Be sure to check this guide.

docomo Hikari Denwa/docomo Hikari TV Option

Notes on usage

In addition to the application forms given out at stores, this document provides important information that requires your careful attention when using docomo Hikari Denwa/docomo Hikari TV Option. If you have any questions about the service or other information, please check the website or other sources.

**docomo Hikari Denwa**

- **Service outline**
  If an NTT East or NTT West HIKARI DENWA line is switched over, etc., some services cannot be used.

- **Usage charges**
  Monthly usage charges and universal service charges are billed in the month following the month of use, and call charges are billed in the second month following the month of use.

- **Initial cost and installation charge**
  Installation work may be required to use docomo Hikari Denwa. If installation work is required, an installation charge will be incurred.

**docomo Hikari TV Option**

- **Service outline**
  Even within the service area, service may not be available depending on factors such as the status of the equipment.

- **Usage charges**
  If you subscribe to SKY PerfecTV! (premium channels), the SKY PerfecTV! usage charge is billed by SKY Perfect JSAT.

- **Initial cost and installation charge**
  Installation work may be required to use docomo Hikari TV Option. If installation work is required, an installation charge will be incurred.

- **Other**

**Notes on usage**

Be sure to check this guide.

**DOCOMO website**

https://www.nttdocomo.co.jp/english/hikari/
"Company change" is the procedure to change to a new DOCOMO Hikari broadband service "docomo Hikari" without changing the equipment, such as the optical line, and phone number you are currently using, or to change docomo Hikari to optical services of other Hikari collaboration companies or FLET'S HIKARI of NTT East/West.

* "Hikari collaboration companies" refer to companies that provide Hikari broadband services that utilize NTT East/West services.

In principle, the subscription details of the HIKARI DENWA service you are using with NTT East or NTT West (hereinafter referred to as NTT East/West) or the IP phone service provided by the other Hikari collaboration company that uses NTT East/West facilities, will continue. The service content will be the same as that provided by NTT East/West.

### Optional services

<table>
<thead>
<tr>
<th>NTT East/West</th>
<th>docomo Hikari Denwa</th>
<th>Monthly usage charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catch Phone</td>
<td>Call Waiting Service</td>
<td>¥300★</td>
</tr>
<tr>
<td>Voice Warp</td>
<td>Call Forwarding Service</td>
<td>¥500★</td>
</tr>
<tr>
<td>Number Display</td>
<td>Caller ID Notification Service</td>
<td>¥400★</td>
</tr>
<tr>
<td>Number Request</td>
<td>Number Request</td>
<td>¥200★</td>
</tr>
<tr>
<td>Nuisance Call Blocking Service</td>
<td>Nuisance Call Blocking Service</td>
<td>¥200★</td>
</tr>
<tr>
<td>Incoming Call Notification Mail</td>
<td>Call Notification Mail</td>
<td>¥100★</td>
</tr>
<tr>
<td>NTT East:Double Channel NTT West:Multiple Channel</td>
<td>Double Channel</td>
<td>¥200</td>
</tr>
<tr>
<td>NTT East:My Number NTT West:Additional Number</td>
<td>Additional Number</td>
<td>¥100/number</td>
</tr>
</tbody>
</table>

★ Included in the monthly usage charge for docomo Hikari Denwa Value.

*Information listed in the phonebook (TOWNPAGE or Hello Page) and information registered with directory assistance (104) (hereinafter referred to as "directory assistance") will be transferred after you subscribe to docomo Hikari Denwa. If you wish to change the listed information, a separate procedure is required after subscribing to docomo Hikari Denwa.

### Difference between IP phone services provided by NTT East/West HIKARI DENWA or other Hikari collaboration companies using NTT East/West facilities

<table>
<thead>
<tr>
<th>Optional and discount services that cannot be continued with docomo Hikari Denwa</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following options and discount services will be cancelled at the same time you subscribe to docomo Hikari Denwa.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Call Select</th>
<th>Videophone Choice Flat Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax Notification Mail</td>
<td>Group Dialing Flat Rate</td>
</tr>
<tr>
<td>Free Access HIKARI WIDE</td>
<td>Optional Service Set Discount (NTT East only)</td>
</tr>
<tr>
<td>HIKARI DENWA #Dial</td>
<td>Specified number notification function (specified number notification function service by NTT West)</td>
</tr>
</tbody>
</table>

### Billing plans

- When using a plan for IP phone service provided by NTT East/West or other Hikari collaboration company that uses NTT East/West facilities which includes free calling, the free calling portion cannot be carried over to docomo Hikari Denwa.
- The Anshin Plan or the Motto Anshin Plan of NTT East/West HIKARI DENWA will be changed to docomo Hikari Denwa <¥500/month>. For users of Basic Plan, Anshin Plan, or Motto Anshin Plan who subscribe to options comparable to that of HIKARI DENWA ACE, will change to docomo Hikari Denwa Value. In this case, an installation charge of ¥2,000 for the change will be incurred.

### Phone number directory assistance charges

The phone number directory assistance charge is a uniform ¥200 per request, regardless of the number of times or the time of day.

### Billing the usage charges

Monthly usage charges are billed in the month following the month of use, and call charges are billed in the second month following the month of use.

All indicated amounts exclude tax.
Especially important information on applying for docomo Hikari Denwa

**Flow of installation work (when installation is for multiple TV sets in a house)**

The two types of installation work are conducted - basic installation work and TV connection installation work.

<table>
<thead>
<tr>
<th>Work</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic work</td>
<td>Approx. 1 hour</td>
</tr>
<tr>
<td>TV connection installation</td>
<td>Approx. 2 hours</td>
</tr>
</tbody>
</table>

### Basic work

- **Basic installation**
  - docomo Hikari commencement work

### TV connection installation work

- **Installation of video circuit-terminating equipment**
- **Connection to equipment within the customer’s home**
- **Confirming TV facilities**

### Additional work

- **Installation of booster (amplifier)**
- **Installation of terminal**
- **Confirmation of TV facilities**

### Work charges

<table>
<thead>
<tr>
<th>Work details</th>
<th>Work charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic installation</td>
<td>same as new application for docomo Hikari: ¥3,000</td>
</tr>
<tr>
<td>TV connection installation work</td>
<td>¥6,500</td>
</tr>
<tr>
<td>Additional work (examples)</td>
<td>Same time as new application for docomo Hikari: ¥3,000</td>
</tr>
<tr>
<td>TV connection installation work</td>
<td>2 to 4 TVs: ¥19,800</td>
</tr>
<tr>
<td>Additional work (examples)</td>
<td>If you are using docomo Hikari: ¥7,500</td>
</tr>
<tr>
<td>TV connection installation work</td>
<td>Installation of booster (amplifier) to maintain the quality of the TV signal: ¥12,000</td>
</tr>
<tr>
<td>Additional work (examples)</td>
<td>Connection of terminal required for each TV from the 5th TV connected: ¥3,300/TV</td>
</tr>
</tbody>
</table>

1. Circumstances inside customer’s home will be checked to determine the location of installation. (Because the TV will be connected using a coaxial cable, if in the same room, it is recommended that the equipment be placed near the TV.)
2. Can also be performed by yourself or TV connection installation worker
3. When the video circuit-terminating equipment and TV are installed in separate rooms, the same charges may be billed as when two to four TVs are connected.

All indicated amounts exclude tax.
docomo Hikari Denwa service

- docomo Hikari Denwa is an IP phone service provided by NTT DOCOMO (hereinafter referred to as "DOCOMO") using HIKARI DENWA, which is provided wholesale to DOCOMO by NTT East/West.
- To use docomo Hikari Denwa, subscription to docomo Hikari is required.
- docomo Hikari Denwa can be used within the HIKARI DENWA area provided by NTT East/West.
- In case of a power outage, you cannot make calls, including emergency calls.
- If you use docomo Hikari Denwa, a docomo Hikari Denwa compatible rental router provided by DOCOMO is required.
- The phone number being used for docomo Hikari Denwa cannot be continued for HIKARI DENWA OFFICE Type or HIKARI DENWA OFFICE ACE provided by NTT East/West.
- If a customer changes the installation location (moving, etc.), it may not be possible to continue to use the same phone number.
- DOCOMO will contact you when the application details of your docomo Hikari Denwa subscription may need to be confirmed. If the subscriber cannot be contacted and service cannot start, your application may be cancelled after a certain period of time.

About switchover/company change

- If you wish to receive an itemized statement of docomo Hikari Denwa calls, you need to apply again when switching over or changing companies regardless of whether you received itemized statements of IP phone services while subscribing to the HIKARI DENWA service of NTT East/West or other Hikari collaboration company that uses the facilities of NTT East/West.
- A customer who uses an Internet gateway (HIKARI DENWA compatible terminal) currently in use can, in principle, continue to be used. However, when plan changes such as speed change or cancellation of HIKARI DENWA are requested at the same time as switchover or company change, some devices may need to be changed.
- In the case of a company change to docomo Hikari Denwa and using a special Hikari Denwa router provided by the company before the change (hereinafter referred to as the other company’s Hikari Denwa router), you will not be able to use the other company’s Hikari Denwa router after completion of the company change installation. If you used the other company’s Hikari Denwa router, DOCOMO will send you a docomo Hikari Denwa router, so please replace the router and perform the setup again. (For how to return the other company’s Hikari Denwa router and other information, please contact the company before the change.)

About continuous use of phone number

- You can use the phone number of the landline phone service you are currently with using docomo Hikari Denwa in any of the following cases.
  - When switching over from HIKARI DENWA provided by NTT East/West or when changing companies from other Hikari collaboration company
  - Number portability from an NTT East/West Analog line or ISDN line (hereinafter referred to as “Analog line, etc.”)
  - Number portability from a non-NTT East/W!st phone service with which you continued to use a phone number originally issued for an NTT East/West Analog line, etc. through number portability.
- After cancelling docomo Hikari Denwa, you can continue to use the phone number you were using with docomo Hikari Denwa with another landline phone service in any of the following cases.
  - Changing companies to NTT East/West or other Hikari collaboration company
  - Number portability to a non-NTT East/West phone service or an NTT East/West Analog line, etc. (*Provided that the phone number was issued for an Analog line, etc.)

<About number portability to docomo Hikari Denwa>

- If you wish to use number portability, the following information for the telephone service you currently use is required. Installation work cannot be conducted if the information below contains errors.
  - Name of the carrier providing the service, name of the telephone service, subscriber name (kanji and kana), installation address, telephone number
  - An NTT East/West Analog line, etc. is switched over to docomo Hikari Denwa using number portability, the Analog line, etc. must be suspended or cancelled.

Precautions regarding service suspension

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>If an NTT East/West Analog line, etc., is suspended, service suspension</td>
<td>Installation work charges are billed separately by NTT East/West. After</td>
</tr>
<tr>
<td>installation work completion, then a further period of 5 years (total</td>
<td>the work is completed, a suspension sheet listing the suspended number is</td>
</tr>
<tr>
<td>10 years) passes, without application of further suspension or reuse from</td>
<td>sent from NTT East/West. If a period of 5 years passes, then a further period of</td>
</tr>
<tr>
<td>the customer to NTT East/West, the service will be canceled.</td>
<td>5 years (total 10 years) passes without application of further suspension</td>
</tr>
</tbody>
</table>

- In the case of a telephone subscription with no title such as Analog Lite Plan, you will not be sent a notice of suspension.
- According to the suspension or cancellation of service for an NTT East/West Analog line, etc., services (such as discount services) provided by NTT East/West on the phone number to be suspended will be cancelled.
- If you switch an NTT East/West Analog line, etc. over to docomo Hikari Denwa by number portability, you cannot continue to use the telephone machine you rented from NTT East/West. If you fail to carry out procedures to cancel your rental contract with NTT East/West, application for docomo Hikari Denwa may not be completed.
- docomo Hikari Denwa does not support the My Line service. My Line subscription of customers using docomo Hikari Denwa by number portability will be cancelled.
- My Line is a telephone carrier selection service that lets you make calls through a particular carrier without having to dial the identification code of that carrier, by registering the carrier in advance.

- If you subscribe to the service of another phone carrier, such as a discount service where a flat-rate charge applies or a service where a monthly usage charge applies, please inform that company of your intention to cancel, if necessary. Charges may apply regardless of actual use.
- Some functions of Call Forwarding Service differ from those of the Voice Warp service of an NTT East/West Analog line. For details, please refer to the DOCOMO website (services for docomo Hikari Denwa).
- When an NTT East/West Analog line, etc. is switched over to docomo Hikari Denwa through number portability, the subscriber information (name/company name, address, contact address, optional service usage, etc.) held by NTT East/West may be disclosed to DOCOMO in order to enable procedures to be conducted smoothly. The subscriber information supplied by NTT East/West will be used only for completing the procedures for docomo Hikari Denwa application through number portability.
- If you apply to change from an NTT East/West Analog line, etc. or the phone service of another company to docomo Hikari Denwa and continue to use the same number, it will be assumed that you have obtained the consent of the subscriber of the current telephone service.

Emergency reports

- If an emergency number (110/119/118) is dialed, the address, name, and phone number of the docomo Hikari Denwa user is notified to the destination police, fire, or maritime safety organization (excluding some fire departments) regardless of caller ID notification settings. In addition, if “184” is added to the number dialed, the information will not be notified. However, if the emergency organization determines that there is an urgent risk to human life, etc., the organization may obtain the address, name, and phone number of the user.
□Installation work

- If docomo Hikari is not available due to the status of your building facility, etc., docomo Hikari Denwa will also not be available. In that case, the phone number newly issued at the application of docomo Hikari Denwa cannot be used for NTT East/West Analog line, etc.
- The planned date of service commencement may be changed depending on your location for use and the status of our equipment.
- When docomo Hikari Denwa is applied for or canceled, dispatch work to exchange the devices may be required.
- If you move to another location and your new address is in an area where the HIKARI DENWA service of NTT East/West is not available, docomo Hikari Denwa will no longer be available at your new address. In addition, even if your new address is in an area where the HIKARI DENWA service of NTT East/West is available, docomo Hikari Denwa cannot be used until installation work for docomo Hikari/docomo Hikari Denwa has been completed.
- Please connect the docomo Hikari Denwa compatible router, etc., yourself by 9 a.m. of the commencement day in the case of no onsite installation work.
- In the case of no onsite installation work for docomo Hikari or docomo Hikari Denwa, if you cannot use docomo Hikari Denwa or its optional services or other functions of docomo Hikari Denwa do not work after the installation, please reboot the docomo Hikari Denwa compatible router by yourself. (If the rebooting is not effective, contact DOCOMO.)

□Numbers that cannot be called

- With docomo Hikari Denwa, some numbers cannot be called. For details, refer to the DOCOMO website.
- With docomo Hikari Denwa, you cannot designate a telecommunications carrier when calling (by adding "00xx" to the beginning of the number).
- Some "1xx" numbers such as 114 (Busy Signal Verification) cannot be called.
- If a toll-free number subscriber has opted not to receive calls from IP phones, including docomo Hikari Denwa, it is not possible to call the toll-free number using docomo Hikari Denwa.
- # Dial numbers (provided by landlines etc.) cannot be called.

□For all services used with your phone line

When using reverse-charge services

docomo Hikari Denwa may not be specified by reverse-charge service providers as being eligible for subscription. Please be sure to inform the company you subscribe to directly of your intention to change to docomo Hikari Denwa. It may be necessary to cancel your subscription with such companies.
- Reverse-charge services are services where the receiver of the call pays the call charge for Free Dial, etc.

When using alarm/meter inspection services such as gas meter inspection

The availability of service continuation is different depending on the company subscribed to (such as gas company). Make sure to inform the company subscribed to of your intention to change to docomo Hikari Denwa.

When using security services

The availability of service continuation is different depending on the company subscribed to (such as security company). Make sure to inform the company subscribed to of your intention to change to docomo Hikari Denwa.

□Devices to be used

Some telephones cannot be used with docomo Hikari Denwa, such as those exclusively used for faxing and business phones.

- Some telephone devices such as ISDN compatible telephones, G4 fax machines, etc. cannot be used (some ISDN compatible telephones can be used by adding an adapter etc.).
- Service is not available in G4 mode and other digital communication modes.
- In super G3 mode, service may not be available depending on the communications environment.
- Even in G3 mode, if the other party uses an ISDN line, it may not be possible to send a fax through docomo Hikari Denwa depending on the terminal adapter settings of the other party.

For communications via modem, the quality of communications may be affected by the customer’s home environment, communications device, and line condition.

Installation work may be necessary in cases such as when you use an intercom connected to a business phone or telephone. Confirm therefore with the company that did the work to install the intercom.

(Number of connected devices supported by the docomo Hikari Denwa router)

<table>
<thead>
<tr>
<th>Device type</th>
<th>No. of connected devices supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subscriber telephone (including G3 fax machine)</td>
<td>Up to 2 (with 2 TEL ports)</td>
</tr>
<tr>
<td>Wired IP device (such as videophone device)</td>
<td>Up to 4 (with 4 LAN ports)</td>
</tr>
<tr>
<td>Wireless IP device (such as devices using a wireless LAN card)*</td>
<td>Up to 5</td>
</tr>
</tbody>
</table>

- For wireless connection, application for the wireless LAN function for the docomo Hikari Denwa compatible router (charges apply) is required.
- The “pi-pii-pii” sound when the receiver is picked up

This is a notification sound that informs you when the firmware for the router supplied by DOCOMO to docomo Hikari users (hereinafter referred to as docomo Hikari Denwa compatible router) needs to be updated.
- docomo Hikari Denwa calls can be made and received as usual.

To use Security and/or DataConnect, and High-quality Phone functions, a dedicated device is required.

For docomo Hikari Denwa, please connect the main phone unit directly, using a modular cable (telephone cable). In some cases, the location of the phone may need to be changed.

When the docomo Hikari Denwa compatible router is connected for the first time, it may take about 5 minutes until startup after the power is turned on.

Standalone-type docomo Hikari Denwa compatible routers must be directly connected to the circuit-terminating equipment via LAN cable. If devices such as hubs or routers are connected between the docomo Hikari Denwa compatible router and the circuit-terminating equipment, some functions of docomo Hikari Denwa may be limited or may malfunction depending on the specifications of the devices.

When a single IP phone service using an 050 number and docomo Hikari Denwa are used simultaneously, the connection structure and restrictions differ depending on the type of OSO IP phone compatible device used. For details, please refer to the docomo Hikari Denwa user’s guide on the DOCOMO website.

When using wireless LAN, set the security functions (such as encryption of communications) to prevent eavesdropping, information falsification, and spoofing by third parties.

The docomo Hikari subscription may be cancelled if the connection cannot be confirmed by DOCOMO within 90 days after the date of work reserved for non-onsite installation. Note that we may contact you regarding equipment connection.
Precautions at time of cancellation

- If a docomo Hikari Denwa or NTT East/West HIKARI DENWA phone number is to be continued through number portability as the phone number of such as an NTT East/West Analog line, it is necessary to request number portability to NTT East/West and complete the switchover work before cancelling docomo Hikari, and the procedure of cancelling docomo Hikari Denwa.
- Once the switchover work to such as NTT East/West Analog phone is completed, docomo Hikari Denwa will be terminated automatically.
- Procedure to cancel docomo Hikari is possible after cancellation of docomo Hikari Denwa is completed.
- Various connected devices may need to be returned/replaced as a result of cancelling docomo Hikari Denwa. Furthermore, the Internet settings may need to be reconfigured.
- If you are renting a wireless LAN router from DOCOMO in the NTT West area, you will not be able to use the wireless LAN function as a result of cancelling docomo Hikari Denwa.

International calls

- If you want to make international calls, please contact DOCOMO to have the restriction of international calls released. Please apply at a docomo Shop or information center nearby.
- When using the international call service, be careful of unauthorized phone use by third parties and other such risks.
- For international calls, caller ID notifications might not be available depending on the status of the equipment of the relay carrier’s network in the other party’s country. Therefore, we cannot guarantee the display of notifications on the other party’s device.

Phonebook (Hello Page) listing and directory assistance (104)

- Separate application is required for having details listed in the phonebook or registration to directory assistance.
- When switching over to docomo Hikari Denwa from an NTT East/West HIKARI DENWA or IP phone service provided by the other Hikari collaboration company that uses NTT East/West facilities, the details listed in the phonebook and registered to directory assistance before switchover or company change will be carried over.
- Customers whose Analog line, etc. is already listed in the phonebook or registered to directory assistance need to apply again.
- Please note that if the application is not made, the details listed in the phonebook or registered to directory assistance will be deleted. Also, the deletion of the details listed in the phonebook will take effect at the time of the next phonebook revision (once a year).
- You can, in principal, list any name you wish in the phonebook, but some notation such as non-standard characters or names contrary to common decency may not be able to be used.
- One listing is free for each phone number. If you would like two or more listings, a duplicate listing fee of ¥500/year applies for each additional listing at the time of each revision. As the same applies each time the phonebook is revised, please contact NTT Town Page or the docomo Hikari Service Center if you no longer require the duplicate listing.
- When docomo Hikari Denwa is used under a corporate name, NTT Town Page may contact the subscriber in regard to the listing, etc.
- If you applied to have your phone number listed in the phonebook or registered to directory assistance at the same time as newly applying for docomo Hikari Denwa, you will need to fill out the application form that is mailed to you after service commencement and send it back to DOCOMO.
- It is conditional to be listed in the phonebook (Hello Page [Corporate Edition]) to have your phone number listed in the Town Page and it is necessary for the customer to apply to the TOWNPAGE Customer Consultation Center directly (registration completion will be about 10 days after reception of the application form at DOCOMO).

All indicated amounts exclude tax.
The charge start date of the monthly usage charge for docomo Hikari Denwa is the day when DOCOMO confirms that provision of the docomo Hikari Denwa service is possible. The monthly usage charge is billed at a daily rate from the charge start date. However, call charges and communications charges incurred before the monthly usage charge start date will be billed.

Monthly usage charges and universal service charges are billed even in months when call charges and communications charges are not incurred.

The day the customer applies for cancellation is regarded as the cancellation date. If cancellation is made in the middle of the month, the monthly usage charge and universal service charge will be billed at a daily rate. In addition, call charges and communications charges incurred between the cancellation date and disconnection work date are billed separately. Also, depending on the details of the requests, the cancellation date may be later than the date the cancellation request was made.

Monthly usage charges and universal service charges are billed in the month following the month of use, and call and communications charges are billed in the second month following the month of use. However, if the charge start date is the end of the month, the monthly usage charge and universal service charge may be adding to and charged together with charges in the following month or later.

- The universal service charge is a fee to ensure the provision of universal services (services that Telecommunications Business Law prescribes as "ensured to be provided across the whole of Japan"). The unit cost (monthly amount) per number is published on the website (http://www.tca.or.jp/universalservice/) every 6 months after being calculated by the universal service support organization.

Usage charges for docomo Hikari Denwa are billed by DOCOMO or NTT Finance together with usage charges for docomo Hikari.

Usage of docomo Hikari Denwa may be suspended in the following cases.
- When the usage charges have not been paid even though the payment due date has passed.
- When charges are paid on the day of service suspension (during the service suspension procedure).
- When a customer has a mobile phone subscription and docomo Hikari or other subscription under the same name and service is suspended for one of those subscriptions (service for other subscriptions may also be suspended).

After charges are paid for a suspended docomo Hikari Denwa line, it may take time for the service to be reactivated.

Calling allowances included in the docomo Hikari Denwa Value basic monthly charge can be carried over to the end of the following month. Allowances not used by the following month will become void. The free calling allowance is applied according to the number of days the basic monthly charge is incurred.

Visit the following page (in Japanese only) on the DOCOMO website for details on monthly usage charges and voice/data communications charges: https://www.nttdocomo.co.jp/hikari/option/index.html
## Initial cost and installation charge

### Installation charge

<table>
<thead>
<tr>
<th>Classification</th>
<th>Unit</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic installation charge³</td>
<td>Per installation</td>
<td>¥1,000</td>
</tr>
<tr>
<td>Onsite installation work (for work to be carried out by the installer)</td>
<td>Per installation</td>
<td>¥4,500</td>
</tr>
<tr>
<td>Videophone/High-quality Phone/ DATACONNECT communications⁴</td>
<td>Per line</td>
<td>¥1,000</td>
</tr>
<tr>
<td>docomo Hikari Denwa Value⁵,⁶</td>
<td>Per line</td>
<td>¥1,000</td>
</tr>
<tr>
<td>Call Waiting Service⁵</td>
<td>Per line</td>
<td>¥1,000</td>
</tr>
<tr>
<td>Call Forwarding Service⁵</td>
<td>Per number</td>
<td>¥1,000</td>
</tr>
<tr>
<td>Caller ID Notification Service⁵</td>
<td>Per line</td>
<td>¥1,000</td>
</tr>
<tr>
<td>Number Request⁵</td>
<td>Per line</td>
<td>¥1,000</td>
</tr>
<tr>
<td>Nuisance Call Blocking Service⁶</td>
<td>Per one line or number</td>
<td>¥1,000</td>
</tr>
<tr>
<td>Call Notification Mail⁵</td>
<td>Per number</td>
<td>¥1,000</td>
</tr>
<tr>
<td>Double Channel⁵</td>
<td>Per channel</td>
<td>¥1,000</td>
</tr>
<tr>
<td>Additional Number⁵</td>
<td>Per number</td>
<td>¥700</td>
</tr>
<tr>
<td>Number transfer⁷</td>
<td>Per number</td>
<td>¥2,000</td>
</tr>
<tr>
<td>Change of caller ID notification setting⁸</td>
<td>Per number</td>
<td>¥700</td>
</tr>
<tr>
<td>Installation charge⁹</td>
<td>Per device</td>
<td>¥1,500</td>
</tr>
<tr>
<td>Configuration charge¹⁰</td>
<td>Per device</td>
<td>¥1,000</td>
</tr>
</tbody>
</table>

### Contract handling fee

- **¥2,000**

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1. When switching over or changing company to docomo Hikari Denwa from an NTT East/West HIKARI DENWA or IP phone service provided by the other Hikari collaboration company that uses NTT East/West facilities, no installation charge will apply. However, when changing between a house-type and condominium-type plan, or if only the wiring method for the condominium type is changed, a docomo Hikari Denwa switch installation charge of ¥1,000 will apply.

2. When application is made at the time of a new subscription, switchover, or company change to docomo Hikari, only the docomo Hikari contract handling fee of ¥3,000 will apply.

3. When docomo Hikari and docomo Hikari Denwa are applied for simultaneously, the basic installation charge for docomo Hikari Denwa does not apply.

4. Applicable installation charge if Videophone or High-quality Phone were not used by May 31, 2010.

5. Does not apply if the installation is carried out at the same time as docomo Hikari Denwa.

6. Charge applies when changing from docomo Hikari Denwa to docomo Hikari Denwa Value. Does not apply when changing from docomo Hikari Denwa Value to docomo Hikari Denwa.

7. This is a cost of using the phone number of a suspended Analog line, etc. with docomo Hikari Denwa. A separate installation charge to suspend the Analog line, etc. must be paid to NTT East/West.

8. Charges for work to enable or disable caller ID notification are not billed if the work is performed at the same time as a new installation or relocation of docomo Hikari Denwa.

9. This is a charge for unpacking, installation, commencement testing, and cleaning up upon installation of a docomo Hikari Denwa compatible router. Incurs if you wish to have onsite installation work, when you are using docomo Hikari and newly apply for docomo Hikari Denwa.

10. This is an installation charge that applies when requesting DOCOMO to configure extension numbers, distinctive ring tones, and other phone settings or to configure the docomo Hikari Denwa compatible router. This charge does not apply if you carry out the work yourself.

- If the total installation work charges for docomo Hikari, docomo Hikari Denwa, and docomo Hikari TV Option (excluding TV connection charges and additional installation charges) in the customer's house exceed ¥29,000, ¥3,500 is added for every ¥29,000 thereafter.

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All indicated amounts exclude tax.
Notes on initial cost and installation charge

■ If the onsite installation is specified for a period of time in the evening, a separate additional dispatch charge is required.
■ The contract handling fee and installation fee are billed together with usage charges in the month following the commencement of use. However, if the date of commencement is at the end of the month, the charge may be billed together with usage charges for the following or subsequent month. Also, the installation charge for docomo Hikari Denwa is billed together with usage charges in the month following the day of installation or later.
■ If an existing docomo Hikari user newly applies for docomo Hikari Denwa and the installation work is carried out, depending on the status of the user’s equipment, the basic installation charge may be billed in the second month or later following the month of use.
■ Initial costs such as the installation charge and contract handling fee for docomo Hikari Denwa are billed by DOCOMO or NTT Finance.
With docomo Hikari Denwa, if you hear only the ringing tone and the person receiving the call (other party) does not respond, or if the destination of a toll-free number is busy (guidance such as “Please wait a moment” is played due to congestion), the connection will be automatically terminated approximately 3 minutes after the number was dialed.

It will take about 4 to 6 seconds from when the last number is dialed. If you want to call immediately, press # after dialing the numbers.

When the forwarding function of Call Forwarding Service is turned on while subscribed to both Double Channel and Call Forwarding Service, the function will work from the first call.

If you have any questions regarding operations or how to configure settings, please refer to the docomo Hikari Denwa user’s guide (in Japanese only) on the DOCOMO website.

Any changes to the conditions of provision, etc., for this service will be notified through the DOCOMO website or other media.
**docomo Hikari TV Option service**

- docomo Hikari TV Option can be used within the FLET'S TV area provided by NTT East/West.
- Even within the service area, service may not be available depending on factors such as the status of the equipment.
- To use docomo Hikari TV Option, subscription to docomo Hikari and TV Viewing Service is required.
- To use docomo Hikari TV Option, video circuit-terminating equipment provided by DOCOMO must be installed in your house.
- DOCOMO will contact you when the application details of your docomo Hikari TV Option subscription need to be confirmed. If the subscriber cannot be contacted and service provision cannot start, your application may be cancelled after a certain period of time.
- Corporate customers can subscribe to docomo Hikari TV Option only if they are using the FLET'S TV service of NTT East/West or video service provided by other Hikari collaboration company that uses NTT East/West facilities for switchover or changing companies to docomo Hikari.
- A television or tuner compatible with terrestrial/BS digital broadcasting is required.
- Condominium type plans can be used only under the optical wiring system of the East Japan area. However, only one TV set can be connected (video circuit-terminating equipment must be in the same room).
- To receive broadcasts of special channels from broadcasters such as SKY PerfectTV!, a subscription to the broadcasting service provided by the broadcaster and a compatible tuner or a dedicated terminal are required separately. For the special channels of broadcasting services such as SKY PerfectTV!, contact the broadcaster directly.
- Services may be temporarily suspended due to facility maintenance or other reasons of NTT East/West or broadcasters.
- If your TV Viewing Service subscription associated with SKY Perfect JSAT is canceled at your request to cancel the TV Viewing Service, etc., DOCOMO may cancel your docomo Hikari TV Option subscription in accordance with the notification from SKY Perfect JSAT.
- Corporate customers can subscribe to docomo Hikari TV Option only if they are using the FLET'S TV service of NTT East/West or video service provided by other Hikari collaboration company that uses NTT East/West facilities for switchover or changing companies to docomo Hikari.
- If you move to another location and your new address is in an area where the FLET'S TV service of NTT East/West is not available, docomo Hikari TV Option will no longer be available at your new address. In addition, even if your new address is in an area where the FLET'S TV service of NTT East/West is available, docomo Hikari TV Option cannot be used until installation work for docomo Hikari/docomo Hikari TV Option has been completed.

**About switchover/changing companies**

- TV Viewing Service subscription entered into between the customer and SKY Perfect JSAT will remain in effect.
- If you subscribe to FLET'S TV service of NTT East/West or video service provided by other Hikari collaboration company that uses NTT East/West facilities, the FLET'S TV service of NTT East/West will change to docomo Hikari TV Option at the same time as switchover or company change of docomo Hikari.
- If you are using SKY PerfectTV! HIKARI Home Type, the equipment will need to be replaced by a worker sent from DOCOMO and installation charges will be billed separately. The docomo Hikari Service Center will contact you regarding the installation on a later date.

**Installation work**

- docomo Hikari TV option may not be available depending on the status of your equipment, etc.
- The planned date of service commencement may be changed depending on your location for use and the status of our equipment.
- In principle, the TV and video circuit-terminating equipment will be installed in the same room. (Because the TV will be connected to the video circuit-terminating equipment using a coaxial cable, it is recommended that the equipment be placed near the TV.)
- If you use a personal computer, etc. in another room, a wireless LAN router may need to be prepared or additional installation charges may apply.
- If you wish to carry out the TV connecting installment work, please prepare coaxial cables, a distributor, and other equipment yourself.
- TV connection installation work means work to connect the TV to the video circuit-terminating equipment (equipment to transform the optical fiber cable passed into the house into the coaxial cable connected to TV etc).
- Even if docomo Hikari and docomo Hikari TV Option are subscribed to at the same time, the installation date or installation technician may differ.
- If you cancel docomo Hikari TV Option, DOCOMO will not remove the coaxial cable in your house. If the coaxial cable needs to be removed in order to return your house to its original state due to moving, etc., please arrange for the removal yourself.
- If you move to another location and your new address is in an area where the FLET'S TV service of NTT East/West is not available, docomo Hikari TV Option will no longer be available at your new address. In addition, even if your new address is in an area where the FLET'S TV service of NTT East/West is available, docomo Hikari TV Option cannot be used until installation work for docomo Hikari/docomo Hikari TV Option has been completed.

**If you will perform the TV connection installation work yourself**

- You will need to prepare a coaxial cable, a distributor, and other equipment yourself. In addition, as for the type of coaxial cable, we recommend 4C-FB or greater around the TV and 5C-FB for wiring within the home. For the distributor, we recommend products made of aluminum die cast and not plastic.

(Example of items needed for TV wiring)

<table>
<thead>
<tr>
<th>Cables</th>
<th>Parts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Image</td>
<td>Name</td>
</tr>
<tr>
<td>Use</td>
<td>Cables to connect the video circuit-terminating equipment to TV sets in each room</td>
</tr>
</tbody>
</table>

*If DOCOMO performs the TV connection installation work, you do not need to prepare these items.*
docomo Hikari TV Option charges

- The monthly usage charge for docomo Hikari TV Option is ¥750 which is the total sum of the docomo Hikari TV Option transmission service usage fee (¥450) and the TV Viewing Service usage fee (¥300).
- NHK receiving fees and viewing fees for paid BS digital broadcasts are not included in the monthly usage charge.
- The charge start date for docomo Hikari TV Option is the day when DOCOMO confirms that provision of the docomo Hikari TV Option service is possible.
- The month including the charge start date is regarded as the month of commencement of use, and the monthly usage charge does not apply in the month of commencement of use.
- The monthly usage charge for docomo Hikari TV Option is, in principle, billed in the month following the month of usage, but may be billed in a subsequent month of the installation work completion date depending on the conditions of the installation work.
- The day the customer applies for cancellation is regarded as the cancellation date. In addition, for the month of cancellation, charges are not calculated at a daily rate and the monthly usage charge for one whole month must be paid.
- The monthly charge for docomo Hikari TV Option (including the TV Viewing Service usage fee) is billed by DOCOMO or NTT Finance together with the monthly charge for docomo Hikari.
- The TV Viewing Service usage registration fee of ¥2,800 and the TV Viewing Service usage fee of ¥300 are billed by DOCOMO or NTT Finance at the request of SKY Perfect JSAT.
- If you are subscribed to SKY PerfecTV! (premium channels), the SKY PerfecTV! usage charge is billed by SKY Perfect JSAT.

All indicated amounts exclude tax.
### docomo Hikari TV Option

**Initial cost and installation charge**

#### Installation charge

<table>
<thead>
<tr>
<th>Classification</th>
<th>Details</th>
<th>Unit</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic installation charge</td>
<td>Work to install video circuit-terminating equipment</td>
<td>Per installation</td>
<td>¥3,000</td>
</tr>
<tr>
<td>Installation work to connect a single TV set</td>
<td>Installation work to connect the TV terminal of each room with one TV set (applicable in cases of more than 4 TV sets)</td>
<td>Per single subscription</td>
<td>¥6,500</td>
</tr>
<tr>
<td>Installation work to connect multiple TV sets (Applicable in the case of 2 to 4 TV sets)</td>
<td>Replacement of in-wall TV terminal and connection to a coaxial cable</td>
<td>Per location</td>
<td>¥3,500</td>
</tr>
<tr>
<td>Coaxial cable new installation</td>
<td>New installation of a coaxial cable of more than 3 m</td>
<td>Per wiring</td>
<td>¥5,000</td>
</tr>
<tr>
<td>Coaxial cord new installation (East Japan)</td>
<td>New installation of a coaxial cable of up to 3 m</td>
<td>Per wiring</td>
<td>¥1,000</td>
</tr>
<tr>
<td>Coaxial cord new installation (West Japan)</td>
<td></td>
<td>Per wiring</td>
<td>¥800</td>
</tr>
<tr>
<td>Booster installation</td>
<td>Work to newly install a booster, adjust the output, and connect the booster with a coaxial cable to boost the video signal</td>
<td>Per TV set</td>
<td>¥12,000</td>
</tr>
<tr>
<td>2-way distributor installation</td>
<td>Work for dividing the video signal into two</td>
<td>Per piece</td>
<td>¥2,800</td>
</tr>
<tr>
<td>3/4-way distributor installation</td>
<td>Work for dividing the video signal into three or four</td>
<td>Per piece</td>
<td>¥4,000</td>
</tr>
<tr>
<td>6/8-way distributor installation</td>
<td>Work for dividing the video signal into six or eight</td>
<td>Per piece</td>
<td>¥6,500</td>
</tr>
<tr>
<td>Terminal configuration installation (East Japan)</td>
<td>Configuration of settings for peripheral TV devices when additional types of installation work not found on the basic menu is performed.</td>
<td>Per TV set</td>
<td>¥1,700</td>
</tr>
<tr>
<td>Coaxial basic installation charge</td>
<td>Installation charge for those who have already installed the TV connection and are applying only for option menu</td>
<td>Per installation</td>
<td>¥4,500</td>
</tr>
</tbody>
</table>

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1. You will not be charged for the installation if you use the FLET'S TV service of NTT East/West or video service provided by the other Hikari collaboration company that uses NTT East/West facilities when switching over or changing company to docomo Hikari.
2. When application is made at the time of a new subscription, switchover, or company change to docomo Hikari, only the docomo Hikari contract handling fee of ¥3,000 will apply.
3. If the video circuit-terminating equipment and TV are in different rooms, the installation charge applicable for multiple TV connections may apply even though only one TV is connected.
4. If a customer who is using docomo Hikari TV Option has additional work performed between the video circuit-terminating equipment and a TV, charges for the work performed will apply in addition to the basic coaxial cable work charge.

If the total installation charge for docomo Hikari, docomo Hikari Denwa, and docomo Hikari TV Option (excluding TV connection installation charges and additional work charges) in the customer’s house exceeds ¥29,000, ¥3,500 is added for every ¥29,000 thereafter.

Charges for basic installation work will apply even if the TV connection could not be installed due to the condition of the equipment in your home.

Depending on your usage environment, work other than the above may occur. In such cases, the installation charge cannot be paid in installments and will be charged, in principle, in a lump sum in the second month following the installation date (in West Japan area only).

The installation charge for docomo Hikari TV Option is, in principle, billed in the following month, but may be billed in a subsequent month of the installation work completion date depending on the conditions of the installment work.

Installation charges differ depending on the type of installation. Furthermore, if additional work is necessary on the day of installation due to the condition of the equipment in your house, additional installation charges will apply.

All indicated amounts exclude tax.
Notes on initial cost and installation charge

- The TV Viewing Service usage registration fee (¥2,800) is billed as an initial cost. However, the registration fee may not apply in cases where the docomo Hikari user information provided by DOCOMO matches the subscriber information held by SKY Perfect JSAT due to reasons such as you being an existing SKY PerfecTV! user applying for docomo Hikari TV Option.

- If the onsite installation is specified for a period of time in the evening, a separate additional dispatch charge is required.

- The contract handling fee is billed together with usage charges in the month following the commencement of use. However, if the date of commencement is at the end of the month, the charge may be billed together with usage charges for the following or subsequent month. Also, the installation charge for docomo Hikari TV Option is billed together with usage charges in the month following the day of installation or later.

- Initial costs such as the installation charge and contract handling fee for docomo Hikari TV Option are billed by DOCOMO or NTT Finance.
Notification of the customer information
Application for docomo Hikari TV Option will result also in simultaneously applying for the broadcasting service TV Viewing Service provided by SKY Perfect JSAT. Therefore, for the purpose to provide TV Viewing Service, customers must consent to having their information (name, address, etc.) notified to SKY Perfect JSAT via NTT East/West.

Video circuit-terminating equipment rented from DOCOMO
If a device rented from DOCOMO is lost or damaged, a charge equivalent to the cost of the device may be billed.

Programs able to be viewed by docomo Hikari TV Option are different in each service area. Some programs able to be viewed by antenna might not be received. For details of programs available for viewing, refer to the DOCOMO website (Available areas and providing conditions of SKY PerfectTV/docomo Hikari TV Option) (in Japanese only).
Inquiries

Inquiries regarding docomo Hikari Denwa/docomo Hikari TV Option installation and cancellation/changes after your application

docomo Hikari Service Center

For inquiries in foreign languages 0120-005-250 (toll free)

Business hours: 10 a.m. to 8 p.m. (open all year round)
- Service is available in English, Portuguese, Chinese, and Spanish.

For inquiries in Japanese

DOCOMO mobile phones No prefix 15715 (toll free)
*Cannot be called from landline phones.

Other phones 0120-766-156 (toll free)
*May not be accessible from some IP phones.

Business hours: 9 a.m. to 9 p.m. (open all year round)

*The docomo Hikari Service Center will contact you via telephone or SMS if it needs to verify the application details. Please read the barcode for registration and register to your Phonebook.

Inquiries regarding malfunctions

For inquiries in foreign languages 0120-005-250 (toll free)

Business hours: 9 a.m. to 8 p.m. (open all year round)
- Service is available in English, Portuguese, Chinese, and Spanish.

For inquiries in Japanese

DOCOMO mobile phones No prefix 113 (toll free)
*Cannot be called from landline phones.

Other phones 0120-800-000 (toll free)
*May not be accessible from some IP phones.

Business hours: 24 hours a day

Inquiries regarding services provided by companies other than DOCOMO such as NTT East/West

Please check the documents sent from each company.

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Procedures and inquiries on billing plan changes, cancellation, etc. regarding docomo Hikari Denwa/docomo Hikari TV Option

docomo Information Center

For inquiries in foreign languages 0120-005-250 (toll free)

Business hours: 9 a.m. to 8 p.m. (open all year round)
- Service is available in English, Portuguese, Chinese, and Spanish.

For inquiries in Japanese

DOCOMO mobile phones No prefix 151 (toll free)
*Cannot be called from landline phones.

Other phones 0120-800-000 (toll free)
*May not be accessible from some IP phones.

Business hours: 9 a.m. to 8 p.m. (open all year round)

The content of this guide is valid as of March 2020. March 2020

NTT DOCOMO, INC.