Important Notes on Data Service

October 2026

LINEMO

This document explains some important matters that you need to keep in mind when using LINEMO communication services.
These services are provided to customers under the terms of the "LINEMO Communication Services Agreement."
Please make sure you fully understand the entire contents of this contract before applying. If you have any questions about the details of these services, be sure to review our catalogue or official website.

Be sure to confirm the terms of this document and the LINEMO website.

Please access via the QR code on the right.
https://www.linemo.jp/corporate/agreement/

Please read carefully.

Please keep this document and a copy of your application form in a safe place.

A Please review the section on Changes or Cancellation of Contractual Information.
Please confirm the fees you will need to pay when cancelling your service.

B Please review the section on Slowdown & Restriction of Data Speed and Service Area & Quality.
In addition to the speed reduction restrictions imposed when the monthly data volume limit is exceeded, restrictions on data speed may also be implemented. High-speed, high-capacity 5G (new frequency) is provided in limited areas. Please review the area map for details.

C Please review the section on Payment & Service Coverage.
Please note that details may vary depending on the procedure.

D Regarding auto-charge settings and overseas use
Please note that charges may be high, depending on your usage.

E Pay close attention when using or managing your mobile phone.
If the service is used by someone other than the contract holder, various procedures may be accepted as though carried out by the contract holder. Please be careful when using and managing your contracted mobile phone.

F Satellite Communications “SoftBank Starlink Direct”.
This is a communication service provided via satellite communications. Its communication mechanisms and properties differ from those of ordinary terrestrial networks.

Applicable customers only

G In principle, phone users who are minors are required to sign up to and set up a filtering service.
We want children to be able to use the internet with peace of mind.

- Communication service provider : SoftBank — www.softbank.jp
- Contract details (rate plan, option services, etc.): Please check your customer receipt.

All contents of this document are current as of October 1, 2026
These contents may be subject to change.

A Changes or cancellation of contractual information

Changes to application details or other information

- If there are any changes to the information you registered when signing the contract, such as your address or contact phone number, please be sure to complete the necessary change procedures. Please note that if you do not follow the procedures for changing your address, you may fail to receive important notifications from us, or the suspension date may change if your service is suspended due to unpaid fees, etc.

Cancellation procedure

- Please complete the procedure via My Menu.
- When cancelling, you will need to pay the following fees.

< Basic usage fee > If you cancel in the middle of the month, the charge will not be calculated on a pro rata basis.
< Call options > If you apply to terminate a service, provision of the service will be terminated at the end of the current billing month. If you cancel your contracted line (unless in the same month you sign up), the charge will not be calculated on a pro rata basis.
< Termination fee > As a general rule, customers who terminate their contracted line in the same month they signed up are required to pay a termination fee of 990 yen (tax included) (only applicable to customers who signed up on or after June 1, 2024).

Cancellation of contract (8-day cancellation)

- If reception conditions at your home, workplace, school, etc. are insufficient, or it becomes clear that sufficient explanation has not been provided, or if you have not been issued a written contract, you may cancel the contract within 8 days from the date of service provision or the date of receipt of the contract document, whichever is later, including the date of such cancellation. Please note that depending on the contents of your declaration, the cancellation may not be accepted.
- If you cancel within 8 days, you will be charged a pro-rated amount of the flat-rate monthly charges (basic charges, optional service charges, etc.) up to the day of termination, as well as the full amount of any metered charges (call charges, communication charges, additional data charges, content charges, international service usage charges, etc.).
- If you wish to cancel within 8 days, please notify whichever contact point you used when signing the contract.
- If you cancel within 8 days, your contract will be terminated. Please note that customers who have signed up with MNP can terminate their contract by using the 8-day cancellation option and then use MNP to return to the carrier they transferred from, but they will not be able to restore their contract status at the carrier they transferred from.
  If returning to your original mobile phone carrier using MNP, you will need to contact your original mobile phone company to confirm.

B Restrictions on data speed, etc.

Slowdown of data speed

- If the amount of data communications used in a month exceeds the data volume limit allowed by your rate plan, your sending and receiving data speeds will be slowed down until the end of that month. If you subscribe to LINEMO Best Plan V, your maximum data speed will be slowed down to 1 Mbps, and if you subscribe to LINEMO Best Plan, your maximum data speed will be slowed down to 300 Kbps. In addition, if the amount of data communications in the reduced-speed state used during the month exceeds half of the data volume limit of the rate plan, your maximum data speed will be slowed down to 128 Kbps for both LINEMO Best Plan and LINEMO Best Plan V. To return to normal speeds, an additional fee will be incurred.

Restrictions on data speed

- If communications are congested or it is possible that communications will become congested, speeds may be restricted in order to ensure quality across the entire network, regardless of the type or content of communication.
- In order to provide a stable network service, data speed may be restricted depending on the time of day when using video or game services, services that use AR (augmented reality) or services that may cause congestion to other traffic, as specified on our corporate website (https://www.linemo.jp/service/info/limit/). Communications will not be disconnected.
- If a customer continues to communicate using extremely large amounts of data over a certain period of time and we determine that the communication is mechanical in nature, we may restrict the customer's data speed. In order to provide better network quality, we collect, analyze, and accumulate traffic information for each instance of communication.

< About Giga Free >

- When using services designated by our company (below, referred to as "applicable services"), no data volume will be consumed.
- Applicable services are those services provided by LINE (a service that allows registered users to send and receive messages, make voice and video calls, etc., to and from each other under the LINE name as provided by LY Corporation), although these services are subject to change, addition, discontinuation, or exception.
- Using some functions of applicable services may consume data. For details, please refer to our corporate website (https://www.linemo.jp/service/line_free/)

Service Area & Quality

- Check the service area map on our corporate website to see where you can use this service.
- Since the service relies on radio waves, it cannot be used outside the service area. Even within the service area, you may be unable to use the service in places where the signal does not reach (inside buildings, tunnels, etc.) or where reception is weak. In addition, some or all of the services may be unavailable due to equipment maintenance work, etc. (Check here for notifications about maintenance work, etc. → https://www.linemo.jp/info/maintenance/)
- If you move into an area with poor reception while using your device, communication may be interrupted.
- Maximum data speed represents the best-effort (maximum speed based on standards) and is not guaranteed as the actual speed.
- The 5G service area will be limited initially, so some customers will mainly be using 4G.
- Before purchasing a 5G-compatible device or signing up for a 5G service, always check the service area in advance on the LINEMO website (https://www.linemo.jp/area/). Also, even if your device screen (top of the screen) shows "5G" when in standby mode, during actual communications the display may switch to "4G," indicating use of 4G communication.
- Actual data speeds for 5G services are expected to decrease as the number of users increases in the future.

Location notification when making emergency calls (110, 119, 118)

When you make an emergency call (110, 118, 119) from your mobile phone, information about the location from which you made the emergency call is automatically sent to the agency receiving the emergency call (even if your mobile phone is set not to notify or you are not signed up to the caller ID service). However, if you add the prefix "184" when dialing an emergency number, location information will not be provided unless the agency receiving the emergency call judges that a person's life is in imminent danger.

C Payment

Universal Service Fee

- A predetermined amount is charged monthly based on the applicable per phone number rate.

* The Universal Service System is a system under which all telephone companies share the necessary costs to ensure that all households in Japan have access to the telephone services provided by NTT East and NTT West, such as subscriber phones and emergency calls, which are essential to the daily lives of all citizens.

* The "unit price per number" (the amount charged per number) is calculated by the telephone relay service support organization.

BB Universal Service Charge

- A predetermined amount is charged monthly based on the applicable per-line rate.

* The BB Universal Service System is a framework under which telecommunications carriers as a whole, including mobile and fixed broadband service providers, share an appropriate portion of the costs required to ensure that broadband services can be used fairly and stably nationwide. This system considers future challenges in maintaining fiber-optic infrastructure due to declining profitability associated with population decline, as well as geographical conditions such as remote islands and mountainous areas.

* The "per-line rate" (the contribution amount per line) is calculated by the Telecommunications Carriers Association of Japan. The applicable countries/regions and overseas telecommunications carriers are limited.

Telephone Relay Service Fee

- A predetermined amount is charged monthly based on the applicable per phone number rate.

* The Telephone Relay Service System is a system under which all telephone providers bear a proportionate amount of the costs necessary to provide this service (a service using sign language and other means to mediate communication over the phone for those with hearing disabilities, etc.).

* The "per phone number rate" (the contribution amount per number) is calculated by the Telecommunications Carriers Association of Japan.

Effective dates for rate plans, discount services, and other services

- When a new LINEMO subscriber signs up to a rate plan or call option, the service will be applied from the sign-up date, unless otherwise specified.
- If you apply for a new contract, a contract handling fee of ¥3,850 will be charged, and will be added to your first or second monthly bill.
- If you transfer your number from another carrier (MNP), or between SoftBank brands, a handling fee of ¥3,850 will be charged.
- If you transfer your contract, a contract transfer fee of ¥3,850 will be charged, and will be added to your first or second monthly bill.
- If a customer who is already a LINEMO subscriber changes a rate plan or applies for a call option, the service will be applied from the following month, unless otherwise specified.
- If you terminate a call option, it will end at the end of the current month.
- If you cancel your LINEMO service, your rate plan and call options will remain applicable until the cancellation date, unless otherwise specified.
- The start and end dates of discount services and other services will be determined in accordance with the terms and conditions of the relevant service.

Application of various discounts & campaigns

- The application of discounts and campaigns is subject to certain conditions. If the application conditions are no longer met, the discount or campaign will no longer apply. Moreover, the content or duration of the campaign may change without notice. **For details on compatible plans, discount amounts, applicable conditions, and services that are incompatible together, please refer to the terms and conditions of use posted on our corporate website.**

Payment of high-value charges

- If excessive usage occurs over a short period of time, your service may be suspended and you may be asked to pay your usage fees earlier than the due date. (If you wish to resume service, please contact us.)
- If we determine that your usage amount has exceeded a certain (high) amount, your service may be suspended. (If you wish to resume service, please contact us.)
- To let you know in the middle of the month that your packet communication charges may be quite high, we will send you a notification (via SMS) if your charges exceed the amount we have set.

D Auto-charge settings & overseas use

Voice call and data communication fees incurred overseas do not include tax.

Auto-charge

- If you exceed your monthly data usage limit, your data speed will automatically revert to the normal speed up to the preset limit, and additional data charges will apply.
- Changes to the limit can be made at the customer's request.

Overseas use

- Please note that when using the service overseas, the fee structure will differ from that in Japan and may be more expensive.
- Calling and communication charges will vary depending on the country or region of use and the rate plan you have subscribed to. In addition, any rate plans, free communications, flat-rate services (including flat-rate data services), or discount services to which you have signed up will not apply to these charges.
- After signing up for a new contract (excluding MNP/number porting), you will not be able to use your mobile phone overseas until the end of the fourth month after signing the contract. You will need to complete some procedures to start using the service.

When using your phone overseas

- If you are unable to use the service due to reasons attributable to a third party other than us, such as an overseas telecommunications carrier, we shall not be liable for any damage suffered by you or for services provided independently by the overseas telecommunications carrier.
- Be aware that software and applications on your mobile device may transmit automatically, which can result in high data communication charges. (Transmission also occurs automatically at startup for various settings, etc.)
- Charges will apply when answering calls overseas, during server mail operations (updating lists, deleting mail, etc.), and for some answering machine services.
- Depending on the country in question, charges may be incurred even if the call does not connect. Moreover, even if you call a telephone number for which the recipient usually pays the call charges (such as a toll-free number), you may be charged for the call.
- If your mobile device or USIM card is lost or stolen overseas, you will be held responsible for any voice or data

D Auto-charge settings & overseas use

Voice call and data communication fees incurred overseas do not include tax.

charges incurred, so please take the necessarya steps to suspend the service.

Global Roaming Data Flat-rate

- If you meet the specified eligibility requirements, this service allows you to use data overseas at a flat rate on designated networks in certain countries and regions (a subscription to Global Roaming is required). SMS and voice calls are not included.
- The daily flat-rate charge for Global Roaming Data Flat-rate is 0 to 1,980 yen. If you use more than 51,200 yen per day* in data usage covered by Global Roaming Data Flat-rate, the daily flat-rate charge will be 2,980 yen.
- The flat-rate charge is calculated on a daily basis, from 12:00 a.m. to 11:59:59 p.m. Japan Standard Time.
- Applicable carriers may change without notice.
- The Global Roaming Data Flat-rate plan will be terminated on a day to be announced by us separately (on our website) after December 2026. Please note that after the termination date of the Global Roaming Data Flat-rate plan, Worry-free Global Roaming Flat-rate plan will be available for customers who meet conditions (1) and (2) for the Worry-free Global Roaming Flat-rate plan, as stated below.

Worry-free Global Roaming Flat-rate

- This service allows you to use a set amount of data for a specified period of time by activating it when you start using your device overseas (registration required).

*Voice calls, SMS and international SMS messages sent while overseas are not covered by Worry-free Global Roaming Flat-rate.

*Global Roaming Data Flat-rate will not be applied during the period for which Worry-free Global Roaming Flat-rate is applied.

- You will be charged the flat rate for the plan you selected when you activated the service. Data communication while abroad will be suspended once the service period for your selected plan expires or you exceed the data limit.
- The service is divided into three groups depending on where you stay: “Flat-rate Countries L,” “Flat-rate Countries S” and “In-flight / Onboard Ship.” Different plans are available for each group. For details of the plans, please refer to our website.
- When using “Flat-rate Countries L,” data usage will be measured for each period of 24 hours from the time you start using the plan (hereinafter referred to as the “Unit Period”). If data usage exceeds 10 GB during a Unit Period, the communication speed for transmission and reception in “Flat-rate Countries L” will be limited to a maximum of 4.5 Mbps until the beginning of the following Unit Period.This throttling will start on a date to be announced by us separately (on our website) from spring 2027. No throttling will be imposed until then.
- The Worry-free Global Roaming Flat-rate is intended for customers who meet all of the following conditions: (1) subscribed to Global Roaming; (2) subscribed to an eligible price plan; and (3) subscribing to Worry-free Global Roaming Flat-rate. For the eligible price plans, please refer to the website for the “Worry-free Global Roaming Flat-rate.”
- Any customer who meets the following condition will be deemed to have subscribed to Worry-free Global Roaming Flat-rate as well.
  Subscribes to Global Roaming on or after June 2, 2026 and meets condition (2) above.
- For other matters to note regarding the Worry-free Global Roaming Flat-rate, please refer to the “Worry-free Global Roaming Flat-rate” Terms and Conditions and the website (https://www.linemo.jp/corporate/agreement/pdf/agreement_anshin.pdf?20251031 or https://www.linemo.jp/service/global_roaming/).

E Pay close attention when using or managing your mobile phone.

If the service is used by someone other than the contract holder, various procedures may be accepted as though carried out by the contract holder. Please be careful when using and managing your contracted mobile phone.

- The contract holder is responsible for the use and management of the contracted mobile phone.
- Even if the mobile phone contract holder and the person using the phone are different individuals, all actions taken will be deemed to be the responsibility of the contract holder.
- If someone other than the contract holder (a family member, etc.) will be using the service, please register them as a user.
- The same applies if you are using a tethering service and other devices are connected.
- Depending on the content of the procedure, the contract holder’s personal information may be viewed or sent.
- To use and manage your mobile phone, we recommend that you set up the device lock function.

F Satellite Communications “SoftBank Starlink Direct”

Available Communications and Prices

If LINEMO Best Plan or LINEMO Best Plan V applies to your line and you subscribe to the “SoftBank Starlink Direct Option,” you can communicate through SMS, RCS and eligible apps we specify, and receive emergency alert mails (limited to earthquake early warnings, tsunami alerts and civil protection information) by satellite. The monthly fee for this option will be fully discounted, and no additional fee will be charged.

* Voice calls and emergency calls are not available.
* Call forwarding and voicemail are not available.
* Some functions of eligible apps may not be available. In addition, when using the service overseas, some or all functions of eligible apps may not be available depending on the country/region.
* When using the service overseas, emergency alert mails for use in Japan cannot be received. However, depending on the country/region, the overseas telecommunications carrier involved, and other conditions, you may be able to receive all or some of the emergency alert mails and other similar emergency information provided locally.
* For more information about applicable price plans, eligible apps, emergency alert mails, etc., please refer to the dedicated website for this service: https://www.linemo.jp/service/starlink-direct/

F Satellite Communications “SoftBank Starlink Direct”

Service Area

☐ The service area in Japan is limited to areas designated on our website within the territory and territorial waters of Japan and certain parts of Japan’s exclusive economic zone.
☐ Eligible countries/regions overseas are limited to countries/regions designated on our website.
☐ The service area overseas consists of areas in eligible countries/regions where overseas telecommunications carriers designated by SoftBank provide communications using satellites operated by Space Exploration Technologies Corp. or its affiliates.
* For more information about the service area, please refer to the dedicated website for this service: https://www.linemo.jp/service/starlink-direct/

Conditions of Use in Japan

The following conditions must be met to use this service in Japan:

- The location is where terrestrial SoftBank 5G / 4G LTE / 4G radio waves cannot be received;
- The location is free of obstructions between the device and the satellite;
- Wi-Fi is not connected; and
- It is a designated compatible device and set up as required by SoftBank.

* For more information about eligible devices, please refer to the dedicated website for this service: https://www.linemo.jp/service/starlink-direct/

Conditions of Use Overseas

The following conditions must be met to use this service in eligible countries/regions overseas:

- A subscription to Global Roaming is required;
- The location is where terrestrial mobile network radio waves cannot be received;
- The location is free of obstructions between the device and the satellite;
- Wi-Fi is not connected; and
- It is a designated compatible device and set up as required by SoftBank.

* Eligible devices and OS versions vary by country/region.
* Apps and functions that are not permitted for use in the eligible countries/regions, or that cannot be used with the satellite communication services of overseas carriers, are not available.
* For more information about eligible devices and other details, please refer to the dedicated website for this service: https://www.linemo.jp/service/starlink-direct/

Satellite Communication Speed and Quality

The communication speed of this service may be slower compared to communications through terrestrial networks (SoftBank 5G / 4G LTE / 4G, etc.) due to the nature of satellite communications. No guarantee is offered for communication speed and quality.
All or part of this service may not be available, or communication may be delayed or briefly interrupted due to maintenance and inspection of satellites, switching or relocation of satellites, temporary communication congestion, usage environment where a line of sight to the satellite cannot be secured, and other reasons.

G Filtering Service

- If the mobile phone contract holder or user is under the age of 18, they are required by law to sign up to a filtering service such as Anshin Filter when signing a communications contract.
- If a filtering service is not required, the child’s parent or guardian must instead submit a declaration explaining that signing up to or setting up a filtering service is not required.
- Parents and guardians are responsible for the use of the Internet by minors.
- For customers who apply for Anshin Filter on or after July 22, 2026, and for customers already using Anshin Filter who, on or after the same date, transfer between SoftBank brands, upgrade their device, or transfer their line contract (excluding corporate subscriptions), the Anshin Filter contract will be automatically terminated if there is no actual use of Anshin Filter for six months after the user reaches the age of majority (18 years old). For details of the conditions under which it is determined that there has been no actual use, please refer to the Terms of Use.
- If you sign up to a filtering service, you will no longer be able to use certain monthly subscription services and content. Please be sure to check this in advance and cancel any applicable services, content, etc. in advance.

Contract and use

①Contract

Preventing fraudulent contracts

- If you forge or falsify a document that identifies you as the contract holder, use such a document to apply for a mobile phone, or apply for a mobile phone under someone else's name without permission, you may be guilty of document forgery (Article 155 of the Penal Code) or fraud (Article 246 of the Penal Code).
- False declaration of personal information (name, residence, date of residence) when applying for a mobile phone, unauthorized transfer of a mobile phone in one's own name, or transfer or receipt of a mobile phone in another person's name is a violation of the Mobile Phone Improper Use Prevention Act.
- When applying for a mobile phone number, be sure to enter the correct contact numbers and work phone number so you can be reached. We may call you for confirmation during the screening process or after your application.

Contracts with minors, etc.

If necessary, please consult with immediate family members or other relatives before applying. If the contract holder is a minor, adult ward, person under guardianship, person under assistance, please submit a legal representative consent form for each person involved.

Mobile phones & USIM card/eSIM

- If a valid USIM card with a current contract is not inserted, you will not be able to operate the mobile phone, including watching OneSeg broadcasts or using the camera function.
- Ownership and intellectual property rights of the USIM card/eSIM profile belong to us. The USIM card or eSIM profile is loaned to you. When cancelling the contract, you are required to return the USIM card or eSIM profile to us.
- It is strictly prohibited to modify, disassemble, alter the software, reverse engineer, decompile, disassemble, or analyze the USIM card or eSIM profile in any way.
- If you delete your eSIM profile or your device is lost or damaged, your eSIM profile will need to be reissued.

User information

- Those able to register as users are limited to individual users who are family members of the contract holder.
- In principle, identification documents of all users are required for registration.
- If you wish to register (or change) your user registration, please obtain the user's prior consent for the following before applying.
- Only the contract holder can perform various procedures related to the service, including issuing call statements and viewing access history, even for registered users. The user cannot personally apply for the service.
- All information and settings such as usage status, access history, caller information, location information provision settings, etc., which can be checked on My Menu, etc., will be retained after user registration (or change of user registration).

②Services

Notes on use of telephone services

- The following items are not covered by the LINEMO Best Plan V free call option: international roaming, international calls (calling overseas), calls to satellite phones, calls to answering machine centers (1416 to play back, etc.), calls to forwarding numbers in call forwarding services, Navidial (0570), directory assistance (104), and phone numbers designated by us and listed elsewhere (▶ URL https://linemo.jp/s/Num4a), etc. If you are signed up to the semi-flat rate calling plan or LINEMO Best Plan V (without signing up to the call option), domestic calls exceeding 5 minutes per call will incur a charge.
- If we determine that a call may affect other communications, such as a long continuous call, the call may be disconnected.
- In order to prevent spam mail, the number of SMS messages that can be sent per day is limited to 200.

③Devices

Notes on using mobile devices

- Depending on the software or application, data communication charges may be incurred due to automatic communication.
- Some pre-installed applications may utilize certain user information (phone number, service usage status, etc.). Please check with individual app providers for details.

④Fees

Payment of service fees

Payment method (date of debit)

Direct debit, etc.	Credit card
26th of every month	The credit card company's regulations will apply.

- Please refer to the My Menu online rate statement for monthly charges. No paper invoices will be sent.
- A billing confirmation statement will notify you of the final billing information for each month.
- If you would like a paper invoice, this will incur an issuance fee of 253 yen for every paper invoice.
- If you make payment at a convenience store or financial institution (including cases in which the fee cannot be deducted due to insufficient balance, etc.), a payment processing fee of 330 yen will be charged in addition to the invoice issuance fee. A separate collection fee may also be charged.
- When using credit card payment or direct debit, if you fail to debit your account a certain number of times due to insufficient balance or other reasons, the payment method may be changed to a written invoice. Even if you have not requested an invoice, you will be charged the invoice issuing fee and payment processing fee in addition to the monthly invoice amount.
- If you fail to pay the fee by the due date specified by our company, we may charge interest for late payment and suspend your service in accordance with our regulations. We will then send you an invoice for the overdue amount (issuance fee: 253 yen per invoice).

SoftBank Collective Payment

- SoftBank Collective Payment is a payment service that allows customers to pay for digital content and shopping purchases made with smartphones and other devices together with their monthly mobile phone bill.
  No prior application is required to use this service. If you give your smartphone to your child to use, please manage it carefully to avoid high usage fees. We recommend that you change your Amount Available settings or set usage restrictions in advance. Please go to My Menu for settings and changes.

Changes to Terms of Service

We reserve the right to change the contents of our terms and conditions, terms of service, rules, etc. by notifying you of the changes by posting them on our corporate website, sending you an SMS, or by any other method we deem appropriate.
In this case, the revised terms and conditions will apply to fees and other content provided.

⑤Other

Sending of emails

- We will send you emails containing information about our services, etc. In addition, we may also send emails containing text or images to your phone number and email address regarding various services, products, campaigns, etc. provided by other companies. If you wish to stop receiving emails about other companies' services, you can do so by following the instructions in the email you receive.

Restrictions on use

- If any false information is provided on the contract application form, if the letter confirming the contract is not received, or if charges are unpaid, we may suspend your use, terminate your

contract, or restrict your use of communication services on your purchased mobile phone.

- In the event that a mobile phone is acquired illegally through a criminal act such as theft, fraud, or any other act in violation of laws and regulations (such as violation of the Mobile Phone Improper Use Prevention Act, document forgery, etc.), or if a debt (including an installment debt for replacement payment of the mobile phone bill) has not been fulfilled or is highly likely not to be fulfilled, we may suspend use of the communication service using that mobile phone.
- In addition, please note that if you receive a mobile phone from a third party and the original owner is subject to the preceding conditions, your use of the mobile phone may be restricted.

Privacy policy

- For details and the latest information, please refer to the Privacy Policy on our corporate website.

[Use of personal data]

- We may use your personal data for the following purposes. (1) Procedures and customer support; (2) Provision of services; (3) Service quality improvement and development: Improving service quality, etc., developing new services, etc. and various surveys and analysis; and (4) Notifications: Distribution and delivery of notifications regarding services, etc. and recommended content

- Joint use
  We may jointly use personal data with our group companies for the purpose of providing telecommunications services, etc. In accordance with the Guidelines for Protection of Personal Information in Telecommunications Business, we will not share your information beyond the scope defined in the Privacy Policy to which you have consented.
- Provision to third parties
  In addition to providing personal data as required by law, we may provide your personal data to the following parties for the purposes of use listed below.

Recipient	Purpose
Police or other government agencies	Prevention of crimes through fraudulent use (such as bank transfer fraud)
Mobile network operators, including mobile virtual network operators	(1) Preventing spam mailing, etc.; (2) Preventing fraudulent sign-ups based on the Mobile Phone Improper Use Prevention Act; (3) Preventing spam mailing via by SMS, etc.; (4) Improving product quality
Mobile network operators, including mobile virtual network operators and other telecommunications carriers	Screening to prevent fraudulent sign-ups
Mobile network operators	MNP procedure
Mobile network operators, including mobile virtual network operators and other carriers that provide services using BWA (Broadband Wireless Access) systems	Preventing non-payment of fees*
Designate affiliated credit information agency or affiliated personal credit information agency, etc.	Contract review of the contract in regard to the contract holder and investigation into payment ability
Credit transferee	Transfer of installment receivables based on individual installment purchase contracts and advance payment contracts
Businesses that provide information, offers, and support for products, services, and campaigns	Information, registration, provision, combined billing, fee collection, support, etc. for products, services, and campaigns related to us and our designated business partners
Our sales agents, sales partner companies, and internet search service providers	(1) Campaign management and operation; (2) Provision of services related to Internet search services
Service providers affiliated with us	To ensure smooth provision of collaborative services with other companies
Resellers & rental companies	
Affiliated content providers	To confirm compliance with contracts and to screen contracts by resellers and rental companies
Police, the Japan Coast Guard, fire departments, and other rescue agencies	Search for rescue victims
Mobile phone subscribers	To determine whether or not to provide our telecommunications services when they are used as telecommunications facilities for mobile phones, etc., and to maintain registered information
NTT East, NTT West	Registration, provision, installation, etc. of our optical fiber services utilizing the optical fiber collaboration model of NTT East and NTT West
NTT East, NTT West, affiliated providers	Carrying out operations necessary for interconnection and related operations

Check or change your contract details here
LINEMO My Menu

LINEMO My Menu Search

https://care.linemo.jp/luc/d/top

If you have any questions about the service or how to use it, please contact us here LINEMO Customer Support

LINEMO Customer Support Search

https://linemo.jp/s/Lg9uF

● Outsourcing of operations to overseas partner companies
We may outsource operations to partner companies to handle customer information overseas. We ensure that the same safety control measures are taken overseas that we perform here. For more information on personal information protection systems in each country, please see here (https://www.softbank.jp/privacy/contact/overseas-offer/).

Country name	Main purpose of use
Customers who use personal or corporate services	
Sweden	To maintain communications facilities and analyze equipment (Only when necessary. Individuals cannot be identified.)
Finland	To maintain communications facilities and analyze equipment (Only when necessary. Individuals cannot be identified.)
United Kingdom	For eSIM number management
United States (Federal)	To maintain communications facilities and analyze equipment (Only when necessary. Individuals cannot be identified.)
	For analysis aimed at improving the quality of customer support
United States (California)	To use the analysis system to improve our services
	To provide various information to customers and use the email distribution system
Corporate customers	
United States (Federal)	To provide information to customers and improve services To use the sales support system to make proposals to customers
	To provide technical support to customers and handle troubleshooting, etc.
United States (California)	To provide various information to customers and use the email distribution system
	To use the sales support system to make proposals to customers For account management and billing calculations
	To provide a cloud platform
Our business partners and personnel	
United States (Federal)	To manage the system for information and transactions with our business partners
United States (California)	For system management of electronic contracts

* To prevent non-payment of fees, information on non-payers is provided for use in contract screening and other purposes. For more information, please visit the Telecommunications Carriers Association website (http://www.tca.or.jp/mobile/nonpayment.html).
* We may provide personal information to a third party after processing it to prevent identification of any individual.
* Information processed from personal data will be used in our recommendation-based advertising services. For details, please refer to the Privacy Center on our corporate website.

Exchange of information among service providers

< Exchange of information on non-payment of fees between mobile phone and PHS service providers >
After contracts are terminated, information on customers with non-payment of fees is exchanged between mobile phone and PHS service providers. This information is used for screening purposes when reviewing applications for contracts, so applications may not be accepted depending on the status of non-payment of fees.
< Exchange of information on transmission of spam mail between mobile phone and PHS service providers >
Mobile phone and PHS service providers exchange information on customers who have been subject to service suspension (including contract termination) due to the sending of emails in violation of the Act on Regulation of Transmission of Specified Electronic Mail to a large number of people at the same time or the sending of emails that may be otherwise problematic. This information is used for screening purposes when reviewing applications for contracts, so your application may not be accepted if you fall under this category.
< Exchange of user suspension information between mobile phone and PHS service providers based on the Mobile Phone Improper Use Prevention Act* >
From March 2009, in accordance with the provisions of the Mobile Phone Improper Use Prevention Act, information on customers who have been suspended for not responding to requests for confirmation of their identity at the request of the police in regard to their phone lines (special suspensions of use) is exchanged between mobile phone and PHS service providers. This information is used for screening purposes when reviewing applications for contracts, so your application may not be accepted if you fall under this category.
Act on Identity Confirmation, etc. Performed by Mobile Voice Communications Carriers for their Subscribers, etc. and Prevention of Wrongful Use of Mobile Voice Communications Services

Please check before signing a contract to ensure that you will not be involved in a crime without realizing it.

- Who will be using the contracted services?
  - Is this mobile device to be used by you or a family member?
- Were you asked to enter into the contract in exchange for certain conditions? For example: "Do this and I'll give you (or lend you) money"
  - The phone you have signed up for may be used to commit crimes such as bank transfer scams.
- Are the identification documents actually yours? Is all the information correct?
  - If any part belongs to someone else or has been changed without authorization, this is illegal and you may be punished.

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