



## RECURRING MONTHLY FEE

※All fees exclude tax (8%)

**Monthly Internet fee: 4,800 JPY / month**

\*Credit card payment only.

\*Installation month is FREE. Your billing will start from the 1st of the following month.

\*Final month is FULL CHARGE (no prorating)

*I understand the billing policy.*

## NTT OPTICAL FIBER INITIAL INSTALLATION

This fee is to cover the installation work to activate the NTT optical fiber. NTT engineers will be visiting your residence to install the required infrastructures. This does not include any network configurations, which will be required to access the internet after activation.

Please choose your preferred payment plan below (credit card payment only)  
The installments will be charged together with your monthly internet fee.

- Single installment**      **18,000 JPY (one-time only)**
- 12-month installment**      **1,500 JPY × 12 months (total 18,000 JPY)**
- 24-month installment**      **750 JPY × 24 months (total 18,000 JPY)**

\*Installations on weekends/holidays require an additional 3,000 JPY service fee.

## CANCELLATION POLICY

\*Your final month's bill will NOT be prorated. You will be charged for the full month.

\*If you cancel your contract before completing the installation fee installment, you will be charged for the leftover amount.

\*We require a notice at least 10 business days in advance of your date of removal.

\*A failure to return an NTT modem (if applicable) may result in a penalty of up to 15,000 JPY.

\*NTT line is not transferrable to other companies' services.

*I understand the cancellation policy.*

**Assist Solutions Corp.**

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TEL: 0120-660-470 (toll free/Mon-Fri/10-6) / FAX: 050-3737-7838

Email: info@asolutions.co.jp

**Applicant's name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

(Include building name and ZIP code)

**Contact number:** \_\_\_\_\_

**Email address:** \_\_\_\_\_ You will receive billing information on this email.

**Date of Birth:** \_\_\_\_\_ **Nationality:** \_\_\_\_\_  
(MM/DD/YYYY)

## CREDIT CARD INFORMATION

**Credit card number:** \_\_\_\_\_

**Credit card type:** \_\_\_\_\_ **Expiry date:** \_\_\_\_\_

**Name on credit card:** \_\_\_\_\_

*"I understand the conditions and hereby apply for the internet service."*

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Additional Options

\*Prepare cash or credit card upon visit

### Wireless Router + Onsite Setup (Campaign!)

Our tech staff will visit and help you with network configurations. The router is for your purchase. You can choose 1 from the two high-speed routers (English firmware / international model) below.

**Netgear Nighthawk R7000**  
\* Best for houses larger than 80m<sup>2</sup>  
1300 (11ac) + 600 (11n/gb) dual band  
3-year manufacturer domestic warranty

Discounted Package Price: **28,500 JPY**

**Buffalo WZR-600DHP2**  
\* Best for houses up to 80m<sup>2</sup>  
300 (11n/a) + 300 (11n/gb) dual band  
1-year manufacturer domestic warranty

Discounted Package Price: **22,800 JPY**

### Wireless Router + DIY Setup

Our tech staff will configure the router to your specification. The router will be sent by mail. You can choose 1 from the two high-speed routers (English firmware / international model) below.

**Netgear Nighthawk R7000**  
\* Best for houses larger than 80m<sup>2</sup>  
1300 (11ac) + 600 (11n/gb) dual band  
3-year manufacturer domestic warranty

Package Price: **23,500 JPY**

**Buffalo WZR-600DHP2**  
\* Best for houses up to 80m<sup>2</sup>  
300 (11n/a) + 300 (11n/gb) dual band  
1-year manufacturer domestic warranty

Package Price: **17,800 JPY**

**Onsite Setup Only**      Service Price: **15,000 JPY**

Our tech staff will visit your residence after the NTT installation to help you with network configurations.

# NTT "Hikari Denwa" IP phone

OPTIONAL

## What is "Hikari Denwa"?

Hikari Denwa is a fixed IP phone line, provided by NTT through their optical fiber network. In order to apply for this service, an NTT Flet's Internet line is required (see page 1).

You will be assigned with a regular area code number.  
(Tokyo: 03-XXXX-XXXX / Yokohama: 045-XXX-XXXX)

The service is cheaper than an analog phone, while maintaining the same audio quality.

\*Cannot call numbers with the prefix 00- (eg. special calling carriers, etc.)

\*Phone device not included in the package

## Service Fees

※All fees exclude tax (8%)

Installation fee (one-time cost): **1,000 JPY**

\*Applies only when activated on the same day as the Internet.  
If activated on separate days, the fee will be 2,000 JPY instead.

Monthly fee (recurring): **950 JPY (basic fee) + calling charge**

\*Basic fee will be added on your regular internet bill.  
Calling charge will come as a separate invoice around the 10<sup>th</sup> of the following month.  
(eg. February's basic fee charged on February 1<sup>st</sup>, calling rate charged on March 10<sup>th</sup>)

### Calling Rate Samples \*Domestic landline: 3-min increment / International: 1-min increment

Domestic (landline)	¥8/3min		
#1 USA	¥9/min	#86 Mainland China	¥30/min
#1 Canada	¥10/min	#886 Taiwan	¥30/min
#44 UK	¥20/min	#65 Singapore	¥30/min
#61 Australia	¥20/min	#852 Hong Kong	¥30/min
#33 France	¥20/min	#82 Korea	¥30/min
#49 Germany	¥20/min	#91 India	¥90/min

To call international, dial **010-(country code)-(area code)-(number)**

## Optional

Panasonic KX-TG4023N Digital Cordless Phone (3 handsets)

\*USA model / English firmware

**19,800 JPY**



I have read the conditions and will apply for "Hikari Denwa."

Use the same address and billing as internet on previous page for my "Hikari Denwa" / "VPN" service(s).

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# VPN Router Rental Service

OPTIONAL

## Service Outline

Fast and secure open VPN connects you to servers in major cities around the world.

This will allow your access to services blocked in Japan.  
(Netflix, HBO, BBC iPlayer, Foxtel, etc.) \*content subscription is not included in the VPN package

Unlimited bandwidth usage, suitable for HD video streaming.

Configured VPN wifi router provided for rental (no purchase required). Easy setup!

Support by phone / email / remote access included

## Service Fees

※All fees exclude tax (8%)

Account activation fee (one-time cost): **3,000 JPY**

Monthly fee (charged every month on the 1st / first month free)

Choose one from below:



USA

SF: **2,500 JPY**



UK

London: **3,500 JPY**



Australia

Melbourne: **2,500 JPY**

### Cancellation Policy

Please send us a cancellation form by the 25th of the month of your cancellation.

Monthly fee will not be prorated. Final month is full charge.

Cancellation completes when we receive the rental router back.

Failure to return the rental device may result in a penalty of 10,000 JPY.

I have read the conditions and will apply for "VPN" service.

(choose region from above)

**How Does It Work?**

Data-only / Data+SMS / Data+SMS+Voice plans available  
 Choose from unmetered or metered (5GB) data download/upload

Suitable for mobile hotspots and SIM-free smartphones  
 Mobile hotspot devices are available for purchase/rental  
 A list of tested SIM-free devices are available on our website

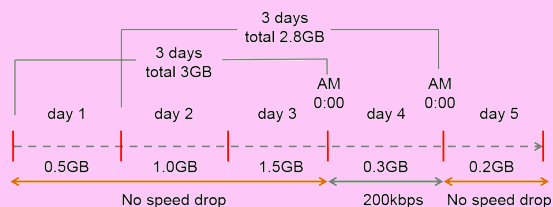
4G/LTE broadband connection on NTT Docomo's mobile network  
 Economic network connection by Freebit/Bekkoame Internet

Base fee of first month is free. SMS/calling charges apply separately.  
 Base fee is charged on the 1<sup>st</sup> of the month of use.  
 SMS/calling charges are billed two months after the month of use.



**What Is "Unmetered SIM"?**

Data usage is "unmetered" – the monthly data usage (DL/UL) is not accounted for.  
 If the accumulated total of data usage within 3 days exceeds a limit of 3GB, a bandwidth capping will take effect and maximum speed will be dropped to 200kbps for 24 hours. The capping will be lifted automatically after 24 hours.



\*With the metered plan, after exceeding 5GB your connection speed will be slowed down to 200kbps until the end of the calendar month.

**Additional Notices**

SonixNet provides their services only to those whose identification is verified with official/legal documents. || A compatible device is required for the SonixNet SIM service. A list of tested compatible devices is available on Assist Solutions website. || SIM card is shipped pre-activated. || Minimum contract period is 3 months. || Applications received after the 25<sup>th</sup> of the month will be processed the following month. || Service cancellations must be requested to Assist Solutions with an official cancellation form. SIM card is to be returned to Assist Solutions Corporation. Failure to return the SIM card may result in penalty of 3,000 JPY. || Cancellation month is full charge. Fees are not prorated. || Service is not suitable for contents and activities that require continuous large amounts of data transfer. || SonixNet will not be responsible for any damages and inconveniences caused by bandwidth cappings. || Service may not be available in areas which signals are difficult to reach. For full information, see details by NTT Docomo. <https://www.nttdocomo.co.jp/english/support/area/index.html> || International cellular and data roaming are disabled by default. || SonixNet cannot offer a refund of a service once activated, unless fault is on the service provider. || If SIM card is damaged / lost, a replacement fee of 3,000 JPY will incur. || Resale of SonixNet products is strictly prohibited. || By signing this application, the user agrees to all SonixNet SIM Service Agreements.

**Free demos and setup assistance available! Feel free to drop by at our office!**

**Step 1: Choose your plan**

\*tax not included

	5GB/month	Unmetered
Data Only	<input type="checkbox"/> 1,500 JPY	<input type="checkbox"/> 3,200 JPY
Data + SMS	<input type="checkbox"/> 1,700 JPY	<input type="checkbox"/> 3,400 JPY
Data + SMS/Voice	<input type="checkbox"/> 2,800 JPY (2,500JPY for 2nd contract!)	<input type="checkbox"/> 3,900 JPY (3,600JPY for 2nd contract!)

\*Above shows recurring monthly base fee. An account activation fee of **3,000 JPY** (one-time) applies separately upon application.

\*Pay-per-use calling/SMS charges apply separately. Feel free to contact us for a full description. (domestic calls 20JPY~/30sec || SMS 3JPY~/message || international SMS 100JPY~/message)

\*Base fee of first month (day of sign-up, to end of month) is free. Billing resumes on 1<sup>st</sup> of following month.

\*Minimum contract period is **3 billing months** (not including the first free month).

\*Switching between plans require an administrative fee of 3,000 JPY.

\*For applications of more than one SIM card, contact info@asolutions.co.jp for a separate form.

Discount of 300 JPY applies to the monthly base fee of the second (or more) Voice SIM application(s).

**Step 2: Choose your SIM size**

- Nano       Micro       Standard

\*Non-exchangeable. Replacement requires a fee of 3,000 JPY. Non-refundable once purchased.

**Step 3: Choose your additional options** (For Voice SIMs)

- Call Waiting +300 JPY       Voice Mail +300 JPY  
 Enable International Calling

\*Disabled by default. Calling charges apply separately (North America ¥34/30sec, Europe ¥108/30sec)

\*If enabled, a limit of 20,000 JPY applies to the monthly int'l calling charge (upgrades available).

**HOT!**  SonixNet "**Unlimited 15 (Domestic)**" Free Calling **+1,300 JPY**

\*All domestic calls up to 15 minutes with the prefix "0063" (or with "Otoku Call" smartphone app) will be FREE

\*Minutes of domestic calls exceeding 15 minutes and all international calls will be at a discounted rate.

(domestic 10JPY/30sec || USA 6JPY/30sec || Europe 11JPY~/30sec || See website for full list)

\*Only for this option, the base fee (1,300JPY) of first month is NOT FREE and will be prorated by day.

**Step 4: Choose your payment method**

\*\*\* credit card payments only \*\*\*

Card Number: \_\_\_\_\_

Card Type: \_\_\_\_\_

Expiry (MM/YY): \_\_\_\_\_

Name of Card Holder: \_\_\_\_\_

**Street address:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Name (print):** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:**      /      /

**IMPORTANT: PRESENTATION OF PHOTO ID WITH DATE OF BIRTH (ex. passport) IS REQUIRED. PLEASE SEND SCAN WITH THIS FORM. APPLICATION WITHOUT ID IS VOID.**

# FAQ

## ★ What is NTT? What is SonixNet?

NTT owns the optical fiber network in Japan. They are responsible for installing and maintaining the infrastructural optical fiber lines in each building and throughout the city. The lines can be used for internet, TV, and phone services. However, you would need to apply with NTT to separately activate those three services.

Assist Solutions provides the SonixNet Internet Service Provider (ISP). An ISP grants your access to contents on the world wide web; hence you need both the broadband and an ISP subscription in order to access the internet. The ISP is what generates and determines the quality of the contents that will be sent through your local-link optical fiber lines. In other words, if you choose a bad ISP, it may result in the same connection speed as ADSL, even though you may be paying for optical fiber connection.

In short, NTT is the infrastructure/broadband and SonixNet is the service provider. Thus the companies and services are separate. We provide the two services as a bundled package.

## ★ What are the advantages of using SonixNet ISP?

SonixNet is the only “Hybrid ISP” in Japan. What makes SonixNet’s Internet services unrivaled is the fact that the services will be brought to you as a combination of both NTTPC and IJ, two major internet backbones in Japan. If one is experiencing traffic overload, we can switch you to the other and avoid slow connection. We take great pride in SonixNet’s enterprise-class high connectivity and reliable stability, with customer support handled by our highly bilingual staff. SonixNet will be sure to satisfy the needs of foreign expatriates and government officials in Japan.

This service will be brought to you by its “best effort.” Note that the data transferring speed listed in application forms and brochures is only in theory, and does not guarantee the actual speed on the users’ end. Moreover, the bandwidth can also be shaped depending on the network traffic status in order to maintain fairness between users, but this is when SonixNet’s “hybridness” comes in handy.

- \* Onsite and remote support services available (service fees may apply) – only with Assist Solutions/SonixNet
- \* All documents provided in English. Customer support will also be handled by our highly bilingual staff.
- \* Competitive pricing and reliable service.

## ★ Why is my plan 100M/1G? Can I really expect this speed?

The speed listed on the plan is a “theoretical” maximum speed advertised by NTT, depending on how your building is structured. More importantly than NTT’s “last one mile” optical fiber structure, what determines the internet speed is the quality of the ISP and the content you are streaming.

## ★ Can I use P2P software to download torrent files and such?

No. This is against our law and we strongly urge our customers to stop using illegal P2P file sharing immediately. Copyright regulations have been tightened in Japan since 2012. People can be arrested or fined instantly with no prior warning, and they can also be sued by the content copyright holder. There are many law firms hired by such content holders to monitor the P2P network 24/7 and detect the abusers. Your IP address is always recorded, and with their techniques you can easily be caught if you show active involvement in the P2P network. There have been cases in which users were sued for over \$10,000.

## ★ How can I cancel my services?

In order to terminate your internet contract, we require a notice of at least 10 business days in advance. Your final month’s bill cannot be prorated, and you will be charged for the entire month. If you have any remnants of your installation fee installment at the point of your cancellation, you will be charged for it as well.

A failure to return any rental devices (NTT modem, VPN router, etc.) may result in a penalty fee. Please be sure to return them.

Our office is open every weekday from 10AM to 6PM. Feel free to give us a call or email for any inquiries.

### **Assist Solutions Corp.**

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