

● The following numbers are available at no charge from Simple Style.

<Prepaid card registration and balance inquiry>

**1 4 0 0** (toll-free)

<Repairs and lost handsets>

**1 1 3 + 8**\* (toll-free)

● **SoftBank Customer Support General Information**

[Availability] Auto response service 24 hours/Operator assist 10:00 a.m.-7:00 p.m.  
(except for some specific supports)

<From SoftBank handset>

**1 5 7 + 8**\* (toll-free)

<From landlines>

**0800-919-0157**+**8**\* (toll-free)

<From outside Japan>

**+81-92-687-0025** (paid)  
Toll-free for SoftBank handsets

\*For instructions in English, please wait for the guidance in Japanese to finish, then dial [8].

Official Website of SoftBank ▶ [www.softbank.jp](http://www.softbank.jp)

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Easy to use and understand!

# Simple Style (Prepaid Services) User Guide



# Introduction

- In Simple Style, call and communication charges are paid from the prepaid card must be additionally registered (charged) because some there is no existing balance.
- Handsets that support Simple Style have free charge with service validity
- Different handsets have different amount of free charge, service fee for Telephone Service, and telecommunications relay service fee. service on SoftBank's website.
- The period of validity in effect when purchasing Simple Style will date of purchase, and the period of validity in effect when cards will commence on the day after the date of card registration.
- Registering multiple prepaid cards allows users to extend the period card to up to 360 days.

balance charged beforehand. A services will become unavailable if period (except for USIM only). validity period, Universal Service For more details, see the terms of commence on the day after the registering additional prepaid of validity by 60 days per prepaid

## How to register a prepaid card

### STEP1

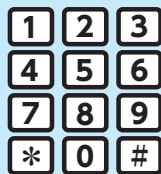


**Check your prepaid card number**  
Scratch the coating off the card to find the card number.

### STEP2

Register your prepaid card number

Dial **1400** and register the card number. Check the instructions for Service Validity Period, Phone Number Validity Period, and Credit Balance.



**1400**

Call begins



You need not worry about the call charge because you can talk as long as necessary since you have already paid for the time.

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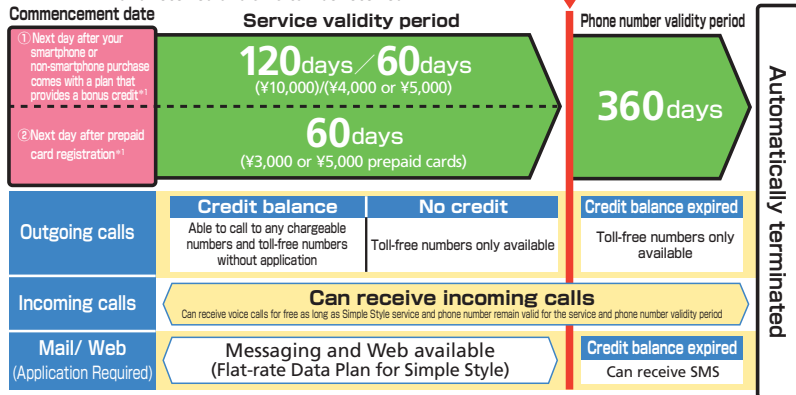
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## Service validity period and phone number validity period

- Service validity period: Calls can be made and received and text messages can be received and sent.
- Phone number validity period: Calls can be made and received and SMS can be received.



- Call charges are ¥9.43 per 6 seconds to anywhere in Japan.
- The registered balance is available only during service validity period. After the expiration date, the balance is invalid. Please note that no refunds will be given.
- After the expiration date, the Flat-rate Data Plan for Simple Style will be automatically terminated.
- Failure to register a new prepaid card within the phone number validity period automatically terminates the service, invalidating the phone number.
- If the service and phone number validity period are still in effect, you can extend the service period by additionally registering new cards regardless of the credit balance.
- You can use flat-rate data communication and send/receive SIMail and SMS by applying for a flat-rate data plan appropriate for your handset (see pages 6-7). However, you cannot send SMS to the phones of other service providers (you can receive SMS from other service providers).
- To apply for a flat-rate data plan, your balance must be at least enough to cover the amount of the rate you are applying for, plus consumption tax.
- You can still receive SMS even without applying for a flat-rate data plan.
- No consumption tax is imposed on prepaid cards.

\*1: No consumption tax is imposed on free charge and prepaid cards.

Displayed prices are inclusive of consumption tax if not otherwise specified.  
Amounts shown may differ from billing amounts due to calculations of consumption tax.



## Auto guidance service

- Automated voice guides for questions about the balance and validity period of services.

1 4 0 0 + (toll-free)

For users of 4G smartphones and 4G Mobile Handsets

1	Check for the balance and validity period
2	Prepaid card registration
3	Setting of the Flat-rate Data Plan for Simple Style (Prepaid)
4	Change the language of the voice guidance → 1 Japanese 2 English
9	End

### International calls

No application is required for SoftBank international calls. SoftBank International Call Service rates will apply, and the charges will be deducted from your credit balance.

Dial 0 1 0 + Country Code + Area Code + Local destination number

International calls are not charged at the same rate as domestic calls. Please refer to the SoftBank website (<https://www.softbank.jp>) for call charges to each region. These services (sending and receiving international SIMail, sending international SMS, international roaming, etc.) cannot be used from overseas.



## How to add (recharge) credit

### ① Prepaid Card

Purchase prepaid cards to add to your charge balance.

<b>Shops</b>	▶ • SoftBank Shops convenience stores (with some exceptions) • SoftBank Website ( <a href="https://www.softbank.jp/online-shop/">https://www.softbank.jp/online-shop/</a> )
<b>Purchase unit</b>	▶ • ¥3,000 and ¥5,000* <sup>1</sup> Multiple amounts can be registered* <sup>2</sup>
<b>Registration</b>	▶ • 14000 + ☎ → 2 Prepaid card registration • My SoftBank ( <a href="https://my.softbank.jp/">https://my.softbank.jp/</a> )

• You must register the entire amount of a prepaid card. (You cannot split the amount.) Prepaid cards cannot be exchanged for cash, used to pay other telephone charges, or reissued.

### ② Credit Card

Use your credit card to recharge.

<b>Application for use</b>	▶ • SoftBank Shops • My SoftBank ( <a href="https://my.softbank.jp/">https://my.softbank.jp/</a> )
<b>Purchase unit</b>	▶ • ¥3,000 and ¥5,000* <sup>1</sup> Multiple amounts can be registered* <sup>2</sup>
<b>Registration</b>	▶ • My SoftBank ( <a href="https://my.softbank.jp/">https://my.softbank.jp/</a> )

• You can choose to use a convenient recharging service which automatically tops up your credit when it goes below the pre-set amount.

\*1 No consumption tax is imposed on the purchase of prepaid cards or recharging the credit card.

\*2 Prepaid cards and credit cards can be registered several times. Registering once (one card) extends service validity period by 60 days per prepaid card to up to 360 days. The upper limit of the credit balance is 120,000 yen.



## Messaging and Web services

• You must apply in order to subscribe to the 4G Mobile Handset messaging and web service "Flat-rate Data Plan for Simple Style 100 MB (4G Mobile Handsets)."

\*Applications must be submitted to send SMS (No application is required to receive SMS).

4G Mobile Handset	
<b>How to apply</b>	14000 + ☎ (toll-free) My SoftBank ( <a href="https://my.softbank.jp/">https://my.softbank.jp/</a> )
<b>Plan charge</b>	100MB Plan ¥300 w/out tax (¥330)
<b>Service validity period</b>	Up to 30 days

• Service validity period of your 100 MB plan will also terminate when the validity period of your credit balance has expired.

• 100 MB plan is automatically renewed; a procedure is required to cancel the service.

### Dealing with spam mail

You can block malicious mails using the Spam Mail Filter.

<How to configure>

My SoftBank	>	メニュー	>	メール管理	>	迷惑メール対策	>	個別設定
My SoftBank		Menu		Manage Mail		Dealing with Spam Mail		Individual Settings


Displayed prices are inclusive of consumption tax if not otherwise specified.  
Amounts shown may differ from billing amounts due to calculations of consumption tax.



## Messaging and Web services

• Flat-rate Data Plan for Simple Style messaging and web services for 4G smartphones requires an application.

\*Applications must be submitted to send SMS (No application is required to receive SMS).

	4G smartphone	
How to apply	<b>1400</b> +  (toll-free) My SoftBank ( <a href="https://my.softbank.jp/">https://my.softbank.jp/</a> )	
Plan charges	200MB Plan	¥900 w/out tax (¥990)
	700MB Plan	¥2,700 w/out tax (¥2,970)
	3GB Plan	¥4,980 w/out tax (¥5,478)
Service validity period	200MB Plan	for 2days
	700MB Plan	for 7days
	3GB Plan	for 30days

• Data communication is disabled after the upper limit of the plan in your contract plan is reached. You need to purchase an additional plan.

• The day including the time of registration is counted as the first day for each plan.

• The 3GB plan is automatically renewed, so you must go through the cancellation procedure if you want to cancel the plan. The plan is not automatically renewed if your credit balance is insufficient.

[Discount service for the 3GB plan]

Repeated Purchase Discount: If you purchase the 3GB plan 12 times in total, the charge for the 13th time onwards is discounted from ¥4,980 w/out tax (¥5,478) to ¥3,980 w/out tax (¥4,378).



## Important notes

• The following points are important notes for using Simple Style.

● You cannot change the phone number

● Transfer or takeover requires permission

• You must obtain permission from SoftBank Corp., when transferring or receiving a Simple Style user's right to or from a third party.

• Approval is granted at no charge. Upon approval, the handset shall be transferred between the interested parties. Please note that SoftBank Corp. is not responsible for any damage that may arise.

● Only the phone number can be retained in the Mobile Number Portability (MNP) service

• MNP service does not allow you to retain any information except your mobile phone number.

● Separate handling fees will be charged when signing a new contract or changing your handset

• A contract handling fee will apply to new contracts. A separate model change fee will apply when changing handset models.

For details, please see the "Important Points to Note when Subscribing to a Simple Style (Prepaid Services) Contract" provided to you at the time you apply for a contract.

• The above handling fees will be deducted from your credit balance.

• Please note that if your contract does not include the purchase of a handset (i.e. contracts for a USIM card only), the contract handling fee and model change fee must be paid at a SoftBank Shop.

● Upgrading customers

\* Support for model upgrades

		New Model	
		4G Mobile Handset	4G smartphone
Current Model	4G Mobile Handset	✓	✓
	4G smartphone	✓	✓

• Upgrading is possible only when the registration of your prepaid card has been confirmed.

\* The telephone number, e-mail address and credit can be carried over to an upgraded phone. The service days remaining before the upgrade can be carried over and combined with the new days given to the upgraded phone for a maximum of 360 days.

Displayed prices are inclusive of consumption tax if not otherwise specified.  
Amounts shown may differ from billing amounts due to calculations of consumption tax.

\* Carrying over your Flat-rate Data Plan for Simple Style when changing your handset

		New Model	
		4G Mobile Handset	4G smartphone
Current Model	4G Mobile Handset	✓	✗
	4G smartphone	✗	✓

### ● You cannot retain your phone number when changing the contract

- SoftBank Simple Style subscribers cannot retain their phone number when changing their plan to the SoftBank Mobile Phone service (postpaid service).

### ● Repair and warranty

- In the case of a handset failure, bring it to a SoftBank shop for repair.
- The warranty period for mobile handsets is 12 months from the date of purchase.
- Damaged or malfunctioning handsets, including initial defects, shall be brought to us for repair. A temporary substitute handset shall be provided upon submission of your identification documents (usually those submitted when signing a new SoftBank contract).
- Data stored on the handset will be deleted upon repair.

### ● Usage restrictions

- When necessary, SoftBank may ask Simple Style subscribers to submit additional identification documents. In case of the failure to do so or discovery of false information, SoftBank may suspend your right to use the service.

### ● Universal Service for Telephone Service and telecommunications relay service system

- If you use a Simple Style handset, you must pay the Universal Service fee for Telephone Service and telecommunications relay service fee each time you add credit. For the amount, check it on SoftBank's website or ask a shop crew.

## For 4G smartphone and 4G Mobile Handset subscribers

### ● Voice and flat-rate data communication services are available

- Some of the services (including optional services) and preinstalled applications may not be available to Simple Style subscribers.
- In order to use a preinstalled application that requires data communication services, you need to apply for the Flat-Rate Data Plan for Simple Style or connect to a Wi-Fi network. For more details, please refer to the official SoftBank website.
- Please note that SoftBank will not be responsible for the applications that you purchase.

### ● PIN code

- PIN code when signing up: The PIN code is determined when signing up and will be required when you acquire the My SoftBank password, for e-mail related settings and e-mail address settings, spam mail filtering, and settings for the SoftBank Wi-Fi Spot App, as well as emergency suspension of services upon request. If you forget the PIN code, you can only find it in the letter sent to your registered address.

### ● Software updating

- In order to update software, you must be a subscriber to the Flat-Rate Data Plan for Simple Style or connect to a Wi-Fi Network.

### ● Security software

- Handsets are susceptible to infection by viruses and other threats via internet connections, e-mail attachments, etc. We recommend that you use security software to mitigate the risk.