**NEW IT VENTURE CORPORATION | NITV TELECOM SERVICES | USER AGREEMENT | SIM FOR VOICE AND DATA**

The purpose of the following Terms and Conditions of Users is to establish guidelines on rights, duties and responsibilities of NITV Mobile Users utilizing the SIM for Voice and Data (hereinafter referred to as the ‘Services’) provided by the New IT Venture Corporation (hereinafter referred to as ‘NITV’) .

I’m Mr/Ms ……………………………………………………………………………….. is legally resident in Japan and have   
  
registered address as ……………………………………………………………………………………………………… is agreed   
  
with the following Service Terms and Conditions defined by NITV.

**SUBSCRIPTION TERMS AND CONDITIONS**

1. User is applied NITV SIM Service for Voice and Data is for Personal Purpose and Pocket Wi-Fi Rental Service.
2. Minimum contract period is 2 years and cancellation before 2 years shall be subject to Yen 10,000 fee. Customer should return Sim or Pocket Wi-Fi Device with its peripherals.
3. For Biz Plan Minimum contract period is 3 Years and cancellation before 3 years shall be subject to 20,000 Yen fee.
4. While ordering SIM for VOICE and DATA Plan, customer should declare their device. Our SIM card has a dedicated service for iPhone and Android smartphones. For example, SIM dispatched for iPhone will not work for SIM free Android Smartphones and vice-versa
5. Payment shall be made in advance for basic fixed fee as prepay and variable voice billing shall be post pay after 1 months. Eg, By the end of March Customer has to Pay Accumulated Voice Call Bill for January and Fixed Basic Fee for April
6. Refundable Security Deposit shall be applied and that shall be paid in Advance while Signup the Application form for the purpose of Payment Term Security.
7. MNP feature to change operator is applicable only for I-SIM. For Y-SIM MNP service for operator change is not possible.
8. NITV shall have full rights to withhold security deposit amount in case the user failed to pay accumulated invoice on time and user can’t claim such withhold amount with NITV
9. User is not allowed to apply SIM for others as it has to be for the person who is signing up the form
10. User is not involved SIM service in any criminal or fraud or critically wrong activity in the name of religious movement or any cause
11. Any changes in terms shall be updated in website [www.nitvtelecom.com](http://www.nitvtelecom.com) for future reference so user is following website to get updated on such changes
12. Extra charges for International calling will be billed as much as 300 JPY per minute as extra, since international calling charge will be very high, customer complain will not be entertained . Additional costs for the Data purchase shall be incurred.
13. Billings through iTunes and other online mobile purchases will be billed as extra.
14. In case customer failed to pay monthly bill, return device or SIM after service cancellation within agreed time frame, he/she will be blacklisted with our service and will be published in Social Media or News Portal with Photo. Additionally, we will use third-party agency and customer will be compelled to pay all service charges including other legal fees.
15. Customer can get up to 10 minutes free talk-time for Y-SIM while I-SIM has 5 minutes free talk time if option service is activated. Extra cost will be incurred for option service ie. For I-SIM plan 500 yen for 5 minutes and 1400 yen for unlimited talk time. Normal talk time cost per minute for I-SIM is 22 Yen while for Y-SIM it cost 42 Yen per minute. Calling to NAVI call starting with 0570 or any other NAVI call will be charged as extra.
16. If customer cancels service before contracted period, he/she should pay discounted amount given during contract.
17. Customer can change SIM plan for Y-SIM anytime while for I-SIM and BIZ-SIM customer cannot change plan for 1 Year.
18. International SMS for Y-SIM shall charge upto 100 yen per SMS while for I-SIM it cost 70 Yen.

**PAYMENT TERMS**

1. User shall follow the Payment method to pay monthly fee as per the NITV payment terms
2. Payment through Bank auto transfer is mandatory to fill form correctly by users
3. Fixed Basic Package Fee shall be paid in Advance and Voice Call Fee shall be post pay
4. Billing start date shall be from the day SIM is issued after Application is approved
5. NITV shall provide SIM only as per the request from user and Billing shall be carried from the SIM issued date so its setup sole responsibility of user to setup SIM in his Smart Phone Device which needs to be SIM Free and Compatible with Japan Service Provider. User manual is also included while providing the SIM.
6. If the bank failed to receive bill charge on first attempt due to unavailable amount, extra bill of300 yen will be charged on second attempt as billing support.
7. If the customer failed to pay on-time, extra charge of 500 yen will be charged as delay penalty on next month bill.
8. If customer requires detail billing statement, it will be available only after 45 days.
9. If the customer failed to pay between 25th to 27th of the month, SIM will stop temporarily. If customer again fails to pay before 5th day of next month, SIM will stop permanently and customer will not be able to receive same SIM number. Cancellation charge and due charge require to be paid within next 30 days. If not paid within this duration legal action will be taken as per the Japanese government law.

**SUPPORT TERMS**

1. Billing Related issues can only be inquired during office hour (10 AM to 4 PM) on Japanese calendar in office Phone Number ie. 03-5650-5430
2. For Plan, payment and Billing Change it will take up to 45 days.
3. NITV Telecom is not liable for service quality and downtime; we will not bear any loss due to weak signal or signal downtime. Respective career (Softbank,DOCOMO ,AU or other) will be responsible for all kind of issues.
4. Customer Care/Support for our Plans and Services is available only within us or our authorized dealers. Though carrier may match with other carrier like Softbank/Ymobile, we have no any relationship with such shops and they are not eligible and illegal to provide any information regarding customers registered with us.

**DEVICE RENTAL / POCKET WI-FI TERMS**

1. It is responsibility of customer if device/SIM is lost or damaged and requires paying full price. For Pocket Wi-Fi device cost is 10000 Japanese Yen while for SIM loss or damage it cost 3000 Japanese Yen.
2. If customer cancels service, SIM/Device should be return within one week.
3. Minimum contract period is 2 years and cancellation before 2 years shall be subject to Yen 10,000 fee

**REQUIRED DOCUMENTS**

1. Residence Card Copy or Driving License Copy (Both are Based on Japan)
2. Passport Copy
3. Bank Passbook or ATM Card Copy
4. Customer Selfie photo holding Residence Card in one Hand to make sure of original check
5. Auto bank payment form shall be filled and provided with proper HANKO (stamp) within 1 week of the date of SIM issued.

Signature: …………………………………………………..

User Full Name: ………………………………………….

Date Of Birth…………………………….………………..

Contact Number………………………….………………..

Signature Date………………………….………………..

***Note:*** *All costs are exclusive of government Taxes.*