

Contact Information

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

SoftBank Customer Support

General Information (toll-free)

From SoftBank handset

1 5 7

From landline

0800-919-0157

24-hour access with live customer support
from 9:00 to 20:00 (Japan time)

Troubleshooting (toll-free)

From SoftBank handset

1 1 3

From landline

0800-919-0113

Universal Service System

☐ What is the Universal Service Fund?

This system was established to finance essential nationwide public telecommunications services (landlines, 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 Support, 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).

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■The information contained in this Guide was correct as of February 2014.
Please be aware that Guide content may be changed without notice.

March 2014 version



Prepaid Service Guide [English Version] for SoftBank 3G Handset

 SoftBank

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 (64K/UDI)

Video Calls²

3G Postpaid Only Services³

Yahoo! Keitai

S! Applications

International SMS (Outgoing)

International S! Mail

International Roaming

Optional Services⁴



¹ Requires 3G Prepaid Messaging Service "Unlimited Mail" application. Use S! Mail and SMS for up to 30 days for ¥286; 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 services, please subscribe to SoftBank Mobile 3G Service.

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

- Please see the service area map on SoftBank Website (www.softbank.jp) to confirm service areas. (Note: Signal may be weak or non-existent in certain parts of the service areas.)
- For more information regarding service details, see SoftBank Website (www.softbank.jp).

Transmission Rates

Basic Fees **None**

Voice Calling* **¥8.58**/6 seconds

Flat Rate Domestic Calls

* The rate is different for International Calls. For more details, please see our website.

Messaging **¥286** Up to 30 Days*

*Unlimited Mail (Application Required)

How to Apply ➡ P12

* SoftBank Mobile does not support the transmission of SMS messages (outgoing) to subscribers of other operators, the transmission/reception of international S! Mail (outgoing/incoming), or the transmission of international SMS (outgoing).

Video Calling*
¥15.24/6 seconds

* Some handset models do not support this service.

Data Communication*
(64K/UDI)
¥15.24/6 seconds

* Some handset models do not support this service.

Toll-Free Numbers

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

• All monetary amounts given are exclusive of consumption tax.

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Malfunctions, Accidents,
Theft and Loss

Please read these precautions thoroughly first.

■ 3G Prepaid Service

- Voice and Video Calls are available by purchasing and registering Prepaid Cards, etc. Apply for 3G Prepaid Messaging "Unlimited Mail" for an additional fee (¥286/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

- PIN issued upon registration: Required for customizing handset mail address, setting spam filter, emergency suspension of services, etc. If you forget PIN, it can only be sent by mail to the registered address.
- Additional PIN: Already active in the handset, which is used to set up/cancel Dial Lock and other operations. The default PIN is 9999.
- USIM PIN: Already active on the USIM Card. The default PIN is 9999. To avoid unauthorized use, we recommend you reset PIN to another number.

■ Call Charge Indicator

- Call Charge Indicator is not available on prepaid handsets.
- You can check your charge/balance by calling 1400 (toll-free). Please note that the amounts given are rounded down to the nearest whole number.

■ Data Stored in Handset

- It is the subscriber's responsibility to back up data stored in handset.

■ 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.

■ Transferring to Other Carriers via MNP

- Only numbers currently in use can be transferred to other mobile phone carriers using MNP (Mobile Number Portability).

■ New Contract Processing Fee

- A new SoftBank Prepaid Service contract (¥3,000).
- After registration is completed, the handling charge (and the tax payable on it) will be deducted from your account balance.
- After you have registered your Prepaid Card, the new contract processing fee will be deducted from your account balance.
- Please note that, in the case of contracts that do not involve the purchasing of a mobile phone handset (i.e. contracts for the purchase of a USIM card), the new contract processing fee is payable at a SoftBank Shop.

About SoftBank 3G Prepaid Service

■ Changing Your Handset

- If you are using 3G Prepaid Service, you can change your handset to a Smartphone Prepaid Service handset.
- Changing your handset to Smartphone Prepaid Service requires confirmation of your prepaid card registration.
- Handling charges (¥2,000) are payable when changing handset.
- Handling charges will be deducted from your account balance.
Note: You can continue to use the same mobile phone number, e-mail address and balance that you used with 3G Prepaid Service. Regarding the usage period, this will be a period corresponding to the amount of usage period remaining at the time of switching to a new model plus the extra usage period granted on switching to a new model, up to a maximum of 360 days in total. You cannot continue to use Unlimited Mail.

■ Prepaid Agreement Termination

- If you subscribe to SoftBank 3G Prepaid Service and then cancel your subscription (including MNP transfers) within a year of signing the agreement, you will incur a termination fee.
For customers who subscribed between April 4, 2012 and September 27, 2013, the termination fee is ¥9,500.
For customers who subscribed on or after September 28, 2013, the termination fee is ¥19,800.
In the case of new SoftBank 3G Prepaid Service subscribers, an MNP transfer charge of ¥5,000 is payable if you request an MNP transfer before the end of the second month after the month in which you signed the agreement; after the expiry of this period, the MNP transfer charge is ¥2,000.
- If you subscribed to 3G Prepaid Service and failed to register a Prepaid Card within 360 days of service application, your subscription will automatically be terminated. Please note that a contract cancellation fee will not be incurred in this case.
- 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.

■ Warranty & Repairs

- For repairs, bring your handset to SoftBank Shop.
- 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.
- Data stored in handset will be deleted upon repair.

■ Usage Restrictions

- You may be required to present further proof of identification upon request. Failure to do so, or discovery of false information may void warranty.
- SoftBank may restrict use of 3G Services of handsets acquired through improper means such as theft, fraud, or means that violate laws (Act for the Prevention of Illegal Mobile Phone Use, document forgery, etc.) or handsets thought to be at such risk. Should applicant receive a handset from a third party, 3G Services usage restrictions may apply if the previous owner was subject to provisions described above.



Convenience Store Purchased Prepaid Handsets

- For procedures regarding your service contract, please contact your nearby SoftBank shop.
- All monetary amounts given are exclusive of consumption tax.

Account & Phone Number Validity

Account Validity

Calls can be made and received. Registering new prepaid cards will extend account expiry.

Account is active for 60 days
after Prepaid Card registration

60days

[¥3,000 or ¥5,000]
Prepaid Cards



Phone Number Validity

Phone number remains valid and calls can be received only.

Number is valid for 360 days
after account expiration date

360days

[¥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.

Zero Balance Does Not Affect Account Expiry Before Expiration Date

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

- ! · No outgoing calls (except toll-free calls) can be made if the account has expired.
- If balance is under [Voice Call fee (→ P2) + consumption tax], only toll-free calls (→ P2) 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.

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

When Phone Number Expires, Service Contract Is Terminated

- Number expiry is 360 days from account expiration date.
- Failure to register a new Prepaid Card within the period of phone number validity automatically terminates user registration, invalidating the phone number.

- ! · Only toll-free outgoing calls can be made while the phone number remains valid.
- **Toll-Free Numbers**
- To confirm current balance and expiration dates
- To register a Prepaid Card
- SMS

➡ P2
➡ P9
➡ P10
➡ P15

* Consumption tax is not payable on the purchase of Prepaid Cards. Consumption tax is payable on usage charges.

Example: Registering a Prepaid Card for the first time

User / Card Registration	Next Day	Balance Expired
Purchase Prepaid Handset Package & Prepaid Card(s)	<div>Account Validity</div> <div>60 days</div>	
	<div>Phone Number Validity</div> <div>360 days</div>	
Outgoing Calls	<div>Registered Balance</div> <ul style="list-style-type: none"> Any Valid Numbers 	<div>No Balance</div> <ul style="list-style-type: none"> Toll-Free Numbers Only *About toll-free calls → P2
Incoming Calls	<div>Balance Expired</div> <ul style="list-style-type: none"> Toll-Free Numbers Only *About toll-free calls → P2 	
Messaging Application Required	<div>Receive Incoming Calls</div> <p>Receive voice calls for free as long as phone number remains valid.</p>	
	<div>Balance Over the amount of Unlimited Mail Service fee (→ P2) + consumption tax</div> <p>Possible to make an application for "Unlimited Mail Service"</p> <ul style="list-style-type: none"> Apply to use 3G Prepaid Messaging Service Unlimited Mail, SI Mail and SMS services Receive SMS without application 	<div>No Balance Requirement</div> <ul style="list-style-type: none"> Receive SMS
	<div>Balance Under the amount of Unlimited Mail Service fee (→ P2) + consumption tax</div> <p>Not possible to make an application for "Unlimited Mail Service"</p> <ul style="list-style-type: none"> Receive SMS 	

Unlimited Mail will be automatically terminated when the usage period expires. → P13-14

Extend Account Expiry by Registering New Prepaid Cards Before Expiration Date

Within the account term or phone number term, registering new cards extend account expiry, regardless of account balance.

* The maximum registered balance, however, is ¥60,000.

Account Expiry

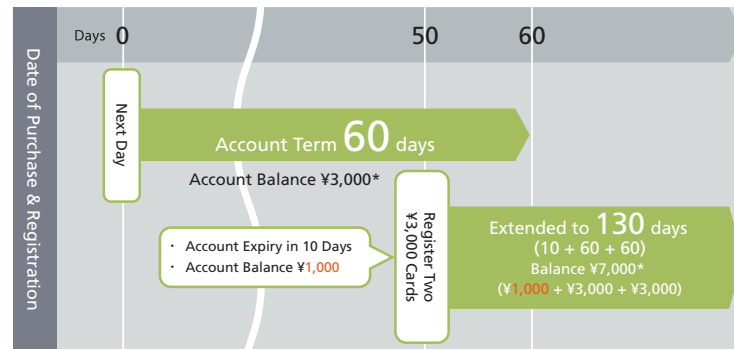
- Each card adds 60 days
- Register multiple cards to extend expiry up to a maximum 360 days

Balance Rollover

- Balance rolls over to new card

Consumption tax is not payable on the purchase of Prepaid Cards. Consumption tax is payable on usage charges.

Example: Registering two additional ¥3,000 cards



* The balance is given exclusive of consumption tax.

* Universal Service Fee is not included.

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

1400 + (start)

- | | |
|---|--|
| <p>1 Confirming Balance / Expiration Date
➡ P9</p> <p>2 Prepaid Card Registration
➡ P10</p> <p>3 Change Guidance Language (English ⇄ Japanese)</p> | <p>4 Messaging Service Application / Unlimited Mail Settings
➡ P12</p> <p>9 End</p> |
|---|--|

Confirming Balance / Expiration Date

1 Press **1400** + (toll-free)

2 Press **1**

Automated voice announces current account usage period, phone number usage period, and remaining Prepaid Card balance.

3 Press **9** to end the call

Account Balance / Expiration Notification

- Seven Days Before Account Expiry
▶ Account Expiry Notification Message Sent via Text Message.
- Upon Activation and Seven Days Before Number Expiry
▶ Phone Number Expiry Notification Sent via Text Message.
- If Balance Falls Below ¥500 or ¥300,
▶ Balance Notification Sent via Text Message.

- Inquiries regarding call charge details not accepted; detailed statements of call charges not available. You can check your charge/balance by calling 1400 (toll-free). Please note that the amounts given are rounded down to the nearest whole number.
- The balance is given exclusive of consumption tax.

Purchasing a Prepaid Card

¥3,000 and ¥5,000 cards available at SoftBank Shops, convenience stores (with some exception), and via SoftBank Website (www.softbank.jp), etc. Consumption tax is not payable on the purchase of Prepaid Cards. Consumption tax is payable on usage charges.

Prepaid Cards (front)



* Card design is subject to change without prior notice.



- 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.

Registering a Prepaid Card

1 Press **1400** + (toll-free)

2 Press **2**

3 Enter **Prepaid Card Number** + **#**

4 Confirm Prepaid 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.

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

- Register Prepaid Cards before they expire.
- To correct misentries, press and enter correct number.

Scratch for Card Number

Avoid applying excessive force. Doing so may make the card number unreadable.



Expiration Date

How to Register Your Prepaid Card

You can use either of the following two methods to register your Prepaid Card. (Recharge is handled in the same way when you want to continue using the same Prepaid Card, etc.)

1 Prepaid Card

- Purchase and register Prepaid Cards.

2 Credit Card

- Use credit card to recharge account online.

* For more information visit SoftBank Website (www.softbank.jp).

3G Prepaid Messaging Service “Unlimited Mail”

Enjoy unlimited messaging for up to 30 days
without worrying about charges

Application required for “Unlimited Mail”

- Application / Termination / Service Inquiry ➡ P12
- Account term ➡ P13-14

S! Mail

- Exchange long text messages; attach photos and videos.
- Enter e-mail addresses to exchange text messages with iPhone, Disney Mobile on SoftBank handsets, non-SoftBank handsets, PCs and other devices. ➡ P15-16
- E-mail addresses can be changed. ➡ P23-24

SMS

- Exchange short text messages with SoftBank (including iPhone) and Disney Mobile on SoftBank handsets. ➡ P15
- Softbank Mobile does not support the transmission of SMS messages (outgoing) to subscribers of other operators, the transmission/reception of international S! Mail (outgoing/incoming), or the transmission of international SMS (outgoing).
- PC mail service is not available.

Report Spam from SoftBank Handsets

SoftBank Mobile strives to eliminate spam. ➡ P19-21

- ! · X01HT, X01T and X01NK are SMS compatible with Unlimited Mail Service.
- For more information on other compatible handsets, dial SoftBank Customer Support (General Information) at 157 (toll-free).

Messaging Service Application

Unlimited Mail Application and Cancellation / Service Inquiry

- Requires a larger account balance than the amount of Unlimited Mail Service fee (→ P2) + consumption tax for application.
- After application, Unlimited Mail Service fee (→ P2) + consumption tax is withdrawn from applicant's account.
- Unlimited Mail Term automatically renews; procedures required for cancellation.
- The balance is given exclusive of consumption tax.

1 Press **1****4****0****0** + **[Phone Icon]** (toll-free)

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

Cancellation

Press **2** Mail Service
Cancellation

Press **#**

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

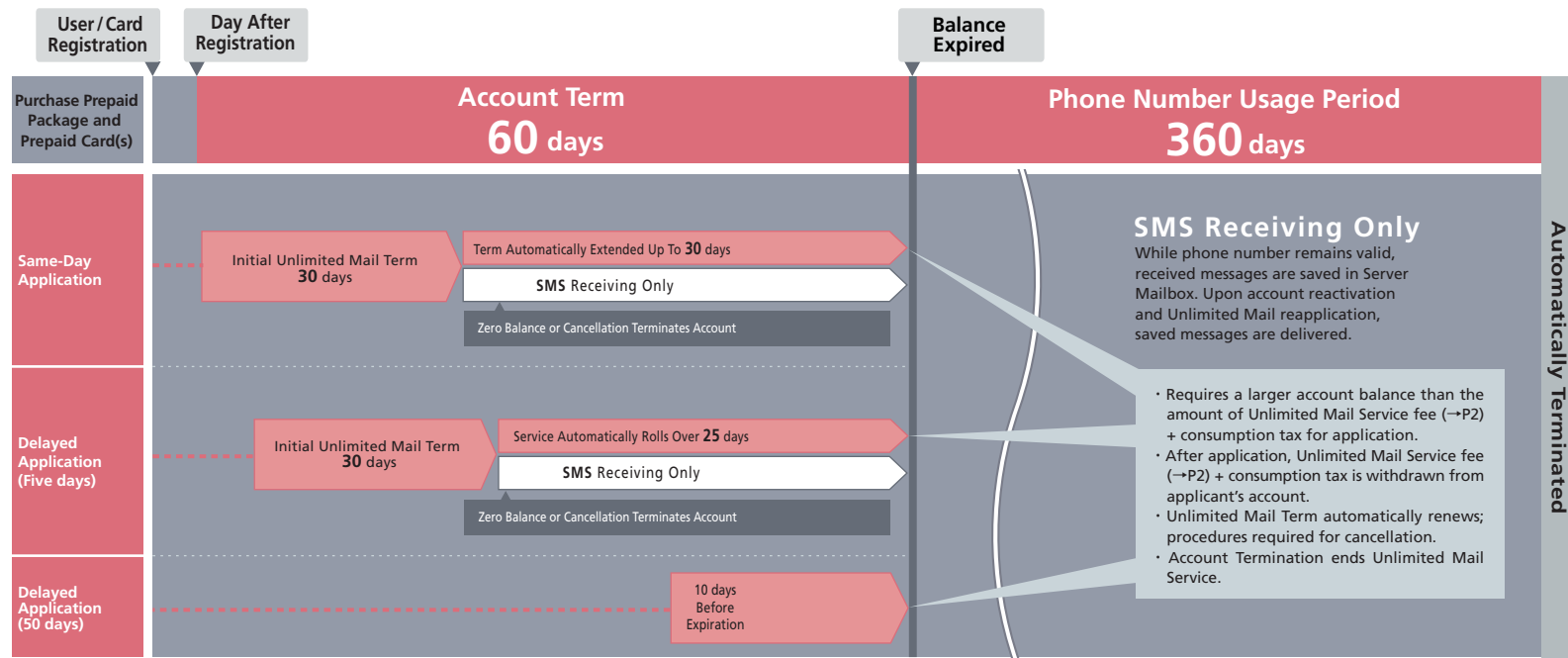
Cancellation completed

Service Inquiry

Press **3** Service Inquiry

Check your Unlimited Mail
status.

Unlimited Mail Term



Even if you purchase a new one, Card Usage Period expires on day 421. Regardless of remaining balance, both phone number and Unlimited Mail Service are cancelled automatically after 420 days of Prepaid Card registration. For continuous use, you must register a new Prepaid Card. →P10

Unlimited Mail Service Application Required for 3G Prepaid Messaging

S! Mail Features & Benefits

- Use phone numbers to exchange messages with SoftBank (including iPhone) and Disney Mobile on SoftBank handsets.
- Use e-mail addresses to exchange messages with SoftBank handsets (including iPhone), non-SoftBank handsets, PCs, etc.

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 text messages with SoftBank (including iPhone) and Disney Mobile on SoftBank handsets using phone numbers.
- Receiving SMS incurs no charges.
- Exchange Pictographs* for more enjoyable messaging.
* Some models may not support new Pictographs; Pictographs may not appear correctly.
- You can receive mail via your phone number from subscribers of operators other than SoftBank Mobile but cannot send them mail via their phone numbers.

Sending

- Use **e-mail address** or SoftBank (including iPhone) / Disney Mobile on SoftBank **handset number*** according to recipient and message size.
* The recipient's phone number must be a SoftBank handset number.

! Enter multiple addressees simultaneously on some models; if multiple recipients are entered, SMS messages are sent one at a time.

Recipient Type	Mail Address	Phone Number
SoftBank Handset (including iPhone)	○	○
Disney Mobile on SoftBank Handset	○	○
Other Carrier's Handset	○	×
PC/Other Device	○	×

Send S! Mail

Send S! Mail / SMS

Receiving

- Get important text messages!

Incoming Settings * Reception settings vary between handset models.

Automatic Reception

Complete messages and attachments are delivered.

Manual Reception

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

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

Manually confirm newly arrived e-mail.

! Messages for which only reception notice appears on handset.



Retry Function

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

Messages resent until delivery

* Reception method after the delivery processing is completed: Operation procedures for newly arrived e-mail reception or e-mail stored in Server Mailbox.
Undeliverable messages will be deleted after a specified length of time.

Delivery Report (SMS)

Request Delivery Report to confirm message delivery when sending messages to SoftBank (including iPhone) and Disney Mobile on SoftBank handsets.

Retrieving / Deleting Server Mailbox Messages

○ Incoming messages are saved up to 30 days.

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 All / Delete All

Retrieve or delete all Server Mail messages.

Retrieve or delete all Mail List messages.

Capacity Check

Confirm remaining Server Mailbox capacity.

Customize Mail Address

Change random alphanumeric before @.

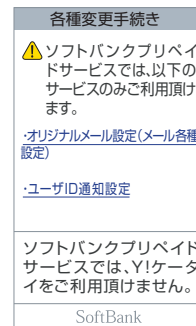
Example: **abc123 ~ xyz** @softbank.ne.jp

Press key to access Top Menu and change address. ➡ **P23-24**
Alternatively, change mail address via SoftBank Website:
(www.softbank.jp → My SoftBank)

Use SoftBank Mobile Anti-Spam 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 text messages that may access such sites.

From SoftBank Handsets



On handset, press key to access Top Menu for Prepaid Service
→ Customize Mail Settings (mail related settings)



Select **Spam blocking measures**

Prepaid Service Top Menu cannot be accessed on some handset models.
In this case, set up Spam Blocking via PC.

For more details, please refer to the SoftBank Mobile Homepage (www.softbank.jp/mobile/support/antispam/).

Dealing with Spam Mail

Reject Spoofing Mail

(Default Setting: Do Not Receive...)

Blocks messages sent from a PC that use fake handset (sometimes your own) mail addresses.

Refuse Mail with URL Links

(Default Setting: Receive)

Spam often contains links to dating or adult sites. To reject all mail containing URLs, except mail with URLs from desired addresses, register desired addresses in the "List of accepted addresses" and activate the blocking function.

Accept / Reject

(Default Setting: Receive)

Set handset to accept or reject e-mail from specified addresses or domains. You can use any or all of the following features: Accept e-mail list, Refuse e-mail list, Accept only from handset or PHS, Accept/refuse mail from fixed-line phones.

Spam Mail Filter

(Default Setting: Standard)

This filter automatically blocks messages identified as spam by database analysis. It is highly effective at blocking spoof e-mail, unsolicited mail and spam mail that link to malicious websites.

Blocking Functions		Recommended Blocking	Cellphone/PHS	Recommended for Children
Reject Spoofing E-mail		Reject Spoofed Messages		
Refuse Mail with Specific URL Links		Receive		Reject messages with specific URL links
Accept / Reject	[E-mail] List of accepted addresses			Do not set
	[E-mail] List of rejected addresses			Do not set
	[E-mail] Accepted only from cellphone or PHS	Do not set		Accept messages from cellphone or PHS
	[E-mail from phone numbers] List of accepted and rejected addresses			Do not set
Spam Mail Filter				Standard

For more details, please refer to the

SoftBank Mobile Homepage (www.softbank.jp/mobile/support/antispam/).

If you receive spam

Please forward received spam mail to the address shown below.

Spam Reporting
Center

a@b.c

or stop@meiwaku.softbankmobile.co.jp

How to forward spam mail

Via e-mail address	Via phone number
Simply forward spam mail to Spam Reporting Center.	Input spam sender's phone number and received date divided by commas (,) using alphanumeric characters at the beginning of the e-mail message. [Example] Report spam e-mail received July 1, 20XX 080XXXX1234,20XX0701 Spam sender's phone number (not your phone number) ← Comma ← Received date



- Understand that SoftBank Mobile does not accept information regarding inadvertent messages or messages which libel or slander others.
- Information forwarded by customers may be disclosed to Ministry of Internal Affairs and Communications, Ministry of Economy, Trade and Industry, and other relevant institutions, since SoftBank is committed to taking measures supported by laws and regulations. SoftBank may also share such information with third parties that include other mobile and PHS carriers and URL filtering service providers for the purpose of creating effective anti-spam countermeasures. Customers who do not wish such information to be disclosed are asked to refrain from forwarding spam reports.
- If SoftBank confirms that mail was spam based on information provided by customers, SoftBank will take measures to suspend or cancel the contract of the contractor who sent the mail via SoftBank handset.

Dealing with Spam Mail

Message Sending Limits

To curtail spam, SoftBank Mobile suspends accounts from which a large number of messages are sent in a short period.

SMS

If you send messages to over 200 addresses in one day → Your SMS service is suspended for 24 hours.

S! Mail (MMS)

If you send messages to over 500 addresses in one day → Your S! Mail service is suspended for 24 hours.

- Please note that messages sent but not received may count in some cases.

Effectively prevent spam mail

● Lengthen your e-mail address!

Spam mail is created by combining random letters and numbers. Since long e-mail addresses that include letters, numbers and symbols receive relatively less spam e-mail, lengthening your e-mail address is an effective deterrent.

Create a long e-mail address with letters, numbers and symbols!

○×○×@softbank.ne.jp

● Avoid registering to receive e-mail!

Once your e-mail address is registered in an e-mail sender list, your e-mail address may be shared with malicious businesses. Please take the following precautions.

- Do not register with or apply to suspicious sites that offer “free gifts” or “free downloads.”
- Do not reply to spam mail or access URLs in spam mail.
- Do not reveal your address or phone number on message boards on the Internet.

International Calls (from Japan)

Use International Call Service* without Application

* International charges apply.

Press **0 1 0** + Country Code + Area Code + Telephone Number

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

Example: Calling the U.K.

Press **0 1 0** + **4 4** + **2 0**
Country Code Area Code*
Telephone Number (example)
+ **1 2 3 4 X X X X** + **Dial**

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



- International Call Service 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 handset outside Japan. Also, International S! Mail and International SMS sending are not available for Prepaid Service subscribers.

Data Communications (64K/UDI)

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



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

Access Internet Service (*7300) using Data Communications (64K/UDI) was terminated on December 20th, 2012. To enable Internet access on a PC, please make a contract with an ISP.

- All monetary amounts given are exclusive of consumption tax.

Various Mail Settings

- Subscribe to Unlimited Mail to access 3G Prepaid Mobile site.

Messaging Settings

Customize Mail Address	Change alphanumeric before @ in mail address. ▶ Alternatively, change settings via SoftBank Website (www.softbank.jp) → My SoftBank
Sender Name	▶ Set content to appear in From field of outgoing messages
Server Mailbox Storage Settings	▶ Set to save or delete multiple recipient messages
Automatic Image Conversion	▶ Convert attached image size, quality and file format to suit handset specifications automatically

Spam Blocking Measures

Various settings for blocking spam can be made. ➡ **P19**

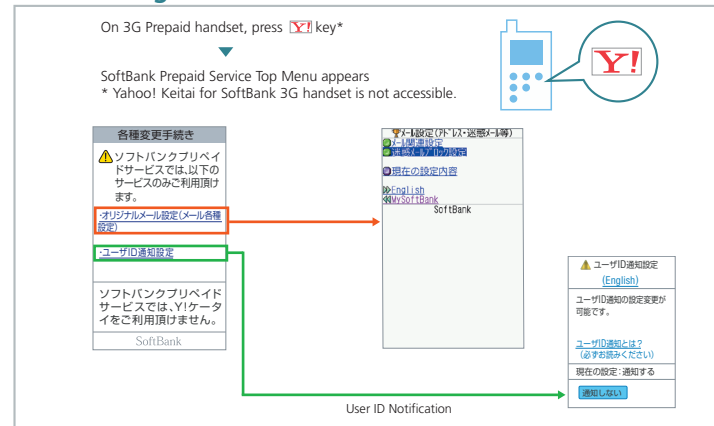
Confirming Handset Mail Addresses & Settings

- Confirm settings: *E-mail related settings / Setting regarding spam e-mails*
- Confirm handset mail address via text message.

User ID Notification

- Automatically show/hide User ID. ID required to customize mail address.

Menu Navigation



- Prepaid Service page can only be accessed via compatible 3G Prepaid handsets.

Handset Malfunctions

- Go to your nearest SoftBank Shop

Staff will determine whether or not handset is malfunctioning.

- Please bring these items:

- Handset and USIM Card
- Warranty Card*

* Note: Even if handset is under warranty, warranty may not apply if you have no proof of warranty.

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

- Charges

- For failure during warranty period
- For failure not caused by product mishandling / resulting from product itself (product failure)



Free Repair Service

- For failure after warranty expiry
- For mishandled product malfunction (accident)



Fee-based Repair Service
(at actual cost)

Accessory Malfunctions

- Go to your nearest SoftBank Shop

- Please bring these items:

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

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

- Charges (variable)

1. AC Charger

- For failure during warranty period
- For failure not caused by product mishandling / resulting from product itself (product failure)



Free of Charge

- For failure after warranty expiry
- For mishandled product malfunction (accident)



Purchase A New AC
Charger

2. Antenna

- For mishandled product malfunction (accident)



Paid Repair Service
(at actual cost)

- Staff may be able to make minor repairs.
- Purchase directly at shop for ¥1,000.
- Some model antenna cannot be replaced at the shop.

3. Other Accessory



Replacement Purchase Only



- As Phone Book entries may be accidentally deleted by repair, always save them in another place beforehand. SoftBank is not responsible for losses or damages incurred by lost Phone Book entries.
- In some cases, repair may not be possible due to the degree of damage.
- Repairs may take time to complete, depending upon damage type / extent.
- Even if handset is under warranty, if investigation shows that handset has been dropped or mishandled, repair charges may be borne by the customer.
- All monetary amounts given are exclusive of consumption tax.

If Handset/USIM Card is Lost / Stollen

Contact SoftBank Mobile Immediately to Stop Service

Alternatively, Go to a SoftBank Shop
to Stop Service

Requesting Urgent Service Stoppage

From a prepaid handset, dial 113 (Toll-Free)
From other telephones: dial 0800-919-0113 (Toll-Free)
From outside Japan: dial + 81-3-5351-3491
(Toll-free from SoftBank handsets. International charges apply for other handsets.)

Repaired phone delivery service

Your repaired phone can be delivered anywhere you like in Japan, including your home, company or any SoftBank shop.

URL: <http://u.softbank.jp/1eIBqcl>

Memory data recovery support following water accidents

Our new service rescues data from the memory of your mobile phone following water accidents (even if the phone cannot be turned on) and transfers the data to your new mobile phone (or any phone temporarily utilized for data recovery).

URL: <http://u.softbank.jp/KB9A8O>

About USIM Card

- 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 Prepaid Service employs a dedicated USIM Card, lent to the user temporarily under the subscriber agreement. Return USIM Card to SOFTBANK MOBILE Corp. upon termination.

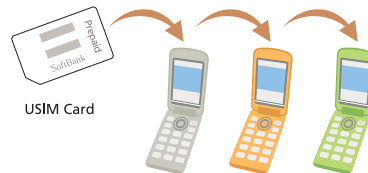
! Beware of Handset or USIM Card Theft

- 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.

From SoftBank handset: 113 (Toll-free)
For domestic calls - Telephone number: 0800-919-0113 (Toll-free)
Outside Japan: +81-3-5351-3491
(Toll-free from SoftBank handsets. International charges apply for other handsets.)

24-hour access with live customer support from 9:00 to 20:00 (Japan time)

- 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 you possess
multiple SoftBank
handsets...

You can switch
handsets simply by
inserting the USIM
Card.

Note: USIM Cards
cannot be used for
Disney Mobile on
SoftBank handsets,
iPhone, other SoftBank
smartphones, etc.

Restrictions & Cautions

- 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.

Use of Personal Information

SOFTBANK MOBILE Corp. will use personal information (defined as any information provided by subscriber including name, company name, telephone number, address, etc.) only for the following purposes:

1. Customer support, such as responding to inquiries and troubleshooting
2. Calculating usage charges
3. Billing
4. Preventing unauthorized use
5. Market research and preparation of statistical data, including using results of such analysis
6. Guidance for products, services, campaigns, and point-based rewards from SOFTBANK MOBILE Corp. and other companies
7. Improving customer service
8. Invoicing for installment sales and credit sales (including those commissioned by other companies)
9. Other operations required to provide telecommunication services and to manage direct/indirect installment sales

SOFTBANK MOBILE Corp. is responsible for proper management, sharing, and exchange of personal information.

For more details regarding use of personal information, visit the SoftBank Website.

Use of Personal Information

Shared Information

SOFTBANK MOBILE Corp. will share customer's personal information only with companies listed below in order to determine subscriber eligibility to receive our products and/or services, provide services (discount services and combined billing services) offered in conjunction with said companies, and pursue any of the aforementioned purposes.

Companies with which SoftBank Mobile Corp. may share information

1. Our Group companies	5. SOFTBANK TELECOM Corp.
2. SOFTBANK BB Corp.	6. SOFTBANK TELECOM Group companies
3. SOFTBANK BB Group companies	7. The Walt Disney Company (Japan) Ltd.
4. BB Modem Rental Inc.	8. SOFTBANK PAYMENT SERVICE Corp.

Note: Should subscriber be in arrears on payments for services and attempts to subscribe to new services, SOFTBANK MOBILE Corp. will provide personal information to companies 2, 5, and 7 shown above in order to prevent further accrual of unpaid bills.

Provision of Personal Information to Third Parties

Apart from provisions permitted by law, SOFTBANK MOBILE Corp. will only provide personal information to the following entities for the prescribed purposes:

Entity	Purpose(s)
Police agencies and other governmental institutions	To prevent crime due to unauthorized use (such as billing fraud)
Other providers of mobile communications and PHS services	1. To prevent non-payment for services 2. To prevent junk mail 3. To avoid illegal subscriptions as per the Mobile Phone Improper Use Prevention Act 4. To register for Mobile Number Portability
Other BWA (Broadband Wireless Access) service providers	To prevent non-payment for services
Affiliated personal credit information agencies	To evaluate whether an applicant qualifies for a contract and/or is able to make payments
Assignee(s) of receivables	To assign responsibility for receivables to a third party under provisions of the installment purchase contract or the reimbursement contract
Subscribers and providers of services	To provide services from SOFTBANK MOBILE Corp. and businesses related to SOFTBANK MOBILE Corp.
SOFTBANK MOBILE Corp. dealers, affiliated sales agencies, and Internet search firms	1. To manage and operate campaigns 2. To perform Internet search activities
EMOBILE Ltd.	To provide high-speed mobile data communication services for PCs