

Points to note when making an iPhone contract

System environment when using the iPhone

- Apple ID
 - Be careful not to forget your Apple ID and password, as you will need them to download applications and music, as well as to use some of your iPhone's functions.
- Internet environment
- Required system environment for synchronization on a computer
 - For details, please see "Tech Spec" on each product below.
<https://www.apple.com/iphone/>

iPhones require designated SIM cards.

- Designated USIM cards cannot be used with other mobile handsets.
- Designated eSIM profiles cannot be downloaded to other mobile handsets.

Service areas

The service area varies depending on your iPhone. See SoftBank's homepage (<https://www.softbank.jp/mobile/network/area/>) for more information.

Points to note when using Wi-Fi

The Wi-Fi setting prioritizes the use of Wi-Fi communication over mobile data communication. Even when set to Wi-Fi, however, communication may be established by switching automatically to mobile data communication in cases where Wi-Fi communication is unstable or normal connection is not possible.

Data transfer speed restrictions

In order to secure a fair level of communication quality and network usage, SoftBank may limit the transfer speed for customers depending on their contract and data plan. In addition, traffic information is gathered, analyzed, and accumulated for each data transfer in order to improve network quality. For details, please see here.
http://www.softbank.jp/mobile/support/procedure/data_traffic/about/

Automatic communication

Depending on the specifications of software and applications, iPhones may automatically perform periodical communication; packet communication will thus take place, and may lead to the flat rate's lower limit being exceeded. You can block packet communication by turning the setting off.

Using FaceTime

When using FaceTime for the first time, activate it in mobile network area. At that time, packet communication may be performed to check the connection.

Safety Filter Service

Personal information (phone number/serial number/ICCID, etc.) of customers is sent to our company's specified server to determine if Safety Filter Service can be approved.

Points to note about Web Safety Service

When using Wi-Fi, communication using https or VPN (Google One VPN, etc.), or 5G communication service (Standalone), Web Safety Service is not available. In addition, you may not be able to use the Web safety Service due to technical factors associated with OS version upgrades, and other updates. When using iCloud + on iOS 15 or later for iPhone, iPadOS 15 or later for iPad, if the Private Relay is set to ON, Web safety Service will not be applied. By using the Screen Time or Safety Filter that you have subscribed to and set, you can filter even when using Wi-Fi.

Points to note when using Dual SIM

- When using the dual SIM function, the iPhone will make a call to the emergency service using the SIM specified in "Mobile data communication".
- If you set a data communication SIM that cannot use voice calls as "mobile data communication", you may not be able to make calls to emergency services. For details, please check the following page.
<https://www.softbank.jp/mobile/info/personal/news/product/20210910b/>

About how to use and set iPhone

Please check our website (<http://www.softbank.jp/mobile/support/iphone/>) for usage and settings on iPhone. If you change the model, data in paid contents will be deleted.

Home screen unlock

Please be careful not to forget the passcode set by yourself for unlocking home screen. If you are unable to unlock home screen by forgetting your passcode or any other reason, you will need to erase your device to restore it from iTunes. (You can also restore from iCloud.) If you never backed up your device before you forgot your passcode, you won't be able to save your device's data.
<https://support.apple.com/en-eg/HT204306>

Protection services/repairs

- Protection services
 - Protection services include Apple's standard warranty (free of charge) and the following:

- The Backup Service Package with AppleCare Services (fee-based) provided by SoftBank: see below for more information.*

<http://www.softbank.jp/mobile/service/anshinpack/with-applecare-services/>

* A subscription is possible only with an iPhone purchased through SoftBank.

* The repair price applicable for repairing an iPhone and each service provided by Apple may not be available until your Apple registration is completed.

- Repair service

After October 2017, You will be able to request repairs at certain SoftBank shops. From the following URL, search for a SoftBank shop near you that accepts repairs.
<https://www.softbank.jp/shop/search/>

Make a reservation at the Genius Bar of an Apple Store near you. See below for more information.

<http://www.apple.com/jp/retail/geniusbar/>

Alternatively, you can contact:

- Official Apple service providers

<https://locate.apple.com/jp/ja/>

* If operation should slow down or freeze during use, you may be able to solve the problem by turning the power off and on again, or by formatting/restoring your iPhone to its factory default state.

Cancellation

Please note that cancellation is not accepted.
(Except the cancellation of Within 8 days)

I will use my iPhone in accordance with the iOS Software License Agreement.

For customers of mobile device sales (purchase of mobile device only), the items related to the services provided by SoftBank are not applicable.

See our web page or contact us to learn more about our services and how to use your iPhone.

-SoftBank HP (Support)

<http://www.softbank.jp/mobile/iphone/customer/>

- iPhone Technical Support Center

Telephone number: 0800-2223-151

(service hours: from 9:00 to 19:00 on weekdays, from 9:00 to 17:00 on weekends and holidays)

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I have read and agree to the above.

Date of confirmation __/__/__ (mm/dd/yyyy)

Signature ※Please sign the Japanese version.