【Japan Rental Terms and Conditions】

Ver. 2018/6/26

☐Payment (store pickup option)

・Basic rental service fee and other optional fee shall be paid at the time of picking up.
・The fee for usage shall be paid at the time of return.
*Rental fees must be paid with credit card/debit card only. We require your credit card information as a security deposit.

☐ID Check

*Govermment or State issued photo ID is required at time of singning rental agreement
under the guidance of Japan Ministry of Internal Affairs and Communications National Police Agency.
(http://www.soumu.go.jp/main_sosiki/joho_tsusin/d_syohi/050526_1.files/keitai-e.pdf)

【Pocket Wi-Fi】Unlimited (Softbank)

・Data communication may be interrupted due to the coverage and bad reception.
・Additional data usage will be charged when used in other countries other than Japan.

【Basic Phone】Pay as you go (au)

☐Calling Rate

・Domestic outgoing call rate is $1/min.
・Incoming call within Japan is free.
・Listening to voice mail is considered sa a call; it will be charged for the length of the usage.
・Please only use in Japan. If you call outside Japan (ex. in US), international roaming fee will be charged.
・International calling rates to US is $1.50/min. and international calling rates may vary based on the country you are calling to.

☐C mail (Text message / SMS)

・C-mail (Text message or SMS) is charged $0.05/message when sent. (Receiving message is free)
・Sending text message to US is $1.50/message.
・Text message is charged when text message is completely sent.

☐Data

・Data communication may be interrupted due to the coverage and bad reception.
・Additional data usage will be charged when used in other countries other than Japan.
・Data (Ezweb) use on this plan is $0.25/packet (0.125KB).
※1KB=8 packet　The maximum charge for data usaga is $60/month.

【Basic Phone】Unlimited Talk (Softbank)

☐Calling Rate

・Domestic outgoing call is unlimited. Incoming call within Japan is free.
*Outging call to third party service number is $1/min.
Ex. Directory assisntace service (104), satellite maritime mobile radio telephone, navigation dial (starts with 0570, 0180),
・Please only use in Japan. If you call outside Japan (ex. in US), international roaming fee will be charged.
・International calling rates to US is $1.50/min. and international calling rates may vary based on the country you are calling to.

☐Text message (SMS)

・Text message charge is included in the calling minutes. All receiving texts in Japan is free.
(1～13 text messages is equivalent to 1 min of regular calling.)
・Sending text message to US is $1.50/message.
・Text message is charged when text message is completely sent.

☐Data

・Data is not avaible for this plan.

【iPhone】(Softbank)

☐Calling Rate

・Domestic outgoing call charges is $1/min.
・Incoming call within Japan is free.
・Listening to voice mail is considered as a call; it will be charged for the length of the usage.
・Please only use in Japan. If you call outside Japan (ex. in US), international roaming fee will be charged.
・International calling rates to US is $1.50/min. and international calling rates may vary based on the country you are calling to.

☐Text message / SMS

・Text message charge is included in the calling minutes. All receiving texts in Japan is free.
(1～13 text messages is equivalent to 1 min of regular calling.)
・Sending text message to US is $1.50/message.
・Text message is charged when text message is completely sent.

☐Data

・Data communication may be interrupted due to the coverage and bad reception.
・Additional data usage will be charged when used in other countries other than Japan.
・The tethering may not work for various reasons; including use environment, the traffic amount, and device compatibility.
・If data transfer usage exceeds 1GB within a three day period, your data speed may be restricted.
Also if monthly data transfer usage exceeds 7GB, transfer speeds (both upstream and downstream) will be limited to 128Kbps for the rest of tl

【All Plans】

1. Cancellation is accepted up to 3 days prior to the date of pickup with no charge.
2. $30 cancellation fee will be applied from 2 days prior to the date of pickup.
3. Rental fee is non-refundable after the phone is picked up and paid for.

☐Extension

1. If extension of rental period is needed, you must contact us as soon as possible. Extension can be arranged with the extension fee and the regular rental rate for the extended period.
2. Please have your name, rental cell phone number, and your credit card number that you used on the rental application when you contact us for the rental extension.

■Extension Fee

If you contact us 3 days prior to the end of rental period	No Charge
If you contact us within 2 days of the end of rental period	$5.00 ＋Rental Fee
If rental period is extended without any notice	$15.00 ＋Rental Fee

☐Insurance Option

(Basic phones / Pocket Wi-Fi) Non-Insured Customer：Broken, Wet, Lost or Stolen $400

Option 1: 50% Copayment (Broken Wet, Lost or Stolen $200) ・・・$7.00/device
Option 2: 20% Copayment (Broken Wet, Lost or Stolen $80) ・・・ $2.00/day
Option 3: 0% Copayment (Broken Wet, Lost or Stolen $0) ・・・ $3.00/day

(iPhone) Non-Insured Customer：Broken, Wet, Lost or Stolen $950
Option 1: 50% Copayment (Broken Wet, Lost or Stolen $475) ・・・$7.00/device
Option 2: 20% Copayment (Broken Wet, Lost or Stolen $190) ・・・ $2.00/day
Option 3: 0% Copayment (Broken Wet, Lost or Stolen $0) ・・・ $5.00/day

1. Please contact us as soon as possible if the phone is lost or stolen.
2. Insurance period will be counted base on return date. (Daily insurance fee is charged until the day you actual return the device)
3. Insurance fee is charged for number of extention days.
4. Accessories and Chargers are not covered by insurance (including full coerage option) and additinal fee is applied.
5. Any calls/data made by a third party during the rental period shall be paid for by the customer.
6. If you negrect to obtain a police report in Japan, up to 20% copayment ($80) may be charged.

☐Coverage Area

・Please check with each area map on each website for the coverage before your trip.
Basic Phone Plan A（au）… http://www.au.kddi.com/mobile/area/map/
Basic Phone Plan B/iPhone/Wi-Fi Plan（ SoftBank）… http://www.softbank.jp/mobile/network/area/map/

☐Disclaimer

・Village USA Inc. Group (Japan Wireless Mitsuwa Torrance and Japan Wireless Mituwas San Diego) is not responsible for the following.
*Even if used in the covered area, mobile service may have connection problem due to environmental factors; such as being underground or the building structure.
*The rental mobile device may have problems even if used normally.
*Any secondary damage or loss caused by not being able to use the phone.