

## Important Information on Canceling Your UQ mobile Contract

Upon completing the Mobile Number Portability (MNP) procedures, your contract with UQ mobile will be canceled and you will start a new contract with the carrier you switched to.

Therefore, we ask that you read and agree to the terms below before proceeding with the MNP procedures.

Switching from UQ mobile to au or povo2.0 with the same phone number is called a “number transfer”※. In this case, replace the word “MNP” with “number transfer” when reading this document, in the instructions for the various procedures, and so on.

※ Switching between KDDI and Okinawa Cellular will be referred to as “MNP.”

### ■ About MNP Reservation Number

The MNP Reservation Number is valid for 15 days, including the day you made the reservation. Your contract with UQ mobile will not be automatically canceled even after the expiration date. Please be careful to manage this number yourself.

### ■ About MNP One Stop

- If you have completed your reservation for cancellation on “My UQ mobile” after starting to apply for MNP at the carrier you will be switching to, complete the application procedure within 5 days at the carrier.
- If you have stopped your application procedure at the carrier you will be switching to, you may need to cancel your reservation for cancellation on “My UQ mobile” to resume the procedure.

### ■ MNP Procedures

As the carrier you will be switching to will check with UQ mobile for the contract holder's name, please apply for MNP with the same name as you used to register for the applicable line. Your contract with UQ mobile will be automatically canceled when the processing by your new carrier has been completed. However, the MNP process may be declined if there are overdue payments for UQ mobile.

### ■ The date your cancellation comes into effect

The date your contract is cancelled is the day your new contract with the carrier you switched to starts, not the day your MNP Reservation Number is issued.

## ■ How Service Fees are Calculated for the Month of Cancellation

<For 4G plans>

For UQ mobile plans subscribed to by September 1, 2021 (“Chat Plan,” “Adjust Plan,” “High-Speed Data + Call Plan,” “Unlimited Data + Call Plan,” “Smartphone Plan,” and “Carryover Plan” (hereafter collectively called “4G plans”), the basic monthly usage fees will be prorated on a daily basis.

<For 5G plans>

Basic monthly usage fees will fully apply (including procedures (MNP) involving a change of carrier between KDDI and Okinawa Cellular.) For number transfers, the basic monthly UQ mobile usage fees in the month of the transfer will be prorated on a daily basis.

## ■ Ending of discounts

<For 4G plans>

For 4G plans, the “Monthly Discount,” “Special Smartphone Discount,” “Long-Term Discount,” “Renewal Discount,” “Giga MAX Monthly Discount,” and “Family Discount” will be ended with the usage in the month before the month of cancellation.

<For 5G plans>

For 5G plans, the “Home Set Discount” and “Family Set Discount” will be ended with the usage in the month of cancellation. If the basic UQ mobile monthly fees are prorated on a daily basis, these discounts will also be prorated on a daily basis.

## ■ Unlocking Your Mobile Phone’s SIM After Cancellation

If you are “unlocking your mobile phone’s SIM” after canceling or temporarily suspending UQ mobile services, you can do this by visiting My UQ mobile Website or an au shop/au Style, au SQUARE.

To go through this process at an au store, you need to bring the mobile phone whose SIM is to be unlocked and identification documents (applications for up to two devices per day per person are accepted).

※A SIM unlocking process is not necessary for UQ mobile mobile phones that we newly released on Friday, October 1, 2021, or later, as their SIMs are not locked.

※For all mobile phones we sold after Saturday, October 1, 2022, their SIM is not locked, so there is no need to carry out SIM unlocking procedures.

### <About SIM Unlocking>

In order to insert a SIM card from another carrier to use it on a UQ mobile mobile phone or another phone that supports SIM unlocking, you need to start the SIM Unlocking procedure.

### <Conditions for SIM Unlocking>

The UQ mobile mobile phone or other models of phone needs to fulfill all of the following conditions. Even if you fulfill all of the following conditions, if your phone is damaged, the procedures will not start until after the repair has been completed.

- (1) Model released after May 2015 that supports SIM unlocking.
- (2) UQ mobile mobile phones without any network-use regulations.

### ■ Installment Payments Contract

If you have selected to continue with installment payments, the installment payments will continue to apply.

### ■ Change of Address

We may send you important notices if the billing continues after this procedure. If your address has changed, notify the Customer Support Center.

### ■ Other Important Notes Regarding Your Contract Services

- Only your mobile phone number will be carried over through the MNP and number transfer process.
  - ※ Some services will continue to be provided through separate procedures, such as au ID.
- You will need to back-up all data on your own, including contacts, pictures, messages received and sent, apps, data in apps and configuration information.
- Various benefits associated with your UQ mobile contract, including those provided by other companies, will be terminated.
- Data volume purchased through Data Charge will become unavailable.
- In addition to the discounts and benefits indicated in this document, other discounts and benefits provided as part of a UQ mobile line subscription may also be terminated by canceling the contract.
- If you are applying for MNP, you will need to choose whether to continue with or cancel any of your device warranty services (“Repair and Delivery Service,” “Repair

and Delivery Service with Cloud,” “Repair and Delivery Service Wide with Cloud,” “Repair and Delivery Service with AppleCare Services,” “Repair and Delivery Service with AppleCare Services & iCloud Storage,” “Repair and Delivery Service with AppleCare Services & iCloud+,” and “Repair and Delivery Service Wide with AppleCare Services & iCloud+.”)

If you cancel “Repair and Delivery Service with AppleCare Services,” “Repair and Delivery Service with AppleCare Services & iCloud Storage,” “Repair and Delivery Service with AppleCare Services & iCloud+,” or “Repair and Delivery Service Wide with AppleCare Services & iCloud+” in the middle of the month, you will be charged for the full month.

If you choose to continue a service, the monthly service fees will continue to apply.

If you apply for a number transfer, the device warranty service will continue and the monthly service fees will continue to apply.

(If you are subscribed to UQ mobile Device Repair Service, the service will be switched to “Repair and Delivery Service” and be continued)

To cancel the Device Repair Service, the subscriber needs to complete the procedures at a store, including the Customer Support Center. “Bring-In Repair Support” will be automatically canceled with the MNP procedure.

- The contents you are subscribed to may not be cancelled when you cancel your line subscription. If you wish to cancel the contents, please apply directly to each content provider.
- If your paid content membership fees are bundled with your UQ mobile payments, please switch your content payments to another payment system, such as a credit card, by the end of the month. Please note that if you do not complete this process, your contents and status may be reset (canceled) or automatically canceled.
- If you are subscribing to au Mail Carrying under bundled payments with communication fees, you will need to change the payment system to a credit card when applying for MNP procedures with another carrier (excluding au and povo2.0). Please be aware that the service will be automatically canceled if you fail to do so. Note that you will be able to resume the service if you take action quickly and apply for the service again within 31 days after cancellation.
- If you subscribe to au HOME as an optional UQ mobile line service, it will be automatically canceled and no longer accessible. If you have a Recommended Set Plan (installment payments) contract, a cancellation fee will be applied in accordance with your payment period. If you wish to continue with au HOME, you will need to reapply. If you are subscribed to Anshin Watcher, your Anshin Watcher device will no longer be accessible after cancelling. However, as long as you apply for au HOME

with the same au ID by the end of the month following the month in which you cancel and register your device, you can use the device again. Otherwise, your device cannot be used again. In that case, purchase a new device to use Anshin Watcher.

If you have a contract for au HOME alone, you can continue to use the service.

- If you are using a sub-line service, the service will also be terminated following the cancellation of your contract with UQ mobile. Since sub-line service lines will be stopped in order, if you make a call or use SMS before the line has been stopped, a charge for the use of such a service will apply. These charges will be billed one month after the date of use of the UQ mobile service. Please be aware that you will receive a bill two months after the month of cancellation or later.

KDDI Corporation  
Okinawa Cellular Telephone Company  
Information as of February 2024

<For inquiries>

UQ mobile Customer Support Center

Hours 10:00 a.m.–7:00 p.m. (toll-free, open daily)

Language	phone number
English	0800-777-5461
Portuguese	0800-777-5463
Chinese	0800-777-5462
Korean	0800-777-5466
Tagalog	0800-777-5465
Vietnamese	0800-777-5464
Japanese	0120-929-818