

Matters concerning the Third Party Credit Contract for each Commodity

【個別信用購入あっせん契約について】

Please fill in the box except corporate customers.

I agree to the information listed in this document, how private information is handled, and would like to apply for the Third Party Credit Contract (this Contract) separately.	
Date (同意日)	
Signature (ご署名)	Please sign the Japanese version. サインは日本語版へお願いいたします。

Thank you for using SoftBank. We ask those who are to use the scheme of the third party credit for each commodity for purchasing SoftBank products to kindly read and agree to the "Third Party Credit Contract for each Commodity" as well as the terms and conditions written below, before signing the contract.

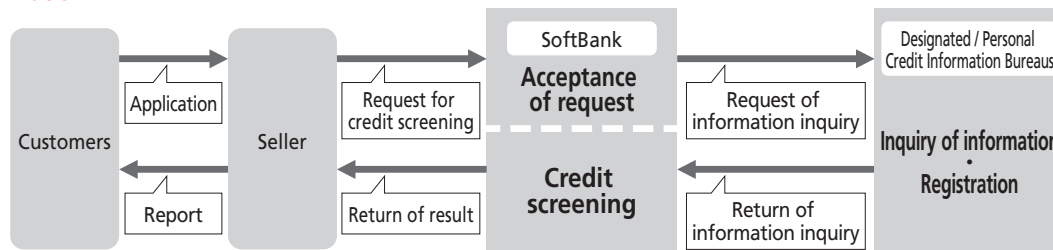
Matters regarding the Contract (Attentions)

You are requested to carefully read the "Application Form for the Third Party Credit Contract for each Commodity," the "Terms and Conditions of the Third Party Credit Contract for each Commodity" and the "Purposes for Using Personal Information, etc." stated on this document.



SoftBank may provision of personal information to personal credit information bureau.

① SoftBank may, for the purpose of investigating the credit status of customers, make inquiries and register their information.



② SoftBank may, upon the completion of this contract, register the contract information and payment information (including the information on arrears) of their customers to our Designated / Personal Credit Information Bureaus.



③ If credit information bureaus have information on payment delinquency, etc. you may not be able to make other credit contracts.

—Information on payment delinquency remains in the records of credit information bureaus for 5 years after repayment, and may be used for investigations by member institutions.

■ Points to note when the payer and the subscriber are not the same person ■

* Both the subscriber and the payer should read this.

—The subscriber's data, and not the payer's, will be used for inquiries/registration to credit information bureaus (cases where the subscriber is a minor and the payer exercising parental authority fails to make payments will be treated as delinquency on part of the subscribing minor).

➔ See the table in this document for more information on registered personal information and on how long it remains on record.



Liability for all payments due even after contract cancellation.

The Communication Service Provision Contract you enter into is a separate contract from this one. After this contract's conclusion, you will still have to pay your installments even if you cancel the Communication Service Provision Contract.

● The billing of the installment payments starts in the second month counting from the conclusion of the contract, in principle. In case the contract was signed at the same time as the Communication Service Contract, the bill may start in the third month counting from the conclusion of the contract, depending on how our communication services are used.

* For Wireless Home Phone unit, in principle, billing will start from the third month after you sign a contract.

However, if you sign a telecommunications service contract at the same time, depending on the usage status of the telecommunications service, billing may start four to seven months after the contract was signed.

* In case of credit card payment, the payment will be scheduled as stipulated in the credit card contract.

* If the paid amount is smaller than the stated amount on your bill, the payment will cover in the order of the payment due-date. In case the due-dates for the installment payment and the communication service payment are the same, the payment will firstly cover the communication service bill, and then the installment payment billed based on the Third Party Credit Contract for each Commodity.

You are required to carefully keep the application form of the Third Party Credit Contract for each Commodity and this document.

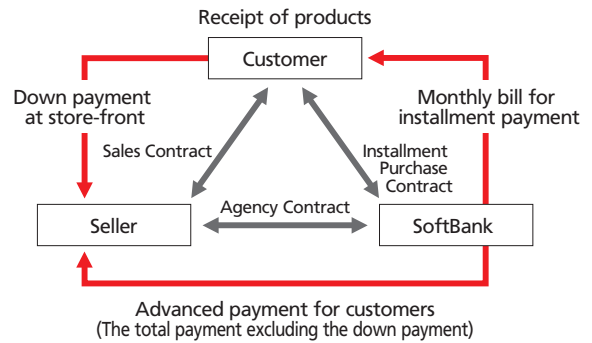
(After concluding the contract, they will become legally significant based on a part of Article 35 3-8 and Article 35 3-9 of the Installment Sales Act.)

Matters concerning the Third Party Credit Contract for each Commodity

The Third Party Credit Contract for each Commodity enables our customers to purchase our products from our sellers through the Installment Purchase Contract provided by SoftBank, instead of cash payment, as a settlement means of your Sales Contract.

When our customers purchase our products through this scheme, the seller which accepts your application makes contact with SoftBank, which carries out credit screening.

After accepting your request and notifying to the seller (i.e. conclusion of the Installment Purchase Contract), SoftBank, on the consignment from the customers, makes the advanced payment for the "remaining balance of payment," which is the total sales price excluding the down payment. The customers shall make reimbursement payments in installments to SoftBank, in a predefined means, to reimburse the amount that SoftBank has paid as advanced payment.



The Terms and Conditions of the Third Party Credit Contract for each Commodity

The purchaser shall consign SoftBank Corp. to make payment to the seller on behalf of the purchaser, of the amount of the total sales price with the down payment excluded (hereinafter referred to as the "Remaining Payment of Product"), of the product stated on the application form for the Third Party Credit Contract for each Commodity (hereinafter referred to as "Application Form") (hereinafter referred to as "Product") under the conditions stated below, and SoftBank shall accept the consignment.

Article 1 (The point of the conclusion of the Installment Purchase Contract and Sales Contract)

- (1) The Installment Purchase Contract shall be concluded at the time when SoftBank agrees to it by undertaking prescribed procedures, and notifies to the seller. In this case, the seller shall notify the purchaser of the matter. The application fee paid by the purchaser to the seller at the time of application shall be added to his/her down payment upon the conclusion of the Installment Purchase Contract.
- (2) Although the Sales Contract for Product between the purchaser and the seller will be concluded when the seller applies for the Installment Purchase Contract to SoftBank on behalf of the purchaser, the Sales Contract shall become effective upon the conclusion of the Installment Purchase Contract. Also, if the purchaser and SoftBank are not able to sign the Installment Purchase Contract, the relevant Sales Contract shall become invalid retrospectively.
- (3) If the Installment Purchase Contract is not signed, the application fee and Application Form shall be returned from the seller to the purchaser promptly.

Article 2 (The delivery of Product and the transfer of ownership)

Product shall be delivered from the seller to the purchaser immediately after the conclusion of the Installment Purchase Contract, and its ownership shall be transferred to the purchaser at the time of the delivery.

Article 3 (The payment date and payment method of installment payments)

The purchaser shall pay to SoftBank the amount of installment payments stated on Application Form, on the schedule stated on Application Form and in the payment method stated on Application Form. Additionally, SoftBank reserves the right to delegate the billing and collection of the purchaser's debts to third parties such as LY Corporation (hereafter "collection agencies"). Even if the Service Agreement for 4G Communication Service and other communication services (hereinafter referred to as "4G Service Agreement, etc.") entered into by the purchaser are cancelled before the fulfilling the obligation in regard to the Installment Purchase Contract, regardless whether they are cancelled before or after the start of installment payments, the Installment Purchase Contract will remain effective, and the amount of installment payments, schedule and payment methods shall remain the same as before.

Article 4 (Issuance of Invoices)

Upon receiving a request for payment from purchasers, SoftBank will issue an invoice for any debts owed by purchasers. Purchasers shall pay a fee of 253 yen including tax for the issuance of the invoice.

Article 5 (Liability in case of the lost or damage of Product)

The purchaser shall inform SoftBank promptly if Product is lost or damaged due to fire, wind or flood damage, theft and other causes before fulfilling the obligation in regard to the Installment Purchase Contract. Also the purchaser shall remain liable to the payment in the method stated on Application Form.

Article 6 (The change in address)

- (1) The purchaser, in case of changing in address, shall notify SoftBank of the matter without delay in a written form. While the 4G Service Agreement, etc. entered into by the purchaser is still effective, this duty may be substituted with the notification of the matter based on 4G Service Agreement, etc.
- (2) The purchaser, in case of neglecting the notification duty stated in (1), shall not disagree if SoftBank assumes that the notices or documents sent out from SoftBank will be delivered on the schedule which they are usually delivered, even if they are actually delayed or undelivered.

Article 7 (Forfeiture of benefit of time)

- (1) The purchaser shall lose the benefit of time in regard to the obligation based on the Installment Purchase Contract as a matter of course, and execute the obligation immediately, if;
 1. the purchaser fails to make the installment payments on schedule, or, even if SoftBank presses the purchaser for payment in a written form for 20 or more days which are set as an appropriate period of time, fails to make payment during the period,
 2. the note or check signed by the purchaser becomes dishonored, or general payment is suspended,

3. the purchaser receives the order of attachment, provisional attachment, preservation attachment and provisional disposition, and disposition of delinquency,
 4. the purchaser receives the order of bankruptcy, civil rehabilitation, special liquidation, corporate rehabilitation and other court insolvency proceedings, or files such proceedings him/herself, and
 5. the purchaser fails to pay any of installment payment on schedule, if the deal falls in the category stated in Article 35 3-60, paragraph 2 of the Installment Sales Act, e.g. the purpose of purchasing Product is for business.
- (2) The purchaser shall lose the benefit of time in regard to the obligation based on the Installment Purchase Contract upon SoftBank's request and fulfill the obligation immediately, if;
 1. the purchaser violates the obligation on this contract and the violation is deemed a grave violation against the contract, and
 2. the credit condition of the purchaser deteriorates significantly in other cases than above.

Article 8 (Late payment charge)

- (1) If the purchaser fails to make the installment payments on schedule (except the case of (2)), the purchaser shall pay the late payment charge, which is the amount of installment payment for the period starting from the day following the due-date to the day when the payment is actually made, multiplied by the statutory interest rate.
- (2) If the purchaser loses the benefit of time, the purchaser shall pay the late payment charge, which is the total remaining amount of installment payment for the period starting from the day the purchaser loses the benefit of time to the day when the installment payment is completed, multiplied by the statutory interest rate.

Article 9 (Cancellation)

SoftBank may cancel this contract if the purchaser falls under any of the paragraphs and items of Article 7.

Article 10 (Covering of cost, etc.)

- (1) The purchaser shall cover the cost required to make the installment payments to SoftBank (i.e. money transfer handling fee) upon SoftBank's request.
- (2) The purchaser shall, upon SoftBank's request, separately cover the handling fee for the re-tried account transfer in case SoftBank requests the relevant financial institutions to re-try account transfer payment due to the delay in payment, as well as the handling fee for mailing the payment slip if SoftBank sends one.
- (3) The purchaser shall, upon SoftBank's request, separately cover the cost of visit, when SoftBank visits the purchaser due to the delay in installment payment or other causes imputable to the purchaser.
- (4) The purchaser shall, upon SoftBank's request, cover the cost of reminding, when SoftBank reminds the purchaser of the payment in a written form based on Article 7(1)-1.
- (5) The purchaser shall, upon SoftBank's request, pay the equivalent amount of taxes and public dues when the taxes are applied to the costs that the purchaser pays to SoftBank, or pay the equivalent amount of increment when the taxes and public dues (including consumption tax) are raised.

Article 11 (Cancellation of Sales Contract due to the difference between samples, catalogues, etc. and actual products)

In case the purchaser applies for the purchase based on samples or catalogues, he/she may ask the seller to exchange Products or cancel the Sales Contract if the sample or the image on the catalogue is different from the actual Product. If the Sales Contract is cancelled, the purchaser shall notify SoftBank of the matter immediately.

Article 12 (The matter regarding the provision of required services)

No service is required to be provided for selling Product.

Article 13 (Defense for payment suspension)

- (1) The purchaser may suspend the installment payments for the relevant Product while any of the causes written below exists, and until the cause is resolved:
 1. That Product is not delivered;
 2. The product, etc. may be damaged, defaced, broken, or otherwise not conform to the content of the contract in terms of type or quality.
 3. There is any other cause in the relation with the seller concerning the sales of that Product.
- (2) SoftBank shall immediately carry out the necessary procedures if the purchaser notifies SoftBank of the suspension of the payment of (1).
- (3) The purchaser, prior to claiming (2), shall make efforts to negotiate with the seller in order to resolve the above-written cause.
- (4) The purchaser, in case of claiming (2), shall make efforts to immediately submit the document which explains the above-written cause (with attachments if any) to SoftBank. When SoftBank needs to investigate the above-written cause, the purchaser shall cooperate to the investigation.
- (5) Even with the stipulation of (1), the purchaser may not suspend the payment of installment payments, if;

- 1.the purchase of Product falls under Article 35 -3-60, paragraph 2 of the Installment Sales Act, e.g. its purpose is for business,
- 2.the total amount of payments is less than forty thousand (40,000) yen,
- 3.the suspension of payment claimed by the purchaser is deemed against a good faith, and
- 4.the cause of (1)1, 2, and 3 are imputable to the purchaser.

Article 14 (Notary documents)

The purchaser, if SoftBank claims necessary, shall attain notary documents in regard to this contract, attached with compulsory execution clauses, at the expense of the purchaser, and submit the necessary documents to SoftBank.

Article 15 (Consent to the acquisition of resident certificate, etc.)

The purchaser shall agree that SoftBank may acquire and make use of his/her resident certificate, etc. for the purpose of credit screening or receivable control in regard to this application, if SoftBank regards necessary.

Article 16 (Agreement on the court with jurisdiction)

The purchaser, in case of any conflict regarding to this Contract, regardless of the amount involved in the matter, shall agree that the case should be handled by the summary court or the district court which has jurisdiction over the purchaser's domicile, the place of purchase, or the head office, each branch office, or sales office of SoftBank.

Article 17 (Assignment of receivables of installment payments)

SoftBank may assign the receivables based on the Installment Purchase Contract with the purchaser or provide them as collateral to a third party. The purchaser shall in advance agree that his/her receivables may be assigned or provided as collateral, and that SoftBank may provide the private information of the purchaser to the assignee or the collateral holder.

Article 18 (Special clause for the case of early completion of payment)

The purchaser, in case of fulfilling the payment of installment payments according to the initial contract, and paying all the remaining debts in a lump in the middle of the payment term, may request SoftBank for returning the installment payment handling fees for the remaining term including the month of making such request, which is calculated based on the rule of seventy-eight (78) or other equivalent rules set by SoftBank.

When the request is submitted after the bill closing date set by SoftBank, however, the purchaser may request the return of the installment payment handling fees for the remaining term from the following month he/she makes such request.

Article 19 (Exclusion of Antisocial Forces)

- (1)The Purchaser shall promise that the Purchaser is currently not, and will not become:
 - 1.An organized crime group;
 - 2.A member of an organized crime group or a person who was a member of an organized crime group within the past five (5) years;
 - 3.An associate member of an organized crime group;
 - 4.A company related to an organized crime group;
 - 5.A corporate racketeer, etc.;
 - 6.A politically-branded racketeering organization;
 - 7.An organized crime-related specialist, etc.;
 - 8.A cooperative entity of any of the above;
 - 9.Another entity equivalent to any of the above.
- (2) The Purchaser shall promise not to engage in any of the following acts, either directly or by employing a third party:
 - 1.Violent demands;
 - 2.Unjust demands beyond the Purchaser's legal responsibility;
 - 3.Threatening speech and behavior or violent acts committed in relation to transactions;
 - 4.Spreading rumors or employing fraudulent means or force to damage SoftBank's credibility or obstruct SoftBank's business;
 - 5.Other acts equivalent to any of the above.
- (3) If the Purchaser falls under (1) or (2), is found to have made a false report concerning the promises made pursuant to the provisions of (1) or (2), fails to comply with the necessary inquiries carried out by SoftBank in relation to this article, or provides false answers to said inquiries, and SoftBank therefore deems that it is inappropriate for the Purchaser to conclude or continue a contract, SoftBank may refuse to conclude an installment payment contract with the Purchaser, or may cancel an installment payment contract without prior notice. If his/her installment payment contract is canceled, the Purchaser shall automatically lose the benefit of time for any obligations pursuant to the installment payment contract, and shall immediately perform his/her obligations.
- (4) If SoftBank incurs losses, damages or expenses (hereinafter referred to as "Damages, etc.") by the application of the provisions of (3), the Purchaser shall be liable to provide compensation for the Damages, etc. The Purchaser shall not bill any Damages, etc. incurred by the application of the provisions of (3) to SoftBank.

For those who have purchased through door-to-door or telemarketing sales

In case of applying for the Third Party Credit Content for each Commodity, please confirm the following contents. SoftBank Corp. will later confirm the contents of your application with you on telephone, so prepare the application form of the Third Party Credit Content for each Commodity (hereinafter referred to as "Application Form") for your reference for confirmation.

1. Application
 - (1)Are all the products you have purchased written on Application Form? Is there any other promise which is not written on Application Form?
 - (2)Did you decide yourself on the quantity of the product you have purchased?
 - (3)Was the explanation about the contents, performance, etc. of the product the same as written on the catalogue, etc? Also, during explanation, did you hear of any uncertain matter as if it had been certain?
2. Cooling-off
 - (1)Have you read the notice on the cooling-off?
 - (2)The starting day of the cooling-off period is the date written on Application Form as "the date of application."
3. The seller is prohibited to do the following acts by law;
 - (1)to lie during solicitation,
 - (2)to intentionally avoid telling the consumer even if there is an inconvenient fact against the consumer,
 - (3)to solicit for making a contract in a manner that verges on extortion,
 - (4)to squat for a long time until the contract is signed, or to prevent you from leaving the place until the contract is signed even if you have shown your intention of "leaving the place,"
 - (5)to lie that the "cooling-off is not permitted," and to hinder you from claiming a cooling-off request by disturbing you with intimidation, etc. and
 - (6)to explain using false and misleading information.

●Cooling-off under the Third Party Credit Contract for each Commodity

1. If you apply for the purchase with door-to-door sales or telephone marketing, you can revoke or cancel your Third Party Credit Contract for each Commodity (hereinafter referred to as "Cooling-off of the Third Party Credit Contract for each Commodity") unconditionally by presenting a written notice within the cooling-off period of eight days starting from the day you receive this document.
If you did not exercise Cooling-off of the Third Party Credit Contract for each Commodity because of misunderstanding caused by untrue comments about the cooling-off system, or because of confusion under duress, you can exercise the cooling-off until eight days have passed starting from the day

you receive the document which states your ability to set another cooling-off period to your Third Party Credit Contract for each Commodity.

The cooling-off is not permitted, however, if you apply this deal for your business or as your business.

2. Cooling-off of your Third Party Credit Contract for each Commodity becomes effective at the time of dispatch of the document stating your intention of cancelling your Third Party Credit Contract for each Commodity.
*Please write down the date of application (/contract date), the name of product (including your mobile phone number), the name of your seller and your intention to cancel your contract (/intention to revoke the application) on a postcard, etc., and send it to SoftBank by mail. Simplified Registered Mail (簡易書留) is a secure way of delivery.
3. Upon the dispatch of the document stating your intention for Cooling-off of your Third Party Credit Contract for each Commodity, your Sales Contract will be regarded revoked or cancelled (hereinafter referred to as "Cooling-off of Sales Contract, etc.") at the same time. If the document stating your intention for Cooling-off of your Third Party Credit Contract for each Commodity, however, states your intention not to exercise Cooling-off of your Sales Contract, etc., the above case will not necessarily be applied.
4. When SoftBank receives the document stating your intention for Cooling-off of your Third Party Credit Contract for each Commodity, it shall immediately notify the seller of the matter.
5. You have no obligation to pay any damage compensation or cancellation penalty to SoftBank in case you exercise Cooling-off of your Third Party Credit Contract for each Commodity.
6. If you exercise Cooling-off of your Third Party Credit Contract for each Commodity, your Sales Contract, etc.;
 - ①you have no obligation to pay any damage compensation or cancellation penalty to your seller. Also, the seller shall pay the cost of collecting the product,
 - ②even if you have already used the product, you do not need to pay any money equivalent to the profit obtained by using the product, such as received payment for the product, and
 - ③you may immediately get the full refund of your payment that you have made to SoftBank or your seller.
7. Telecommunication related charges (administrative processing fee, basic fee, airtime fee, etc.) are outside the scope of cooling-off.

Purposes for Using Personal Information in Installment Sales, Third Party Credit for each Commodity, etc.

For details and the latest information on our handling of personal information, please read the Privacy Policy on the SoftBank homepage.

1) Purpose of use of personal information

SoftBank may use a customer's personal information for the purposes described below.

1. Procedures and customer support
2. Provision of services
3. Service quality improvement and development: to improve the quality of services, develop new services, and conduct surveys and analysis
4. Notices: for distributing and delivering notices about services and recommended content

Furthermore, if we use applicable personal information for any purposes other than the above, in each case, we will make the purpose of use clear and will ask for your prior consent.

2) Provision / Inquiry / Registration of personal information to Subscribed Designated Credit Information Organization, Subscribed Personal Credit Information Agencies etc.

1. SoftBank may disclose and provide private information of the contract holder (including the applicant) relating with installment and third party credit contracts (hereafter "Applicable Contract") to designated credit bureaus of SoftBank (hereafter "Designated Credit Bureaus") and independent credit bureaus (hereafter "Independent Credit Bureaus"). However, for some products offered by Yahoo! BB brand or Y!mobile brand, no inquiry to the Personal Credit Information Agency (Japan Credit Information Reference Center Corp.) is performed. In such cases, SoftBank will use the private information (if registered) in order to investigate the contract holder's credit and repayment ability.

2. SoftBank provides Subscribed Designated Credit Information Organization / Personal Credit Information Agencies with the personal information regarding the customer (including applicant) who makes the contract and objective deal information, then register for the terms defined in the following list.
However, for some products offered by Yahoo! BB brand or Y!mobile brand, no information is provided to / registered with the Personal Credit Information Agency (Japan Credit Information Reference Center Corp.).
The information provided / registered are used for the investigation of customer's ability of pay or ability of repayment by the subscribers of the Subscribed Designated Credit Information Organization / Personal Credit Information Agency.

<Registered personal information etc. and the term>

Registered information	Subscribed Designated Credit Information Bureau and the Term	Subscribed Personal Credit Information Bureau and the Term
	Credit Information Center Corp.	Japan Credit Information Reference Center Corp.
(1) Relevant individual's information such as his/her name, date of birth, sex, address, phone number, place of employment, work phone number, alphanumeric information in driver's license, etc.	Term in which any of (2), (3) or (4) is registered	
(2) Fact that Subject Contracts are actually made	6 months after a date when SoftBank refers to a Subscribed Designated Credit Information Bureau	Within 6 months when SoftBank refers to a Subscribed Personal Credit Information Bureau
(3) Information regarding the contract such as a date of the contract, type of contract, amount of contract, amount of loan, product name and its quantity and number of times and period and number of payments etc. Objective information such as the outstanding balance, account receivable on installment sales, estimated annual amount due, dates of payment, date of full payment, expected date of full payment etc.	During the term of Subject Contracts and within 5 years after expiration of Subject Contracts (after full payment if not yet paid in full)	While the contract is effective and within 5 years after the contract ends (For information concerning the credit assignment: Within 1 year since the information was found)
(4) Information about repayment (The fact a credit payment was not made on time)	During the term of Subject Contracts and 5 years after expiration of Subject Contracts (after full payment if not yet paid in full)	While the contract is effective and within 5 years after the contract ends

Subscribed Designated Credit Information Organization / Personal Credit Information Agencies, and Partner Personal Credit Information Agencies are as stated below. In addition, if SoftBank joins another Personal Credit Information Agencies and provides it with/registers/uses personal information mentioned above etc., SoftBank separately informs the relevant customer in writing of such effect and obtains his/her consent.

< Subscribed Designated Credit Information Bureau >

■ CREDIT INFORMATION CENTER CORP. (<http://www.cic.co.jp/>)

First West Bldg., 15th Floor, 1-23-7, Nishi-Shinjuku,
Shinjuku-ku, Tokyo 160-8375
Toll free: 0120-810-414
0570-666-414

* Designated Credit Information Organization based on the Installment Sales Act whose members are mainly companies conducting a credit business such as installment sales.

< Subscribed Personal Credit Information Bureau >

■ Japan Credit Information Reference Center Corp. (JICC) (<http://www.jicc.co.jp/>)

4th Floor, Shiba Park Building B
2-4-1 Shiba Koen, Minato-ku, Tokyo 105-0011
Phone: 0570-055-955

* Personal Credit Information Bureau whose members are mainly money lenders, credit card companies, leasing companies, guarantees companies, financial institutions and so forth.

< Partner Personal Credit Information Bureau >

■ Personal Credit Information Center (<https://www.zenginkyo.or.jp/pcic/>)

1-3-1 Marunouchi, Chiyoda-ku, Tokyo 100-8216
Phone: 03-3214-5020

* Personal Credit Information Bureau whose members are mainly financial institutions and their affiliates.

Visit a website posted by each Personal Credit Information Bureau for details of membership requirement and the names of member companies of each bureau.

3) Provision to Third Parties

1. In relation to purchases of SoftBank products by installments or lump-sum payment, by transporting documents, sending electronically or magnetic way, SoftBank may provide an assignee with personal information for the purpose of assigning

receivables such as installment receivables to a third party under provisions of the installment purchase contract and reimbursement contract.

2. SoftBank may provide private information of the contract holder (including the applicant) to the following companies in order to cooperate with credit business operations.

< Partner Company >

■ SB Payment Service Corp. (<http://www.sbpayment.jp/>)

Tokyo Port City Takeshiba Office Tower, 1-7-1 Kaigan, Minato-ku, Tokyo 105-7529
Phone: 03-5776-7001

* Wholly-owned subsidiary of SoftBank Group Corp. providing SoftBank with a total assistant service for credit control / screening, which is partially outsourced by SoftBank.

4) Personal Information in Connection with Accessory Sales and Installment Purchase Agreements

In the context of accessory sales, SBC&S Co., Ltd. ("SBC&S") may hold personal information relating to the contracting party under the relevant agreement, and such personal information may be used by SBC&S for the following purposes:

Administrative procedures and customer support

Provision of services

Service quality improvement and various forms of analysis

For further details regarding the handling of personal information, please refer to the "Privacy Policy" located on the SBC&S website.

[Contact: Personal Information Inquiry]

Below is the contact information for inquiries on handling private information based on the Personal Information Protection Law.

< Contact for inquiries concerning personal information relating to a SoftBank cellphone, etc. >

Phone number: **0088-210-051**

Service hours: 9:00-17:00 (Excl. Sat., Sun., and Public holidays)

< Contact for inquiries concerning personal information relating to Y!mobile products and services >

Phone number: **044-382-0404** (Charged call)

Service hours: 9:00-17:00 (Excl. Sat., Sun., and Public holidays)

< Contact for inquiries concerning personal information relating to SoftBank Air / Ouchi-no-Denwa >

Phone number: **0120-981-928** (You cannot call this number from cellphones, PHS, or public phones)

Service hours: 9:00-18:00 (Excl. Sat., Sun., and Public holidays)

< Japan Consumer Credit Association Private Information Protection Promotion Center >

■ Accredited Private Information Protection Organization SoftBank belongs to (<http://www.j-credit.or.jp/customer/personal-consult/index.html>) * Japanese only
Phone: 03-5645-3360

Service hours: 10:00-12:00, 13:00-16:00

(Except Saturdays, Sundays, public holidays, the year-end and New Year holidays)

* Ask the following for installment contract (Personal Information).

* For the contacts of Subscribed Designated / Personal Credit Information Bureaus, etc. and Partner Personal Credit Information Bureau, visit their respective website.

SOFTBANK Corp. www.softbank.jp

* For information on installment contracts (personal credit information), please contact the following:

Regarding SoftBank Cellphones (SoftBank Customer Support General Information)

[From SoftBank phones] 157 (Toll free)

[From other phones] 0800-919-0157 (Toll free)

[From overseas] +81-92-687-0025

(International charges apply / free from SoftBank phones)

[Support Hours] 24 hours (operator: 10:00-19:00)

Regarding Y!mobile products and services (Y!mobile Customer Center)

■ Customer Service Desk (Charged call)

Toll-free calls* to 151 are eligible for toll-free calling under the "Daretodemo Teigaku" service)

[From Y!mobile phones] 151

[From other phones] 0570-039-151

[Support Hours] 24 hours (operator: 10:00-19:00)

■ Various procedures and applications (Toll free)

[From Y!mobile phones] 116

[From other phones] 0120-921-156

[Support Hours] 24 hours (operator: 10:00-19:00)

Regarding SoftBank Air / Ouchi-no-Denwa

■ Phone number: 0800-1111-820 (Toll free)

[Support Hours] 10:00-19:00 (Closed on Sat., Sun., and holidays)

● The information written on this document is as of August 20, 2025
The content may be updated as necessary.

取扱店担当者の方へ 本誌はお客さまへお渡しください。

Name, address, contact of your seller