

GTN Mobile Biz – Terms of Use and Service Plan Conditions & Important Notes

Please carefully review the service plan conditions and important notes before applying.

GTN 5G Unlimited for Biz

① Plan Overview

1. This plan provides internet access using the 5G and 4G/LTE network operated by Rakuten Mobile. The actual service quality may vary depending on location and time of use. The communication speed is based on a best-effort model (theoretical maximum speed) and is not guaranteed as an actual performance speed. Network conditions and congestion may affect communication speed. This service can be used with various devices that support Rakuten Mobile's 5G and 4G/LTE networks.
2. Data usage is generally unlimited. However, in order to ensure fair service for all users and maintain network quality, connection speeds may be reduced in certain cases.

Fair Usage Policy – Ensuring Equitable Data Usage

While we provide ample data capacity for standard use, domestic and international telecommunications providers may impose data usage limits on users who consume large amounts of data in a short period. If such restrictions are applied, users may experience connectivity issues or significantly reduced communication speeds. Once a data restriction is imposed on a contracted line, it cannot be lifted during the contract period.

3. This plan allows for international data roaming up to 2GB. However, voice calls and SMS cannot be used for international roaming. Before traveling abroad, please ensure that you connect to the Rakuten Mobile network in Japan. In some cases, connectivity may not be possible due to circumstances affecting local service providers. If you use up the high-speed data allocation within the international roaming area of the designated countries/regions, your connection speed will be reduced to a maximum of 128kbps. Connection speeds are best-effort and may fluctuate depending on network conditions and other factors. Outside of the designated international roaming countries/regions, service is only available via Wi-Fi. The service area and conditions for international roaming data may change without prior notice, so please check the latest information before use. Once the allocated international roaming data is used up, additional data cannot be purchased.
4. This plan does not support call forwarding services.
5. Mobile Number Portability (MNP) is not available for this plan.

② Service Fees

1. An initial administrative fee of 3,300 yen (tax included) applies.
2. A monthly basic usage fee of 5,258 yen (tax included) is required.
3. The basic usage fee for the first month will be calculated on a pro-rata basis from the start date of service.
4. Domestic calls are available through the default OS phone app. Up to 250 minutes of domestic calls per month are free. Beyond this limit, a charge of 20 yen per 30 seconds (22 yen including tax) will apply. Please note that different rates apply for calls from Japan to overseas, from overseas to Japan, from overseas to overseas, and to certain numbers such as 0570 Navi Dial.
5. If you send an SMS, domestic messages cost 3.3–33 yen per message (tax included), and international messages cost 100–1,000 yen per message (tax-exempt).
6. Incoming calls and receiving SMS messages are free of charge.
7. All charges are billed on a postpaid basis and will be invoiced in the month following usage.

GTN Mobile Eazy for Biz

① Plan Overview

1. This plan provides internet access using the 5G and LTE (4G) network operated by NTT Docomo. The actual service quality may vary depending on location and time of use. The communication speed is based on a best-effort model (theoretical maximum speed) and is not guaranteed as an actual performance speed. Network conditions and congestion may affect communication speed. This service can be used with various devices that support NTT Docomo's 5G and LTE (4G) networks.
2. Data usage is reset at the beginning of each month, and any unused basic data from the current month will be carried over to the following month. *If the monthly data limit is exceeded, the connection speed will be reduced to a maximum of 200kbps.
3. If you apply for Mobile Number Portability (MNP), your mobile phone may be temporarily unavailable until the new SIM card arrives.
4. International roaming services are not available.

② Service Fees

1. An initial administrative fee of 3,300 yen (tax included) applies.
2. A monthly basic usage fee applies as follows. *All prices include tax:
3GB: 1,078 yen 10GB: 2,068 yen 30GB: 4,048 yen
3. The basic usage fee for the first month will be calculated on a pro-rata basis from the start date of service.
4. Call Charges

■ If you do not subscribe to the "10-Minute Unlimited Domestic Calls Option"

- Domestic calls are charged at 22 yen per 30 seconds (tax included).

■ If you subscribe to the "10-Minute Unlimited Domestic Calls Option"

- The monthly fee is 858 yen (tax included) and will be billed in the month following usage. The first month's fee is not prorated.
 - Domestic calls within 10 minutes per call are free, with no limit on the number of calls.
 - For domestic calls that exceed 10 minutes per call, a charge of 22 yen per 30 seconds (tax included) will apply.
 - To use the "10-Minute Unlimited Domestic Calls Option", please use the default call app on your device.
 - The "10-Minute Unlimited Domestic Calls Option" does not apply to calls made to the following numbers:
 - 1) Three-digit numbers such as 117, 177
 - 2) NTT Communications' Toll-Free, Navi Dial, Tele Dome, Voice Mail Dial, and other carriers' 0XX0 numbers
 - 3) My Line and other numbers starting with 00XX
 - 4) Numbers starting with 060, 020, or #
 - 5) NTT Docomo's remote operation numbers for other devices (e.g., 090-310-14xx, 090-310-1655)
 - 6) SoftBank's numbers related to call forwarding, voicemail, and missed call notification services
 - 7) Calls to satellite phones (e.g., Iridium, Inmarsat, IsatPhone, etc.)
 - If non-conversational, one-sided or automated connections of less than 10 minutes are repeatedly detected, this option may be suspended.
 - There is no minimum contract period for this option. The contract will continue unless a cancellation request is made.
 - To cancel this option, please submit a cancellation request by the end of business hours on the 26th of the month you wish to cancel.
5. If you send an SMS, domestic messages cost 3.3–33 yen per message (tax included), and international messages cost 50–500 yen per message (tax-exempt).
 6. If you exceed the data limit of your contracted plan, you can purchase additional data on a pay-as-you-go basis. 500MB / 550 yen (tax included).
 7. The basic usage fee, universal service fee, and telephone relay service fee will be billed in the month following usage.
 8. Call charges (domestic/international) and SMS usage fees will be billed two months after usage.

GTN 5G Kakeho for Biz

① Plan Overview

1. This plan provides internet access using the 5G and 4G/LTE network operated by SoftBank.
The actual service quality may vary depending on location and time of use. The communication speed is based on a best-effort model (theoretical maximum speed) and is not guaranteed as an actual performance speed. Network conditions and congestion may affect communication speed. This service can be used with various devices that support SoftBank's 5G and 4G/LTE networks.
2. Data usage is reset at the beginning of each month. Unused data from the current month cannot be carried over to the following month. *If the monthly data limit is exceeded, the connection speed will be reduced to a maximum of 128kbps.
3. Mobile Number Portability (MNP) is not available for this plan.
4. International roaming services are not available.

② Service Fees

1. An initial administrative fee of 3,300 yen (tax included) applies.
2. A monthly basic usage fee applies as follows. *All prices include tax:
5GB: 3,130 yen 20GB: 4,290 yen 50GB: 6,130 yen
3. The basic usage fee for the first month will be calculated on a pro-rata basis from the start date of service.
4. Domestic calls are generally unlimited 24/7, with no time restrictions on call duration or charges. To ensure that voice calls remain a convenient communication method for most users, the service allows unlimited domestic voice calls at a flat rate, regardless of call duration, frequency, or recipient. However, certain calls are excluded from the unlimited calling service. If excessive continuous call durations or unusually high call frequency are detected and deemed to affect the network, the carrier may temporarily restrict or disconnect calls without prior notice.

Excluded from Unlimited Calling

International roaming calls, international calls, SoftBank satellite phone services, Oshirabe Dial, calls to numbers with fees set by other providers such as 0180, 0570, and directory assistance (104) are not covered under the unlimited calling service. Additionally, certain numbers designated by SoftBank are excluded from the unlimited calling service as they fall outside the intended scope of this plan. For a complete list of excluded numbers, please refer to the information provided by SoftBank at the following URL:

https://www.softbank.jp/mobile/set/data/legal/spguide/pdf/sp_sumahodai_numberlist_kiyaku.pdf

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5. If you send an SMS, domestic messages cost 3.3–33 yen per message (tax included), and international messages cost 100–1,000 yen per message (tax-exempt).
6. The maximum usage limit for carrier voice calls (excluding calls covered under the unlimited calling service) is 5,000 yen per month. If this limit is exceeded, only incoming calls and incoming SMS will remain available, while outgoing calls, outgoing SMS, and data usage will be suspended for the remainder of the month without prior notice.
7. If you exceed the data limit of your contracted plan, you can purchase additional data on a pay-as-you-go basis. 1GB / 1,440 yen (tax included).
8. The basic usage fee, universal service fee, and telephone relay service fee will be billed in the month following usage.
9. Call charges (domestic/international) and SMS usage fees will be billed two months after usage.

Common Terms for All Plans

① Monthly Payment Methods

1. Your bill for the previous month's usage will be sent via email between the 8th and 10th of each month. Please make the payment by the due date using the designated payment method.
2. The payment due date varies depending on the selected payment method:
 - A. Direct Debit: The billed amount will be automatically withdrawn from your bank account on the 27th of each month. If the 27th falls on a weekend or public holiday, the withdrawal will be processed on the next business day.
 - B. Credit Card Payment: The amount will be charged to your credit card between the 7th and 13th of each month. Please check with your credit card provider for the exact billing date and payment due date.
 - C. Convenience Store Payment: Please make your payment by the 25th of each month using the payment details provided in the billing email. While the payment link remains valid until the 5th of the following month, you are required to complete the payment by the 25th.
 - D. If a credit card payment fails or the direct debit is not processed on the due date, and the outstanding balance is not paid via bank transfer or in-store payment by the next billing cycle, the payment method will automatically be changed to convenience store payment starting from the next invoice.

Mizuho Bank, Ikebukuro Branch (230), Checking Account, 2015727
Global Trust Networks Co., Ltd.

*The customer must pay the transfer fee.
3. If the billed amount is not paid by the due date, your service may be suspended.

4. If payment is overdue for two months or more, your contract will be forcibly terminated. Once terminated, the same phone number cannot be reused. Additionally, future applications for GTN Mobile services may be declined. If you anticipate a delay in payment due to reasons such as temporary return to your home country, please make sure to contact us in advance.
5. The Universal Service Fee is a charge required to ensure the availability of universal services (such as landline phones, public telephones, and emergency calls) across Japan. The per-number fee is determined and published by the Universal Service Support Organization (Telecommunications Carriers Association).
6. The Telephone Relay Service Fee is a charge required to support the provision of telephone relay services, which facilitate communication via sign language or other means for individuals with hearing impairments. The per-number fee is determined and published by the Telephone Relay Service Support Organization (Telecommunications Carriers Association).

② Contract Changes and Cancellation

1. A reissuance fee of 3,300 yen (tax included) applies for SIM card replacements due to size changes or loss. The new SIM card will be shipped approximately four business days after the request is submitted. Please note that changes may be irreversible. Once a new SIM is issued, the old SIM becomes invalid, meaning you will be unable to use your line until the new SIM arrives.
2. If using an eSIM, once the profile is deleted, it cannot be reinstalled. Even in cases of accidental deletion, a new eSIM must be issued, and the reissuance fee will apply, so please be careful when managing eSIM settings.
3. To cancel your contract, please submit your cancellation request by the end of business hours on the 26th of the month you wish to cancel. In some cases, GTN Mobile may send a confirmation request with a response deadline. If you respond within the deadline, your cancellation request will be processed. If confirmation is not completed within the deadline, cancellation will not take effect that month, and the earliest cancellation date will be the following month.
4. The full monthly service fee will be charged for the cancellation month, regardless of the cancellation request date. Prorated fees are not available.
5. Mobile Number Portability (MNP) is not available, except for GTN Mobile Eazy for Biz.
6. This plan has no minimum contract period. The contract will automatically renew unless a cancellation request is submitted. Temporary suspension due to travel (e.g., returning to your home country) is possible, but charges will continue to apply.
7. Returns, exchanges, and cancellations due to customer circumstances cannot be accepted after the contract is finalized.

③ International Calls

When making international calls, you can use either the carrier's standard international call service, which is accessed through the default OS phone app, or GTN DIAL, our proprietary international call service that uses a prefix-based dialing method. Call charges vary depending on the country or region for each service.

GTN DIAL – A Cost-Effective International Calling Service

GTN DIAL is an international calling service that uses a prefix-based dialing method, allowing for more affordable international call rates compared to the carrier's standard international call service. However, in some countries or regions, GTN DIAL may not offer lower rates. Please check the applicable rates before use.

1. How to Use: Dial 00912091-010- [Country Code]- [Area Code]-[Recipient's Number], then press the call button.
*Omit the leading "0" from the area code.
2. Payment Method: Charges will be billed together with the monthly service fee in the following month.
(Example: Calls made in April will be billed in May.)
3. If the usage exceeds a certain amount (approximately 10,000 yen or more), the GTN DIAL service may be temporarily suspended.
4. For detailed rates, please check here: <https://www.gtn-mobile.com/s/gtndialcall>

④ Devices and Initial Setup

1. Voice calls and internet access are available from the day the SIM card is received.
2. This service is compatible with SIM-unlocked (SIM-free) smartphones. However, some devices may not work depending on their compatibility with the SIM card.
3. If the device does not support 4G/5G or VoLTE, or if VoLTE is turned off in the settings, voice calls and data services may not be available.
4. APN settings must be configured to access the internet and use data services. The setup process varies depending on the contracted plan and device, so the appropriate APN settings should be applied.
5. For APN setup details, check here: <https://www.gtn-mobile.com/s/support/apn?language=ja>
6. The mobile hotspot function can be used after configuring the necessary settings on the device. Once the setup is complete, turn on the mobile hotspot function and check if it works. Note that mobile hotspot functionality may not be available on certain OS versions.

⑤ USIM Card

To use this service, a USIM card will be rented to the subscriber by the company. Cutting or modifying the USIM card in any way is strictly prohibited.

⑥ Network Traffic Control

1. To ensure stable service and maintain network quality, the carrier may control communication speeds regardless of the type or content of data being transmitted.
2. To implement the above measures, the carrier may monitor usage patterns, including the type of services used and overall or individual data usage.

General Service Notes

1. Service Coverage Area

This service is available within Japan and only in areas designated by Global Trust Networks Co., Ltd. ("GTN") within the service coverage areas defined by NTT Docomo, SoftBank Corp., and Rakuten Mobile, Inc. (collectively referred to as "mobile carriers").

2. Subscriber Obligations

Subscribers must comply with the following obligations:

- ① Do not intentionally leave the contracted line on hold for an extended period or engage in any activity that disrupts telecommunications transmission and exchange.
- ② Do not intentionally make a large number of incomplete calls or engage in any activity that may overload the network or cause heavy traffic on communication lines.
- ③ Do not use the service in a manner that significantly deviates from typical usage, especially if it may interfere with the smooth operation of telecommunications services.
- ④ Do not transfer calls received on a different telecommunication line to the contracted line or use the contracted line to relay calls for third parties.
- ⑤ Do not make an excessive number of calls to a specific recipient in a manner that could be considered harassment.
- ⑥ Do not make large volumes of outgoing calls or automated calls for prolonged periods within a short timeframe.
- ⑦ Do not engage in extended or excessive calls to voice guidance systems over a prolonged period.
- ⑧ Do not access, modify, or delete the subscriber identification number or other information stored on the SIM card.
- ⑨ Do not rent out the mobile communication equipment or SIM card provided for this service as a business activity.
- ⑩ Except as specified in the terms and conditions or with explicit approval from GTN, do not allow anyone other than the subscriber to use this service.
- ⑪ If the subscriber's use of this service causes harm to other subscribers or third parties due to reasons attributable to the subscriber, the subscriber is responsible for resolving the issue at their own expense.
- ⑫ Do not use this service for business activities that involve making a high volume of calls to random numbers.
- ⑬ Do not use this service for profit by generating outgoing calls, except when conducting standard commercial activities within the scope of the terms and conditions.

- ⑭ Do not engage in unusual usage patterns, such as making calls to multiple phone numbers within a short period and keeping each call extremely brief.
- ⑮ Do not violate or engage in activities that may violate other agreements related to this service.
- ⑯ In addition to the above, do not engage in activities that GTN deems to be in violation of public order and morals, an infringement on the rights of third parties, a disruption to GTN's operations related to this service, or a disruption or potential disruption to GTN's telecommunications equipment.

3. Breach of Subscriber Obligations

If the subscriber violates "2. Subscriber Obligations," GTN may claim compensation for any damages incurred as a result. Additionally, if GTN compensates a third party for damages caused by the subscriber's use of this service, GTN reserves the right to seek reimbursement from the subscriber for the amount paid.

4. Service Quality Guarantee and Limitation of Liability

- ① This service relies on the mobile carrier's wireless communication network, and in cases of severe network congestion, significantly deteriorated signal conditions, or other situations as determined by the carrier, some or all connections may become unavailable, or ongoing communications may be disconnected. GTN bears no responsibility for any damages incurred by the subscriber or third parties due to such circumstances.
- ② In addition to the conditions stated in the previous section, GTN does not guarantee the availability, latency, or overall quality of communications provided through this service.

5. Disclaimer of Liability

Except where explicitly stated, GTN shall not be liable for any breach of service quality guarantees as defined in "4. Service Quality Guarantee and Limitation of Liability," nor for any damages incurred by the subscriber in connection with the use of this service, regardless of the cause. GTN will not provide compensation, refunds, or fee reductions for such damages.

6. Usage Restrictions

- ① In accordance with Article 8 of the Telecommunications Business Act, if a natural disaster, emergency, or other crisis occurs or is likely to occur, GTN may impose usage restrictions to prioritize emergency communications necessary for disaster prevention, relief efforts, transportation, telecommunications, power supply, or public order in the interest of public welfare.

- ② GTN may restrict access to communications used for viewing or obtaining child pornography, as defined under the Act on Punishment of Activities Relating to Child Prostitution and Child Pornography, and the Protection of Children (Act No. 52 of 1999).

7. Service Suspension

- ① GTN may suspend the provision of this service under the following circumstances:
 - (1) When necessary for the maintenance or construction of GTN's telecommunications equipment.
 - (2) When unavoidable issues such as failures occur in GTN's telecommunications equipment.
- ② If GTN suspends the service, subscribers will be notified in advance. For suspensions due to maintenance or construction (item 1 above), notice will be given at least 14 days in advance. For suspensions due to equipment failures or other unavoidable circumstances (item 2 above), notice will be given before the suspension begins. However, in cases of emergency or unavoidable circumstances, advance notice may not be provided.

8. Service Suspension or Restriction

- ① GTN may suspend or restrict the use of this service if the subscriber falls under any of the following conditions:
 - (1) Failure to fulfill contractual payment obligations or a clear risk of non-payment.
 - (2) It is discovered that false information was provided in the required documents when applying for this service.
 - (3) Violation of the obligations set forth in "2. Subscriber Obligations."
 - (4) Violation of any other terms and conditions.
 - (5) GTN determines that providing this service to the subscriber is inappropriate.
- ② When implementing measures based on the above conditions, GTN will notify the subscriber in advance, stating the reason and duration of the suspension or restriction. However, in cases of emergency or unavoidable circumstances, advance notice may not be provided.

9. Service Termination

- ① GTN may, at its discretion, discontinue all or part of this service.
- ② If all or part of this service is to be discontinued under the above provision, GTN will notify subscribers at least one month in advance.
- ③ If the mobile carrier's telecommunications service is terminated due to contract cancellation or any other reason, this service will be automatically discontinued.

10. Contract Termination by GTN

- ① GTN may terminate this contract under the following circumstances:
 - (1) If service has been suspended or restricted based on "8. Service Suspension or Restriction" (Clause 1), and the subscriber does not resolve the cause of the suspension or restriction within the period specified by GTN, which shall be within two months from the date of suspension or restriction. However, if the suspension or restriction is due to non-payment as specified in Clause 1, Item (1) of the same section, GTN may immediately terminate the contract.
 - (2) If any of the circumstances listed in "8. Service Suspension or Restriction" (Clause 1) apply, and GTN determines that such circumstances may interfere with its business operations.
- ② If GTN terminates the contract under the above provisions, the subscriber will be notified in advance.
- ③ If all or part of this service is discontinued based on "9. Service Termination" (Clause 1), the contract related to the discontinued service shall be considered terminated as of the discontinuation date.

11. Contract Cancellation by the Subscriber

- ① If the subscriber wishes to cancel this contract, the cancellation date shall be the last day of the month in which the cancellation request is made. The subscriber must submit the designated form to the location specified by GTN, following the procedures outlined in the terms and conditions or on the official website. In this case, the SIM card must be returned to GTN as stipulated in Clause 2 of this section.
- ② If the subscriber cancels the contract and has rented equipment, it must be returned to GTN.
- ③ In the event of cancellation under this section, the subscriber shall be responsible for all usage fees and other obligations incurred for the cancellation month.

12. Selection of Equipment

Rented equipment shall be selected by GTN based on the number of contracted lines or, if the subscriber has the option to choose from available types, from the options specified by GTN.

13. Management of Rented Equipment

- ① The subscriber must comply with the following terms regarding equipment rented from GTN:
 - (1) Do not disassemble, damage, reverse-engineer the software, or use the rented equipment for any purpose other than its intended use, unless prior approval from GTN has been obtained.
 - (2) Do not lend, transfer, or otherwise dispose of the rented equipment without prior approval

from GTN.

- (3) Do not use the rented equipment outside of Japan.
- (4) Handle the rented equipment with due care as a responsible custodian.
- ② Even if the rented equipment is used by a third party, the subscriber remains fully responsible for its use.
- ③ If this contract is terminated for any reason or if the rented equipment is no longer in use, the subscriber must return the equipment to GTN without delay.
- ④ If this contract is terminated for any reason or if the rented equipment is no longer in use, GTN will erase all information registered on the equipment using a method determined separately by GTN. The subscriber may not raise any objections regarding this process.

14. Measures in Case of Equipment Malfunction

- ① If the rented equipment malfunctions, the subscriber must promptly notify GTN using the method specified by GTN and return the malfunctioning equipment.
- ② Upon receiving the returned equipment, GTN will send a replacement unit.
- ③ If the malfunction is due to the subscriber's fault, the subscriber must pay GTN the repair or replacement fee specified in the price list (hereinafter referred to as the "Reissuance Fee").

15. Measures for Lost Equipment

- ① If the subscriber loses the rented equipment, they must promptly notify GTN using the method specified by GTN. Upon receiving this notification, GTN will send a replacement unit.
- ② If the rented equipment is not returned as required under "11. Contract Cancellation by the Subscriber" (Clause 2), "13. Management of Rented Equipment" (Clause 3), or "14. Measures in Case of Equipment Malfunction" (Clause 1), it will be considered lost. Regardless of the reason for the loss, GTN will charge the Loss Compensation Fee specified in the price list via an invoice issued to the subscriber, and the subscriber must pay the fee to GTN.
- ③ The subscriber is responsible for handling lost equipment in accordance with applicable laws. Even if the lost equipment is later found and returned to GTN, the Loss Compensation Fee already paid will not be refunded.