall lend a 3G chip to the 3G Service Subscriber. In this case, the number of chips to be lent shall not exceed one chip per subscription.

(Registration of Subscriber Identity Number (etc.))

1. SoftBank shall register/change/delete a Subscriber Identity Number and other information for a 3G chip ("Registration of Subscriber Identity Number") when:
 - (1) a 3G chip is lent out; or
 - (2) a 3G Service Subscriber who has been lent a 3G chip makes a request which requires Registration of Subscriber Identity Number.
2. If SoftBank changes a Subscriber Identity Number in accordance with Paragraph 3 of "Subscriber Identity Number", the provisions of Subscriber Identity Number which apply pursuant to "Other Conditions for the Provision of Service" or when changing the Subscriber Identity Number pursuant to Paragraph 3 of "Repair and Recovery", it will conduct Registration of Subscriber Identity Number.

(Change of 3G Chip)

SoftBank may change 3G chips lent to 3G Service Subscriber when necessary for technical or operational reasons. In such cases, SoftBank will inform Subscriber accordingly.

(Return of 3G Chip)

If a 3G chip has been lent to a 3G Service Subscriber pursuant to the provisions of "Lending of 3G Chip", such chip shall be promptly returned to a service center designated by SoftBank if either of the following are applicable:

- (1) the applicable 3G service agreement is terminated or cancelled; or
- (2) the 3G chip is otherwise no longer being used.

(Connection to COAM Terminal Equipment)

1. If 3G Service Subscriber wishes to connect Customer-Owned And Maintained Terminal Equipment (limited to wireless mobile devices for which SoftBank can acquire a wireless station license and which can be connected to the 3G Service subscriber line) to its subscriber line directly or via telecommunications equipment connected to such subscriber line, it must submit a request for connection to a service center using the form designated by SoftBank. In such a case, the Subscriber shall separately make a request to SoftBank for the connection of the COAM Terminal Equipment other than that which complies with the technical standards stipulated in Clause 1, Article 50 of the Telecommunications Business Law (Law No. 85 of 1984), or not certified by a designated accreditation body (as appointed by the Minister of Internal Affairs and Communications under Clause 5, Clause 1 of Article 32 of the Regulations for the Enforcement of the TBL) as complying with the technical standards and requirements stipulated in "Technical Standards and Conditions for Customer-Owned And Maintained Terminal Equipment and Customer-Owned And Maintained Telecommunications Equipment to be Connected to 3G Service Subscriber Lines".
2. SoftBank shall consent to either type of request in the preceding Paragraph unless either of the following are applicable:
 - (1) the connection does not comply with the "Technical Standards and Conditions for Customer-Owned And Maintained Terminal Equipment and Customer-Owned And Maintained Telecommunications Equipment to be Connected to 3G Service Subscriber Lines"; or
 - (2) the connection corresponds to the cases set forth in Article 31 of the Regulations for the Enforcement of the TBL.
3. In consenting to a request pursuant to the preceding Paragraph, SoftBank shall inspect whether the connection complies with the technical standards and conditions in Clause 1 of the preceding Paragraph, except when:
 - (1) the connection is to terminal equipment that has been certified as meeting the technical compliance standards of Article 50 of the TBL; or
 - (2) the provisions of Clause 1 of Article 32 of the Regulations for the Enforcement of the TBL are applicable.
4. When conducting an inspection pursuant to the preceding Paragraph, the SoftBank agent shall present the necessary certification.
5. The provisions of the foregoing Paragraphs shall also apply when a Subscriber changes its COAM Terminal Equipment.
6. If a Subscriber stops connecting its COAM Terminal Equipment to its subscriber line, it shall inform a service center to such effect.

(Interruption of 3G Communications Services)

1. SoftBank may interrupt the 3G Services, if:
 - (1) It is necessary for SoftBank to maintain or repair its telecommunications equipment; or
 - (2) SoftBank determines that a large number of incomplete calls (i.e., calls placed from subscriber lines that are disconnected before being answered) placed from specific subscriber lines have caused or may cause line congestion; or
 - (3) SoftBank suspends any 3G Services in accordance with the provisions of "Usage Restrictions"; or
 - (4) SoftBank changes a Subscriber Identity Number pursuant to provisions of Section 2 of "Subscriber Identity Number" or "Other Conditions for the Provision of Service".
2. If SoftBank suspends any 3G Services in accordance with provisions of the preceding Paragraph, it shall inform Subscriber accordingly in advance, *provided* that the foregoing shall not apply in urgent situations.

(Suspension of 3G Pre-paid Services by SoftBank)

1. SoftBank will suspend call origination once the 3G Pre-paid Services Available Period has terminated, *provided*, that the foregoing shall not apply to communications to subscriber lines for emergency calls.
2. In addition to the provision of the preceding Paragraph, SoftBank will suspend call origination during the 3G Pre-paid Services Available Period when there is no prepaid balance remaining *provided*, that the foregoing shall not apply to communications to subscriber lines for emergency calls.
3. In addition to the provisions of the preceding two Paragraphs, SoftBank may suspend the 3G Pre-paid Service for a period specified by SoftBank (or, in the case of Clause 3, until the situation no longer exists) if any of the following are applicable to the 3G Pre-paid Service Subscriber:
 - (1) any of Clauses 4 through 9 of Paragraph 1 of "Suspension of 3G Service" are applicable to 3G Pre-Paid Service Subscriber";
 - (2) the 3G Pre-paid Subscriber has breached the provisions regarding notification of Subscriber name (etc.) that are applicable through "Other Conditions for the Provision Services" or has provided false or inaccurate information in a notification

provided through the application of the provisions of "Other Conditions for the Provision Service"; or

- (3) SoftBank is unable to verify the Subscriber's identity under Article 9 of the Improper Use Prevention Law pursuant to the application of "Other Conditions for the Provision of Service".

4. In the event SoftBank suspends the 3G Pre-paid Services pursuant to the provisions of the foregoing Paragraph 3, SoftBank shall give Subscriber prior notice of the reasons, date and/or period of suspension, *provided, however*, that the foregoing shall not apply to suspensions pursuant to Clause 5, Paragraph 1 of "Suspension of 3G Services by SoftBank" (only suspension of 3G Pre-paid Services pursuant to Clause 3 or Clauses 6 through 9, of Paragraph 1 of "Obligations of Subscribers") when unavoidable due to urgency.
5. If SoftBank suspends the 3G Pre-paid Services, SoftBank shall reduce the length of Available Period (etc.) for the relevant subscriber line. In this case the Available Period and outstanding balance shall be handled as provided in the General Rules of the Price List.

(Communications between Subscriber Lines)

Communications located between subscriber lines for 3G Service are available only when mobile wireless devices connected to subscriber lines are placed within the area coverage provided in the "Service Area", *Provider, however*, such communications may not be possible to/from indoor areas, underground parking lots, areas between buildings, tunnels, or mountainous areas or other places, where there is interference with radio wave transmission.

(Communications with specific telecommunications lines)

1. Only the types of communications designated by SoftBank can be carried out with specific telecommunications lines.
2. Communications with specific telecommunications lines shall be subject to specific service providers' terms and conditions, fee tables and other rules.
3. Communications with specific service providers are not possible if their telecommunications services are suspended or not available.

(Usage Restrictions)

In order to smoothly provide telecommunication services, or for the benefit of the Subscribers, SoftBank may take the following actions:

- (1) restricting transmission of Text Messages or message data sent from the subscriber lines for the period specified in "Amount of Text Messages or message data that can be transmitted from a Subscriber's line", if the amount of Text Messages or message data sent from the subscriber line within the period specified in "Amount of Text Messages or message data that can be transmitted from a Subscriber's line" exceeds the number specified in "Amount of Text Messages or message data that can be transmitted from a Subscriber's line";
- (2) if SoftBank determines that its telecommunications equipment relating to SI functions may be significantly congested, it may fully or partially restrict 3G Service Subscriber's use of such functions;
- (3) if SoftBank determines that authentication of communications for purposes of connecting to telecommunications equipment relating to SI functions in excess of the number specified in the "Amount of Text Messages or message data that can be transmitted from a Subscriber's line" for the continuous period of hours set forth in "Amount of Text Messages or message data that can be transmitted from a Subscriber's line", have been mistakenly authenticated, it may restrict use of SI functions from such subscriber line for a period to be determined separately and running from the following day;
- (4) 3G service usage shall be restricted if a mobile wireless device registered with service centers and phone switching facilities as a restricted mobile wireless device — because device payment has not been settled (including payment by a third party, etc.) or appears unlikely to be settled or SoftBank believes the device was obtained through theft, fraud or other illegal means — is connected to a subscriber line.

(Disconnection of Communications)

SoftBank may disconnect any communication if either of the following are applicable:

- (1) it is extremely difficult to continue the communication technically due to, among other things, significantly worsening radio transmissions conditions during the communication; or
- (2) SoftBank determines that the communication has continued for an excessive length of time or will otherwise affect other communications.

(Restriction in Duration of Communications, etc.)

In addition to the provisions of "Usage Restrictions", when communications are markedly congested, SoftBank may restrict

the duration of communications, or communications to subscriber lines in specific areas or to telecommunications equipment of contracting operators.

(Obligation to Pay Subscription Charges (etc.))

1. 3G Pre-paid Service Subscriber is required to pay the charges set forth in "Optional Features" in the Price List for the period running from the date on which SoftBank started providing Optional Features, until the date such Optional features were terminated (if the date on which provision was commenced and termination are the same day, this shall be treated as one day).
2. If a situation arises in which 3G Services cannot be used during the period in the preceding Paragraph due to temporary suspension, etc., payment of charges will be as follows:
 - (1) the 3G Service Subscriber shall be required to pay all the charges for the relevant period of suspension (except for suspension of 3G Pre-paid Service pursuant to the provisions of Paragraph 1 or 2 of "Suspension of 3G Pre-paid Service by SoftBank").
3. In the event the SoftBank Services become completely unavailable (including situations when all communications through the telecommunications equipment relating to the applicable subscription are hindered to the extent that they are effectively unusable) through no fault of the 3G Pre-paid Subscriber (which is deemed to exclude persons whose use has been suspended pursuant to the provisions of Paragraph 1 of "Suspension of 3G Pre-paid Services by SoftBank"), and such inability to use continues for more than 24 hours from the time SoftBank becomes aware of the problem, SoftBank shall extend the Available Period by a number of 24 hour days equal to the period for which use was not possible (limited to multiples of 24 hours).

(Obligation to pay Communications Charges)

Subscriber shall be required to pay the communication charges for communications initiated from the subscriber line (but including communications placed by persons other than the 3G Service Subscriber of such subscriber line, and incoming communications to the mobile wireless device through international roaming service), calculated based on the duration of communications, data volume or number of communications, each as measured by SoftBank and the provisions of "Communications Charges" in the Price List, *provided, however*, that when there are other provisions that apply to communications placed using Optional features (etc.) offered by SoftBank or contracting operators, such other provision shall apply.

(Handling of Interconnection Charges)

3G Subscriber, persons under agreement for telecommunication services with contracting operators, and users of pay phones (i.e., telecommunications services provided for public use through telephones and other related equipment installed on streets and other places by Nippon Telegraph and Telephone East Corporation or Nippon Telegraph and Telephone West Corporation; the same shall apply hereinafter) shall pay the interconnection charges specified in the terms and conditions or price list of Softbank or contracting operators pursuant to their interconnection agreements.

(Maintenance Obligations of 3G Service Subscriber)

1. 3G Subscriber shall maintain all COAM Terminal Equipment and COAM Telecommunications Equipment so that they comply with the technical standards and conditions set forth in "Technical Standards and Conditions for Customer-Owned And Maintained Terminal Equipment and Customer-Owned And Maintained Telecommunications Equipment to be Connected to 3G Service Subscriber Lines".
2. In addition to the provision of the preceding Paragraph, Subscriber shall also maintain its COAM Terminal Equipment (limited to mobile wireless devices) and COAM Telecommunications Equipment (limited to mobile wireless device) so that they comply with the Radio Equipment Regulations (Radio Regulatory Commission Rules No. 18, 1950).

(Limitation on Liability)

1. SoftBank shall compensate a Subscriber only when SoftBank is supposed to provide 3G Services but, for reasons attributable to the fault of SoftBank, such services are not provided, and such 3G Service is completely incapable of being used (including situations where all communications through the telecommunications equipment relating to such subscription are hindered to the extent that the service is effectively unusable; the same shall apply hereinafter), and such condition continues for 24 hours or more from the time at which SoftBank becomes aware of such situation. In this case, SoftBank will provide compensation for 3G Pre-paid Service upon notification from the Subscriber.
2. In case of the preceding Paragraph, SoftBank will calculate a period of days continuing from the time at which SoftBank became aware that the 3G Service was completely unavailable (limited to multiples of 24 hours) and shall deem the following charges applicable to the 3G Service for such number of days as the resulting damages (with respect to 3G Pre-paid Service, the amount shall be 100 yen per full 24 hour day) and shall only compensate such amount.

(Disclaimer of Liability)

Except when due to the willful conduct or gross negligence of SoftBank, SoftBank is not liable for any damages incurred due to the loss or modification of any speed dial numbers or messages (etc.) recorded on telecommunications equipment in connection with the installation, removal, repair or restoration (etc.) of such equipment or any other telecommunications equipment relating to 3G Services.

(Obligations of Subscribers)

- Subscriber must comply with the following:
 - 3G Service Subscriber shall not remove, alter, dismantle, or otherwise damage any COAM Terminal Equipment (mobile wireless devices only), nor connect any wires or other conductors thereto, *provided*, that the foregoing shall not apply when necessary in situations where necessary for protection from natural disasters, disturbances, or any other situations.
 - 3G Service Subscriber shall not disrupt transmission and switching of other communications by deliberately leaving open or putting on hold their subscriber line.
 - 3G Service Subscriber shall not deliberately generate a large number of incomplete calls which may cause significant congestion in communications.
 - 3G Service Subscriber shall not extract, modify, or delete the Subscriber Identity Number or any other data stored in the 3G chip lent by SoftBank.
 - The 3G chip lent by SoftBank must be kept in a safe place using the care of good manager.
 - 3G Service Subscriber shall not use messaging or Optional Feature (for the purpose of this Article, Features shall be limited to message data Features in relation to SI functions, or message data conversion Features) provided in "Optional Features" in the Price List in any inappropriate way that violates laws or ordinances, offends public morality or causes harm to others (etc.). In addition, SoftBank may deem Subscriber to have breached its obligations in this Paragraph if the same subscriber line has been repeatedly subject to the restrictions in Clause 3, Paragraph 2 of "Usage Restrictions". Note that SoftBank may also deem it to be a breach of the obligations in this Paragraph if it determines that there has been inappropriate conduct as specified in "Improper Activities in the Use of Messaging or Packet Communications (limited to message data functions in relation to SI functions or message data conversion functions)".
 - When 3G Service Subscriber sends a Specified Electronic Mail using data messaging mode or optional features specified in "Optional Features" in the Price List, it must do so displaying the notice required in the Law for the Regulation of the Transmission of Specified Electronic Mail.
 - 3G Service Subscriber shall not use data messaging mode or optional features specified in "Optional Features" in the Price List to send any Specified Electronic Mail to a person who has indicated they do not wish to receive such messages.
 - In addition to the provision of the preceding Paragraphs, 3G Service Subscriber shall not engage in any conduct involving the transmission of message data or electronic mail in violation of the Law for the Regulation of the Transmission of Specified Electronic Mail.
 - 3G Service Subscriber shall obtain SoftBank's consent when assigning the right to use 3G Services, as specified under "Assignment of the Right to Use 3G Services", "Assignment of the Right to Use SoftBank Mobile Office" or "Other Conditions for the Provision of 3G Pre-paid Services".
 - 3G Service Subscriber shall not lend out the terminal equipment that is used for the 3G Services in breach of Article 10 of the Improper Use Prevention Law.
 - When lending out for business purposes a 3G chip lent by SoftBank, information (name, address and contact details (excluding the Subscriber Identity Number of such 3G chip) and corporate name and location of headquarters and principle offices) must be confirmed.
- In the event that violations of the preceding Paragraph result in the loss or damage of a 3G chip lent by SoftBank, Subscriber shall pay to Softbank by the date specified by SoftBank the cost of any necessary restoration or repair thereof or other work (etc.).

(Use of Personal Information of Subscribers)

- SoftBank has established guidelines (hereinafter, the "Privacy Policy") for the handling of information about its Subscribers, such as names, addresses, telephone numbers, billing addresses, ages, sex, selected price plans or discounts (etc.), types of terminals to be installed or payment status (*i.e.*, information which may be used to identify the Subscriber: hereinafter,

"Personal Information of Subscribers") ("Privacy Policy") which is displayed on SoftBank's Web site and elsewhere.

- SoftBank uses Personal Information about its Subscribers for purposes such as ensuring sound management of its telecommunications business and other related businesses, and improving Subscriber convenience (etc.) as set forth in the Privacy Policy, in each case such use being to the extent necessary for achieving such purposes, *provided, however*, when notifying Subscribers in connection with such use, SoftBank will not give notice to Subscribers who have previously indicated that they do not wish to receive such notices.
- In addition to the provision of the preceding Sections, SoftBank may jointly use the Personal Information of Subscribers with joint users as specified by SoftBank in its Privacy Policy.

(Provision of Personal Information of Subscribers to Third Parties)

- If there is a request from an international telecommunications business operator (*i.e.*, an international telecommunications business operator as specified in the "Contract for the Use of the Telephone Service of the International Telecommunications Business Operators": the same applies hereinafter in this Article) or SOFTBANK TELECOM Corp., SoftBank may provide the international telecommunications company with Personal Information about the Subscriber (limited to those who have executed, or have applied for a "contract for the use of the telephone service" (limited to those stipulated in the Addendum titled "Contract for the Use of the Telephone Service of the International Telecommunications Companies") based on the agreement by the international telecommunication operator), or those who have executed a contract based on SOFTBANK TELECOM's contract provisions, including its price list)) or those who have executed, or have applied for a contract (limited to those who are provided in the "persons who have applied for a contract with contracting operators").
- In addition to the provisions of the preceding Paragraph, Subscriber agrees in advance that SoftBank may provide personal information about Subscriber if requested by mobile telephone operators or PHS operators (excluding Tohoku Intelligent Telecommunication Co., Inc.), if either of the following provisions are applicable:
 - 3G Services have been suspended pursuant to "Suspension of 3G Communications Services by SoftBank" due to a breach of the provision from Clauses 6 through 9, Paragraph 1 of the "Obligations of Subscribers".
 - The Agreement (3G) is terminated based on the "Termination of 3G Pre-paid Service Agreement by SoftBank" due to a breach in provision from Clauses 6 through 9, Paragraph 1 of the "Obligations of Subscribers".
- In addition to the foregoing provisions in this Article, SoftBank may provide telecommunication business operators (etc.) with Personal Information of Subscriber in accordance with the Privacy Policy.

General Rules (Prepayment Registration)

- 3G Pre-paid Service Subscriber shall pay charges and apply for the prepayment registration pursuant to the provisions of this Agreement prior to using the 3G Pre-paid Services.
- Charges paid under the preceding Paragraph 1 shall not be refunded regardless of whether the service is used or not.
- SoftBank may void the outstanding balance or remaining Available Period if either of the following is applicable (and no voided prepaid amounts will be refunded):
 - The 3G Pre-paid Service Agreement is terminated; or
 - the applicable Available Period is terminated.

General Rules (Payment of Charges (etc.))

- During the Available Period, SoftBank will reduce the outstanding 3G Pre-paid Service charge balance each time the following is applicable:
 - SoftBank starts providing the Subscriber with optional features;
 - The occurrence of the first day of a billing month in respect of optional features provided to the subscriber line of 3G Pre-paid Services; and
 - the 3G Pre-Paid Service Subscriber establishes a communication through its subscriber line.
- If, when conducting the communications specified in 1, SoftBank determines that there is no remaining prepaid balance of the subscriber for the 3G Pre-paid Service, SoftBank will terminate such communication upon making such determination.

These are selected provisions of the contract terms and conditions. If you wish to read the full text of the Agreement (3G) (in Japanese), please visit our Web site.

As of February 24, 2009

Contact Information

Please feel free to contact one of the following numbers with any questions or problems:

SoftBank Customer Center General Information

Dial toll-free from SoftBank handset

1 5 7

Dial toll-free from a landline

Region	Service Area	General Information
Hokkaido	Hokkaido	
Tohoku region, Niigata pref.	Aomori, Akita, Iwate, Yamagata, Miyagi, Fukushima, and Niigata prefectures	
Kanto and Koshin region	Tokyo, Kanagawa, Chiba, Saitama, Ibaraki, Tochigi, Gunma, Yamanashi, and Nagano prefectures	0088-240-157
Hokuriku region	Toyama, Ishikawa, and Fukui prefectures	
Tokai region	Aichi, Gifu, Mie, and Shizuoka prefectures	0088-241-157
Kansai region	Osaka, Hyogo, Kyoto, Nara, Shiga, and Wakayama prefectures	0088-242-157
Chugoku and Shikoku region	Hiroshima, Okayama, Yamaguchi, Tottori, and Shimane prefectures Tokushima, Kagawa, Ehime, and Kochi prefectures	0088-250-157
Kyusyu region and Okinawa pref.	Fukuoka, Saga, Nagasaki, Oita, Kumamoto, Miyazaki, Kagoshima, and Okinawa prefectures	

Softbank Customer Center (General Information)

From your prepaid handset : 157(toll-free), press 8 for English support.

Troubleshooting

From your prepaid handset:

1 1 3 (toll-free)

Universal Service System

What is the Universal Service Fund?

This system was established to finance essential nationwide public telecommunications services (land lines, public phones, emergency communications, etc.) by NTT East and NTT West, via pro-rata telecom operator contributions to ensure a fair and stable service environment for all households.

Universal Service Fee

The Universal Service System launch, from January 2007, means all SoftBank Prepaid Service customers will be assessed and required to pay a fixed Universal Service Fee each time they recharge their phone.*

* For more information, including the fee amount, please consult your local SoftBank shop staff: call our Customer Service, or visit our website.

Changes in the Universal Service Fee

The fee borne by each telephone company for each telephone number (unit price for each telephone number) is reviewed and determined by the Telecommunications Carriers Association (Universal Service Fund administrator) and subject to revision every six months. For this reason, the telephone charge payable by respective customers based on such revision is subject to change.

For details, please visit the website of the Telecommunications Carriers Association at (<http://www.tca.or.jp/>), or contact the voice recording/fax message service (03-3539-4830, available 24 hours a day).