

# H2O Wireless Japan Terms & Condition



**PLEASE READ THESE terms and conditions carefully and make sure that you understand each provision as they contain important information about the services provided to you and our use of certain information.**

## 1. Terms of Service

YOU ACCEPT THIS AGREEMENT WHEN YOU:

- ACCEPT THE SERVICES THROUGH ANY PRINTED, ORAL, OR ELECTRONIC STATEMENT
- ATTEMPT TO OR IN ANY WAY ACTIVATE AND/OR USE THE SERVICES
- PAY FOR ANY SERVICE
- OPEN PRODUCT PACKAGE

## 2. Plan and Payment

This prepaid service is active at the time of your purchase of a prepaid device or upon first call. Account balances are not refundable, transferable, or redeemable for cash or credit at any circumstances. Additional Taxes and fees may be applied.

### Monthly Plan (30-DAY)

	Rate	US Domestic Service			International Call and Text *1		
		4G LTE Data*2	Call and Text	2G Data	Free Credit	Free Call	Text
MONTH LTE PLAN 30	\$30	5GB /mo.	Unlimited	Unlimited	\$10 credit	50 + countries	Unlimited
MONTH LTE PLAN 40	\$40	10GB /mo.			\$20 credit		
MONTH LTE PLAN 50	\$50	15GB /mo.			\$20 credit		
MONTH LTE PLAN 60	\$60	Unlimited			\$20 credit		

### General Service

- This service is for personal use in the U.S. only.
- Both domestic and international roaming are not available with any h2o Service
- "h2o Wireless Japan" may offer different services and rates from "h2o Wireless."
- h2o Wireless Monthly plans ("Monthly Plan") are good for a period of 30 days at the applicable charge and expire at 11:59 p.m. C.S.T. on the 30<sup>th</sup> day;
- Prepaid account balances and original shipping and handling fees are not refundable. Unused Data/Bonus Data/Refills/promotions are not redeemable for cash, have no cash value, are not transferable or refundable.
- Plans/rates/fees/promotions subject to change without notice.
- We do not guarantee the availability of the wireless network or any Services. Services may be interrupted, delayed, or otherwise limited for a variety of reasons, including, but not limited to, environmental conditions, unavailability of radio frequency channels, system capacity and constraints, priority access by National Security and Emergency Preparedness personnel in the event of a disaster or emergency, coordination with other systems, equipment modifications and repairs, and problems with the facilities of interconnecting carriers.

### \*1 International Calling and Messaging

- All international calling is provided by EBB Connect, Inc. ("EBB"). EBB is the carrier of record for international calling made by end-users. EBB is responsible for origination, transport, and termination of calls through its network providers. EBB shall either directly or through billing agreements, invoice its end-users for usage, or if the product has unlimited usage, for the set amount designated for such unlimited use product. For service issues, EBB Connect may be contacted at [support@ebbconnect.com](mailto:support@ebbconnect.com)
- Unlimited landline calls to 50+ countries; select countries also include unlimited calls to cell phones. International calling rates apply to all other countries. Landline and cell phone rates may vary. Please visit website for detail. <https://h2owirelessjapan.com/international-call>
- International talk credit does not roll over upon monthly plan expiration; credit cannot be replenished if used prior to the expiration of your monthly plan.

### \*2 Data Service and Restrictions

- Download speeds max of 8Mbps (LTE)/4Mbps (4G). Videos stream at DVD Quality (480p).
- For the h2o@ Wireless \$60 Monthly Unlimited Plan, customers will receive 30 GB of data per line in a monthly cycle; after 30 GB data is used, customers will receive unlimited 2G data until expiration of monthly plan.
- Data up to 4G LTE speeds for selected plan allotment if applicable, then reduced to 2G thereafter.
- "Unlimited" does not mean unreasonable commercial/monitoring/abusive use; see full terms on our website for all prohibited uses.
- Unused accumulated data, including Bonus Data, is forfeited if you switch between plans, terminate or fail to renew your plan before expiration.
- If you use wireless services in any manner that is prohibited, we (i) may interrupt, suspend, cancel, or terminate your wireless data services without advance notice; and (ii) take any action to protect our networks and/or our rights and interests.
- You are responsible for all data activity from and to your Equipment, regardless of who initiates the activity.

## Tethering (personal hotspot)

- Hotspot requires enrollment in the \$60 Monthly Unlimited plan and the use of an eligible device. Eligible devices include iPhone X, iPhone 8 Plus, iPhone 8, iPhone 7 Plus, iPhone 7, iPhone SE, iPhone 6S Plus, iPhone 6S, iPhone 6 Plus, iPhone 6, iPhone 5S -A1532, iPhone 5C -A1428, iPhone 5 -A1533, and iPhone 5 GSM; eligible Android devices vary by device.
- 30 GB LTE Data limits apply to total usage on the \$60 Monthly Unlimited plan, including hotspot usage. Once LTE Data has been depleted, hotspot is available at 2G speeds. Device connection limit varies by hotspot device.

## Visual Voicemail

- Visual Voicemail is supported models below;  
iPhone X, iPhone 8 Plus, iPhone 8, iPhone 7 Plus, iPhone 7, iPhone SE, iPhone 6s Plus, iPhone 6s, iPhone 6, iPhone 5S -A1432, iPhone 5C -A1428, iPhone 5 -A1533, iPhone 5 GSM

## Plan Change

- Contact customer service [✉customer@h2owirelessjapan.com](mailto:customer@h2owirelessjapan.com) (Please include registered name and phone number)
- You may change plan any time during a cycle, but if you switch between plans or renew a plan before expiration, the features associated with your prior plan will no longer be available.

## Auto Recharge

- Each monthly plan is good for a period of 30 days at the applicable charge and expire at 11:59PM CST (9:59PM PST) on the 30th day and the charge is shown as "h2o Wireless" on your credit card statement.
- The service will be terminated if financial institution (registered credit/debit card) ever declines automatic payment for any reason. Emergency calls only when monthly balance is expired.
- Your account and phone number will be cancelled if the balance remains at \$0 for 30 consecutive days or more. Credits cannot be transferred from one account to another.

## Cancel service

- Please call or email customer service to cancel or temporary terminate the service.  
**☎1-877-890-5001(9AM-5PM PST for operator or 24-7 for voice prompts) OR ✉customer@h2owirelessjapan.com**
- NOTE: You will not be entitled to any refund or credit for the unused portion of your account balance if you decide to cancel Service before your monthly service period ends or when you neglect to request cancellation.
- If you wish to use Services after your account has been de-activated, call Customer Service for reactivation. There may be a charge to reactivate and we cannot ensure and do not guarantee that the same phone number will be available. New SIM card is

## Tax and Charges

- You agree that you are responsible for the payment of, and shall pay, beginning on or about May 1, 2019, all required taxes, fees, and surcharges ("Taxes and Fees") that are currently due and owing as a result of any and all federal, state and local statutes, regulations and/or ordinances, or may become due and owing as a result of any new federal, state and local statutes, regulations and/or ordinances that may be passed, on you prepaid account, without limitation.
- Whether or not we are able to give advance notice of the imposition of Taxes and Fees, by purchasing h2o Services and Devices, you expressly agree to pay all applicable Taxes and Fees, as calculated by the zip code associated with your h2o account.

## Supported Devices

- Compatible device: AT&T or Unlocked GSM basic phone or smart phone with the following frequencies:  
LTE GSM (Band 2/1900 MHz, Band 4/1700 MHz, Band 5/800MHz and Band 17/ 700 MHz) and  
3G GSM (850/1900 MHz). 2G device is not supported. We do not guarantee the availability of the wireless network or any Services with any device other than provided by us.
- Only certain iPhone devices can be used on the network for picture messaging or FaceTime; iPhone X, iPhone 8 Plus, iPhone 8, iPhone 7 Plus, iPhone 7, iPhone SE, iPhone 6s Plus, iPhone 6s, iPhone 6, iPhone 5S -A1432, iPhone 5C -A1428, iPhone 5 -A1533, iPhone 5 GSM can be used on the network for picture messaging or FaceTime; all other iPhone devices cannot be used on the network for picture.

## Disclaimer of Warranties

1. We do not manufacture any Device or SIM card that are associated with our Services and as such we are not responsible for any defects, acts, or omissions of the manufacturer including any warranties, patent or licensing obligations. The only warranties on your Device are any limited warranties extended by the manufacturer directly to you or passed on to you through the vendor you purchased the phone from.
  2. The network speed or performance may vary depending on your device and operation system.
  3. Damage caused by improper installation or failure to follow H2O Wireless Japan or the manufacturer's instructions.
  4. Corruption or loss of data, pictures, video or any media present on any hard drive, storage device.
  5. Damage caused by accident, abuse, neglect, misuse (including faulty installation, repair, or maintenance by anyone other than authorized repair center, unauthorized modification, extreme environment (including extreme temperature or humidity), extreme physical or electrical stress or interference, fluctuation or surges of electrical power, lightning, static electricity, fire, acts of God or other external causes
- NOTE: Please be aware that the Third Party Services such as free applications may collect Personal Information from you, and may download cookies to your device (computer or mobile phone). They may also use other technologies which personalize and measure the effectiveness of their ads.

## CUSTOMER SERVICE for H2O Wireless Japan

✉ [customer@h2owirelessjapan.com](mailto:customer@h2owirelessjapan.com) (JPN and ENG)

 [h2owirelessjapan.com](http://h2owirelessjapan.com) (Japanese Only)