

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

This User Agreement outlines the terms, conditions, and responsibilities of customers using the services provided by New IT Venture Corporation ("NITV Telecom"), including Mobile SIM, Pocket Wi-Fi, and Internet Services (collectively referred to as the "Service").

I, Mr./Ms. \_\_\_\_\_, a legal resident of Japan residing at

\_\_\_\_\_, hereby agree to the following Service Terms and Conditions as outlined by NITV Telecom.

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### GENERAL SUBSCRIPTION TERMS AND CONDITIONS

- a. The service is intended for personal use only for KYC verified and registered customer.
- b. All plans has minimum service contract period and early termination is subject to cancellation fee. Details are explained in plans specific additional terms.
- c. At the time of sign-up, customers are required to pay a SIM registration fee along with the first month's base fee for the selected plan.
- d. Upon cancellation, SIM cards, devices or any associated peripherals must be returned to NITV.
- e. Customers must declare their device type are new and updated for Japan Softbank, Docomo and KDDI Carrier Network Compatible.
- f. Monthly Service basic fee are prepaid; while voice, SMS or VAS are billed as postpaid. *Example: By June end, pay base fixed fees for July and Extra charges of April.*
- g. Payments are auto-deducted from registered bank accounts on the 27<sup>th</sup> of each month (If 27 is Holiday then bank will deduct on following working day). Bank registration for Monthly Auto Payment is mandatory. If not registered at the initial months, customers must pay via Smart-Pit Card at convenience stores(Family Mart, Lawson, Sunkus).
- h. If Bank auto deduction from registered bank is failed then customer must pay dues amount via. convenience stores(Family Mart, Lawson, Sunkus) Or bank transfer to NITV Bank Account . Customer will charged 700 yen as extra penalty for per transaction if bank auto failure.
- i. Illegal or unethical use of the SIM, including religious or ideological fraud, is prohibited.
- j. Service Terms (約款) updates shall be published and updated in office service portal [www.nitvtelecom.com](http://www.nitvtelecom.com).
- k. Non-compliance, non-payment, or failure to return items post-cancellation may result in blacklisting and public disclosure. Unpaid bill recovery efforts may include third-party agencies and legal action, with the customer bearing associated costs.
- l. All the prevailed coupons discounts and gifts must be reimbursed, if service is canceled before the minimum contract term.

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### MVNO ISIM (I-SIM) TERMS AND CONDITIONS

- a. **Minimum Contract Period:** 1-year and early cancellation incurs a ¥10,000 fee.
- b. **MNP:** Supported.
- c. **International Calling & Data:** International calls and roaming service are not activated by default.
- d. **Online Mobile Purchases:** Google Pay, Apple Pay, etc., billed as additional charges.
- e. **Talk-Time Options:** Optional Service
  - ¥550/month+ tax for the 5-minutes callings (free calls up to 5 minutes per call)
  - ¥1,100/month + tax for 10-minutes domestic callings (free calls up to 10 minutes per call)
  - ¥1,400/month + tax for unlimited domestic callings
  - Standard call rate at¥22 per minute shall be applied if optional talk time calls are not subscribed.
- f. **Premium/NAVI Numbers:** Calls to numbers like 0570 incur extra charges.
- g. **SIM Delivery:** Dispatched within 1 to 3 business days. Delivery times vary by region.
- h. **SIM Reissue:** Fee of ¥3,850 applies for lost/damaged SIMs.
- i. **Plan Changes:** Customer need to submit plan change request by the 15th of the prior month.
- j. **Non-Payment Suspension:** May take up to 48 hours to reactivate service after payment.
- k. **Monthly Data Allotment:** Customers receive a new data allowance on the 1st day of each month. Any unused data from the previous month will be carried over to the next month.
- l. **Mobile Number Portability (MNP) :** MNP Port-in facility is available from old users using service from different MNO or

MVNO service to NITV MVNO Service. For MNP-out customer must meet following terms.

- All outstandings and MNP-out service fee must be paid.
  - The customer must complete MNP application form.
  - The MNP number will be issued within 48 hours of application verification.
- m. MNP-out Service fee is as below.
- MNP Before 6 months : 10,000 yen
  - MNP After 6 to 12 Months: 6,000 yen
  - MNP After 12 Months: 3,850 yen

**n. SIM Activation and Delivery**

- If OTA SIM cards is taken from affiliated agency then activation shall be completed within 30 minutes after the activation request is placed.
- If a pre-activated physical SIM card is requested and must be shipped from NITV's Tokyo office, it will be dispatched within 1 to 3 business day after subscription.(Please note that delivery times may vary depending on logistics, weather conditions, public holidays, and regional factors, especially for areas outside the Tokyo metropolitan area)

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**PLAN SPECIFIC ADDITIONAL TERMS (BIZ Mobile PLAN)**

- a. **Minimum Contract Period:** 2-years and early cancellation incurs a ¥20,000 fee.
- b. **MNP:** Not supported.
- c. **International Calling & Data:** Charges may reach ¥300/min or more depending on the country. No complaints will be accepted regarding international call tariff.
- d. **Online Mobile Purchases:** Google Pay, Apple Pay, etc., billed as additional charges.
- e. **Talk-Time Options:** Unlimited talk-time is included for domestic calls (Exclusion of NAVI Dial and Paid access).
- f. **Premium/NAVI Numbers:** Calls to numbers like 0570 incur extra charges.
- g. **SIM Delivery:** Pre-activated SIM shall be dispatched within 1 to 3 business days. Delivery times vary by region.
- h. **SIM Reissue:** Fee of ¥3,850 applies for lost/damaged SIMs.
- i. **Plan Changes:** Customer need to submit plan change request by the 15th of the prior month.
- j. **Non-Payment Suspension:** May take up to 48 hours to reactivate service after payment.

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**TECHNICAL & MANDATORY DEVICE CONFIGURATION**

- a. **Mobile Network Configuration (APN Settings)**  
Once the SIM card is activated, customers must configure their device's APN (Access Point Name) settings to access mobile data services:
  - iOS Devices: Simply download and install the APN profile provided by NITV Telecom.
  - Android Devices: Customers must manually enter the APN settings into their device's network settings.  
(Note: APN Setting may not require for BIZ Mobile plans depends on the Mobile device)
- b. **(Device Compatibility Notice:** Devices purchased from outside Japan may not be compatible with Japanese telecom frequency bands. While NITV Telecom will provide support to assist with setup, it cannot be held responsible for device incompatibility issues arising from hardware limitations)
- c. **SIM Card Reissue**  
If the SIM card is lost or damaged, a replacement SIM (with the same or a new number) can be issued. A reissue fee of ¥3,850 will apply.
- d. **eSIM Reissue Policy**  
For eSIM users, if the customer changes devices or deletes the eSIM profile from their device, a reissue fee of ¥3,850 will be charged each time the eSIM is reissued.
- e. **Plan Changes**  
Customers wishing to change their plan must submit a request by the 15th of the month prior to the month in which the change should take effect.

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

- a. **Subscription:** Customers are required to pay the first month's bill along with the activation charge at the time of application. A device security deposit may also apply for those who have not completed bank account registration for

monthly bill payment.

**b. Loss or Damage Liability:** The customer is fully responsible for any loss or damage to the rented device or SIM card. In such cases, the following replacement fees will apply:

- Pocket Wi-Fi device/SIM: ¥10,000

**c. Return Policy Upon Cancellation:** In the event of service cancellation, the rented device and SIM card must be returned within one (1) week of the cancellation date. Failure to return the items may result in additional charges.

**d. Contract Period and Early Termination:** The minimum contract period for device rental is 2 years. Early termination before the completion of this period will incur a cancellation fee of ¥10,000.

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#### PAYMENT TERMS

- Payment Obligation:** The user agrees to follow NITV Telecom's designated payment methods to settle all monthly service charges as per the terms outlined in the contract.
- Mandatory Bank Auto Transfer:** All customers are required to complete and submit the bank auto-debit registration form accurately. This is the primary method for monthly payment collection.
- Billing Structure:** The Fixed Basic Plan Fee is charged in advance. Voice call charges and other variable usage fees are billed postpaid, based on usage.
- Billing Commencement:** Billing begins on the date the SIM card is issued, following the approval of the customer's application.
- SIM Setup Responsibility:** NITV Telecom will issue a SIM card as per the user's request, and billing will begin from the date of issuance. It is the customer's sole responsibility to properly set up the SIM card in a SIM-free and Japan-compatible device. A setup manual will be provided with the SIM.
- Failed Bank Transfers:** If a bank auto-transfer fails on the first attempt due to insufficient funds, a reprocessing support fee of ¥700 will be added to the second attempt.
- Late Payment Penalty:** A late fee of ¥700 will be charged if the monthly payment is not completed by the due date. This fee will be added to the following month's invoice.
- Billing Statement Availability:** Detailed billing statements will be available only after 45 days from the billing date.
- Payment Misbehavior and Service Termination**
  - If payment is not received within the end of the month, the SIM will be temporarily stopped.
  - If payment is still not received by the 15th of the following month, the SIM will be permanently deactivated, and the original phone number will be unrecoverable.
  - In this case, the customer must pay all outstanding charges and cancellation fees within 30 days.
  - Failure to settle dues within this period may result in legal action in accordance with Japanese law.

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#### Support Terms

- Billing Inquiries:** Billing-related inquiries are handled only during office hours, which are from 10:00 AM to 6:00 PM, based on the Japanese calendar (excluding weekends and public holidays). For assistance, please contact our office directly at 03-5650-5430.
- Processing Time for Plan and Billing Changes:** Requests related to plan changes, billing updates, or payment adjustments may require up to 45 days to be fully processed.
- Service Quality and Network Responsibility:** Since NITV Telecom is an MVNO and thus depends on infrastructure provided by major carriers such as SoftBank, DOCOMO, AU, and others. For any network interruptions, weak signals, or network downtimes, NITV shall not provide any kind of compensations for such disruptions.
- Authorized Support Channels:** Customer service and support for all NITV Telecom plans and services are available exclusively through NITV or its authorized dealers. While our network may operate on infrastructure similar to providers like Docomo, SoftBank or Y!mobile, we have no affiliation with these carriers' retail stores or outlets. These third-party shops are not authorized to access customer information or provide support for NITV Telecom users. Any attempt to seek service through such outlets is considered unauthorized and may lead to incorrect handling.
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#### REQUIRED DOCUMENTS

- Residence Card Copy or Driving License Copy (Both are Based on Japan)
- Passport Copy
- Bank Passbook or ATM Card Copy
- Customer Selfie photo holding Residence Card in one Hand to make sure of original check

e. Auto bank payment form shall be filled and provided with proper HANKO (stamp) within 1 week of the date of SIM issued.

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**SERVICE SUBSCRIPTION DECLARATION**

I hereby subscribe to the selected service(s) and confirm that I have read, understood, and fully accept all the terms and conditions outlined in this Service Agreement. I have no further complaints regarding the content of this agreement.

MVNO i-SIM

BIZ SIM

POCKET Wi-Fi

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

**Full Name:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

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

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