

● 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 9:00 a.m.-8:00 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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[MCHI0340]  
1909シンプルスタイルご利用ガイド (英語版)

Easy to use and understand!

# Simple Style (Prepaid Services) User Guide



 SoftBank

# 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 the validity
- Different handsets have different amount of free charge, validity For more details, see the terms of 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). dates, and universal service fees. 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 Expiration, Phone Number Expiration, 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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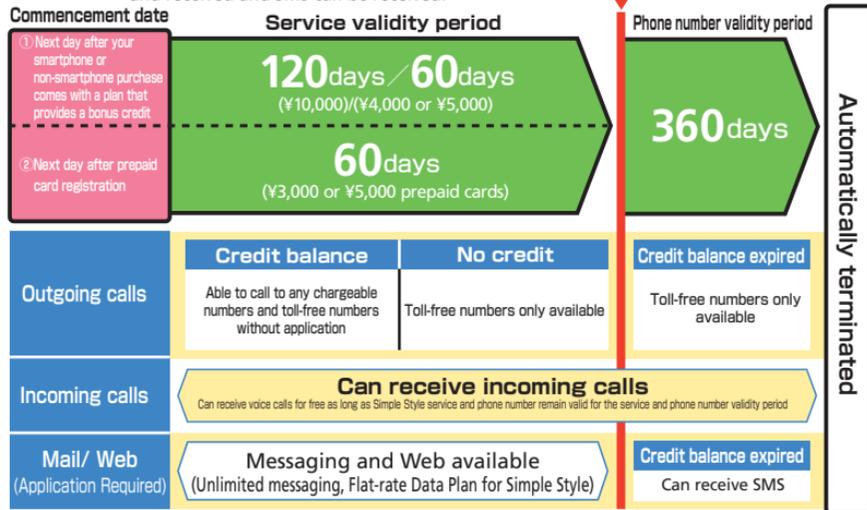
### Use of Simple Style

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## Service validity period and phone number validity period

- Service 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.



- The registered balance is available only during the validity period. After the expiration date, the balance is invalid. Please note that no refunds will be given.
- After the expiration date, unlimited messaging and the Flat-rate Data Plan for Simple Style are 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.
- By applying for the flat-rate data service for messaging and the Web appropriate for your handset (see P6-7), you can use packet communication and send and receive SIMail (MMS) and SMS. However, you cannot send SMS to the phones of other service providers (you can receive SMS from other service providers).
- To apply for the flat-rate data service for messaging and the Web, a balance higher than the flat-fare and consumption tax is required.
- Without the flat-rate data service for messaging and the Web, you can receive SMS only.
- No consumption tax is imposed on prepaid cards.

Displayed prices are exclusive of consumption tax if not otherwise specified



## Auto guidance service

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

1 4 0 0 + (toll-free)

\*For customers with smartphones, the guidance may slightly vary depending on the timing of the signing of the contract.

### 3G non-smartphone Users

1	Check for the balance and validity period
2	Prepaid card registration
3	Change the language of the voice guidance → 1 Japanese 2 English
4	Settings for Mail service → 1 Application 2 Cancellation 3 Check of the service
9	End

### Those who use smartphones or 4G non-smartphones

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



## How to add (recharge) credit

• You need to register charges to use Simple Style.

### ① Prepaid Card

Purchase prepaid cards to recharge.

<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*1 Multiple amounts can be registered*2
<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*1 Multiple amounts can be registered*2
<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 for recharging the credit card.  
\*2 Prepaid cards and credit cards can be registered several times. Registering once (one card) extends the valid period by 60 days per prepaid card to up to 360 days. The upper limit of the credit balance is ¥120,000 for smartphones or 4G non-smartphones, and ¥60,000 for 3G non-smartphones.



## Messaging and Web services

• You must apply in order to subscribe to the 3G non-smartphone service "Unlimited Mail" and the 4G non-smartphone messaging and web service "Flat-rate data plan for Simple Style 100 MB Plan (4G non-smartphones)".

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

	3G non-smartphone	4G non-smartphone
<b>How to apply</b>	14000 + ☎ (toll-free)	14000 + ☎ (toll-free) My SoftBank ( <a href="https://my.softbank.jp/">https://my.softbank.jp/</a> )
<b>Usage fee</b>	Unlimited Mail ¥286	100MB Plan ¥300
<b>Validity period</b>	Up to 30 days	Up to 30 days

• Unlimited Mail service and 100MB Plan terminate when your registered credit has expired.  
• Unlimited Mail and 100MB Plan are automatically renewed; if you cancel the service, an application must be made.

### Dealing with spam mail

You can block malicious mails using the Spam Mail Filter.

<How to configure>

#### ● Non-smartphones

Y! ボタン > メール設定 > 迷惑メールブロック設定 > 個別設定  
Y! button Mail Settings Spam Mail Block Settings Individual Settings

\*To use this feature, User ID Notification must be set. Y! button > User ID Notification > Individual Settings

#### ● Smartphones

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 exclusive of consumption tax if not otherwise specified



## Messaging and Web services

- Messaging service for smartphones: Flat-rate Data Plan for Simple Style requires an application.
- \* Applications must be submitted to send SMS (No application is required to receive SMS).

	3G smartphone	4G smartphone
How to Apply/ Register	1 4 0 0 + ☎ (toll-free)	1 4 0 0 + ☎ (toll-free) My SoftBank ( <a href="https://my.softbank.jp/">https://my.softbank.jp/</a> )
Plan Charges	2-Day Plan ¥900 7-Day Plan ¥2,700 30-Day Plan ¥4,980 <sup>*1</sup>	200MB Plan ¥900 700MB Plan ¥2,700 3GB Plan ¥4,980
Service days	2-Day Plan for 2 days 7-Day Plan for 7 days 30-Day Plan for 30 days	200MB Plan for 2 days 700MB Plan for 7 days 3GB Plan for 30 days

- For 4G smartphones, data communication is disabled after the upper limit of 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.
- As the 3GB Plan and the 30-Day Plan are automatically renewed, you must go through the cancellation procedure if you want to cancel the plan. The plan is not automatically renewed if the credit balance is insufficient.
- \*1 If you entered into a new contract or upgraded your mobile phone on or before November 27, 2014, the charge is ¥7,000. The 30-Day Plan is not automatically renewed.

[Discount service for 30-Day Plan/ 3GB Plan]

Repeated Purchase Discount: If you purchase the 30-Day Plan/ 3GB Plan 12 times in total, the charge for the 13th time onwards is discounted from ¥4,980→¥3,980

- \* The Long-term Discount has been renamed Repeated Purchase Discount starting September 13, 2019.



## 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. You cannot retain your e-mail address.
- Separate handling fees will be charged when signing a new contract or changing your handset
  - When signing a new contract or changing your handset, a contract handling fee (¥3,000) and change handling fee (¥3,000) will be charged.
  - The above handling fees will be deducted from your credit balance.
  - Please note that if your contract (i.e. contracts for the purchase of a Simple Style (Prepaid) USIM card only), does not include the purchase of a handset, all handling fees (¥3,000, respectively) must be paid at a SoftBank shop.
- Upgrading customers
  - \* Support for model upgrades

		New Model			
		3G non-smartphone	4G non-smartphone	3G smartphone	4G smartphone
Current Model	3G non-smartphone	×	✓	✓	✓
	4G non-smartphone	×	✓	×	✓
	3G smartphone	×	✓	×	✓
	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 exclusive of consumption tax if not otherwise specified

\* Carry over when changing models for "Unlimited Mail" and "Flat-rate data plan for Simple Style"

		3G non-smartphone	4G non-smartphone	3G smartphone	4G smartphone
3G non-smartphone	Unlimited Mail	×	×	×	×
4G non-smartphone	Flat-rate data plan for Simple Style	×	✓	×	×
3G smartphone		×	×	×	×
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 system

- If you use a Simple Style handset, you must pay the universal service fee every time you register communication charges. For the amount, check it on SoftBank's website or ask a shop crew.

## For 3G non-smartphone subscribers

### ● Voice and messaging services are available

### ● PIN code

- PIN code when signing up: The PIN code is determined when signing up and will be required when configuring e-mail settings, including e-mail address settings and spam settings, as well as emergency suspension of services upon request. If you forget the PIN code, you can find it in the letter sent to your registered e-mail address.

## For smartphone and 4G non-smartphone 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 the data communication services, you need to apply for the Flat-rate Data Plan for Simple Style. 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

- To update software using 4G or 3G networks, you must be a subscriber to the Flat-Rate Data Plan for Simple Style.

### ● Security software

- Smartphones are at potential risk of virus infection through Internet connections or e-mail attachments. We recommend that you use security software to mitigate the risk.

## Communication restrictions

Communication restrictions on the Flat-rate Data Plan for Simple Style are shown below.

Plans	Restriction for 3G network subscribers
2-Day Plan 7-Day Plan 30-Day Plan	The monthly packet communication volume in the month before the last month was 10 million packets (approx. 1.2 GB) or more. <b>Restricted period</b> : Entire current month

\*A month refers to a calendar month from the first of the month to the end of the month, regardless of the start date of the Flat-rate Data Plan for Simple Style.

\*Monthly packet communication volume refers to the accumulated number of packets sent or received in a month, regardless of the type of plan.

\*Customers subject to a communication restriction will be notified by SMS at the beginning of the month before the start of the communication restriction period.