

Explanation of Important Matters Regarding UCOM Hikari Residence

<Conditions of service provision> ● Only people living in a housing complex closing a contract for UCOM Hikari Residence provided by TSUNAGU NETWORK COMMUNICATIONS INC.

(hereinafter referred to as “TSUNAGU NETWORK COMMUNICATIONS”) can apply for this service. ● This service is an internet connection service using the fiber optic lines of TSUNAGU NETWORK COMMUNICATIONS.

<Application> ● Before applying for the service, you must agree to the UCOM Hikari Residence ISP Subscription Terms and Conditions. You can read the UCOM Hikari Residence ISP Subscription Terms and Conditions on URL (<https://ucom-r.ne.jp/kiyaku.html>) or by making a request to our Inquiry contact. ● If you are required to pay the basic usage fee (please check information sent from TSUNAGU NETWORK COMMUNICATIONS) or wish to use optional services (including certain free content services), please register a credit card with the same name as the applicant. In the case of minors, a credit card with the name of the person in parental authority written and signed in the field “To be filled out by person in parental authority (joint guarantor)” can be used. You must register a credit card by the end of the next month following that in which the effective date of the agreement falls (the date is written on the UCOM Hikari Residence registration certificate).

Otherwise an administrative fee of 220 yen (tax included) will be added to the monthly payment. ● The basic usage fee for the calendar month where the service starts is calculated on a pro-rated daily basis.

<Initial agreement cancellation> ● This service is subject to an initial agreement cancellation system. However, with respect to introduction of this service, if an agreement is concluded collectively for each housing complex according to the all-unit package subscription method, instead of an agreement for each tenant, or if the contracting party is corporation, this service is not subject to the aforementioned system. ● You may cancel the agreement for your convenience by the elapse of eight (8) days from the day of receipt of the registration certificate. You can cancel the agreement by contacting the following address by phone or notifying TSUNAGU NETWORK COMMUNICATIONS in writing. In addition, the cancellation becomes effective when you make the call or send the written notification. * Written notification addressed to: TSUNAGU NETWORK COMMUNICATIONS INC. UCOM Hikari Residence Registration Center, Shin-Otemachi Building, 2-2-1 Otemachi, Chiyoda-ku, Tokyo (postal code: 100-0004) ● In this case, you (i) will not be demanded to pay compensation for damages, a penalty or other monies, etc. (ii) However, fees for telecommunications services received by you during a period until termination of the agreement, administrative fees and fees for construction work (if any construction work has already been performed) are charged to you. (iii) In addition, if there is any money, etc. received by TSUNAGU NETWORK COMMUNICATIONS from you in connection with the agreement, such money, etc. (excluding the amount of fees charged to you as set forth in (ii) above) will be refunded to you. ● If

TSUNAGU NETWORK COMMUNICATIONS or a business operator that acts as an intermediary for conclusion of the agreement provides you with false information about the initial agreement cancellation system, and as a result you misunderstand that what you were told is true, causing you not to cancel the agreement by the elapse of the aforementioned period, you may cancel the agreement for your convenience by the elapse of eight (8) days from the day of receipt of the registration certificate that is issued stating that you may cancel the agreement.

<Cancellation> ● Notification of cancellation of the service is accepted on My Page (<https://mypage.ucom.ne.jp/>). Please take the cancellation procedure during a period from the 21st day of the month before that in which you wish to cancel the service through to the 20th day of the month in which you wish to cancel the service (e.g., from March 21 through to April 20 if you wish to cancel the service on April 30). If TSUNAGU NETWORK COMMUNICATIONS receives a cancellation notification by the 20th in a month, the service will be cancelled on the last day of the same month. If TSUNAGU NETWORK COMMUNICATIONS receives a cancellation notification from the 21st to the end of a month, the service will be cancelled on the last day of the following month. Please note that if there are any inadequacies, etc., the cancellation notification is considered received on the day when all inadequacies are resolved. ● If you use the service according to the “VDSL method” or the “G.Fast method,” rental equipment (VDSL modem and G.Fast modem) will be leased to you by TSUNAGU NETWORK COMMUNICATIONS in accordance with the agreement. In this case, when you cancel the service, you are required to return the rental equipment in the prescribed manner within one (1) month of the cancellation. If you fail to return the equipment, you are required to pay 8,000 yen (not taxable) as a penalty for loss of each unit. Please note that the same shall apply where you lose or damage rental equipment during the term of the agreement.

<Points to remember> ● Line speed and quality: This service is provided on a best-effort basis. The speed listed here is the theoretical maximum value; the effective communication speed and line quality may be slower. Specifically, you may experience much slower Internet access speed due to your usage environment (throughput of PC, functions/throughput of equipment used including hubs and routers, standard of LAN cables, impact of electromagnetic radiation, etc.), the conditions of line congestion, and the transmission method within the building if you live in a housing complex, and may drop down to several Mbps (or slower than ADSL, etc.) depending on the time during which you use the service. If any circumstances causing overload in the facilities used for providing the Service are identified, rate/traffic limitations may be applied. ● If you wish to change the contract details, please notify our Inquiry contact, and go through the prescribed procedure. The procedure of changing the contract requires a handling fee of 1,100 yen (tax included). ● Please make an inquiry at our contact in charge of the location of your residence. For contact number and inquiry form please refer to a site specific to the building for UCOM Hikari Residence by entering the name of your building on URL (<https://ucom-r.ne.jp/search.html>). ● If TV Viewing Service or TV Viewing Service Mansion Plus is provided to the housing complex you live in, your name, address,

and contact information are provided to SKY Perfect JSAT Corporation, such that SKY Perfect JSAT Corporation can provide information on additional services. * If you do not wish TSUNAGU NETWORK COMMUNICATIONS to provide your information to SKY Perfect JSAT Corporation, TSUNAGU NETWORK COMMUNICATIONS will of course heed your request.

- In this document, fees including tax are indicated with the consumption tax rate of 10% applied.
- This document is the January 17, 2022 edition.

* Please note that this document is an unofficial translation and was prepared for reference purpose only. The original release is in Japanese.