

Information on HIKARI DENWA OFFICE Type



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★ The information included in this guide is current as of March 2024.

★ The prices included in this guide all include tax unless otherwise specified.

★ The "Corporate Hikari Denwa" mentioned in this guide is a collective term for "HIKARI DENWA OFFICE Type," "HIKARI DENWA OFFICE A (ACE)" and "HIKARI DENWA Number Gate."



Information on HIKARI DENWA OFFICE Type

HIKARI DENWA OFFICE Type Service Overview

<Conditions for "FLET'S HIKARI CROSS," "FLET'S HIKARI NEXT" and "FLET'S HIKARI LIGHT" in This Guide>
Check as FLET'S HIKARI NEXT if you are using an optical access service provided by a HIKARI collaboration service provider. However, if you are using a transferred optical access service provided by a HIKARI collaboration service provider, the conditions based on usage conditions prior to transferring may apply.

What Is HIKARI DENWA OFFICE Type?

"HIKARI DENWA OFFICE Type" is an IP phone service for businesses that enables the use of up to 32 numbers with simultaneous calls on up to 8 channels using FLET'S HIKARI CROSS or FLET'S HIKARI NEXT as an access line. You can continue using your current telephone number★1, and also use additional convenient services such as Number Display★2 that are essential for business situations. In addition, the FLET'S HIKARI CROSS or FLET'S HIKARI NEXT access line is up to 200 Mbps★3, which provides a pleasant broadband experience.

- ★1 Some numbers cannot continue to be used.
- ★2 Equipment supporting Number Display is required to use Number Display.
- ★3 Up to 200 Mbps (up to 1 Gbps in the case of FLET'S HIKARI NEXT Business Type, Prio 10, Prio 1, Office Type Family, Office Type Mansion, Giga Family Smart Type, Family Giga Line Type, Giga Mansion Smart Type and Mansion Giga Line Type) is the maximum technical value between the optical network unit in the customer's premises and NTT EAST's equipment, and does not indicate the actual usage speed within the customer's premises. The speed when using the Internet may decrease depending on the customer's usage environment, line congestion and the transmission method of the building in the case of collective housing.

Conditions of Provision of HIKARI DENWA OFFICE Type

- A subscription to FLET'S HIKARI NEXT is required to use HIKARI DENWA OFFICE Type (A sign-up fee, installation fee and monthly charges are required.)
- An adapter compatible with HIKARI DENWA OFFICE Type or a business phone incorporating a broadband router unit, etc. supporting the service is required to use the service.
- Some numbers cannot be called.
- The services of KDDI CORPORATION may be used for international calls.
- ★ You may have to wait to use the service or the service may not be available depending on factors such as of NTT EAST's equipment. Furthermore, the period until use differs depending on factors such as your location of use and the status of NTT EAST's equipment.

Characteristics of HIKARI DENWA OFFICE Type



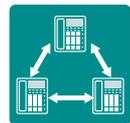
Monthly basic charge from ¥1,430

The basic subscription for HIKARI DENWA OFFICE Type is for three channels and one number, and the monthly basic charge starts at ¥1,430.



Call charges to subscriber telephones are a flat rate nationwide of ¥8.8 per three minutes

Calls to subscriber telephones, INS Net and Hikari Denwa can be used at a flat rate nationwide of ¥8.8 per three minutes.



Unlimited calls between offices using "Fixed-price Group Call"

"Fixed-price Group Call" providing calls between lines of the same subscriber at a fixed price can be used to make calls without worrying about call charges.

- ★ You must apply to register a group in advance to use the service.



Up to 32 numbers can be used on up to 8 channels.

Additional channels are ¥440 per channel and additional numbers are ¥110 per number. You may use up to 32 numbers on up to 8 channels according to the number you require.



Audio quality is equivalent to subscriber telephone service

Audio quality equivalent to subscriber telephones is provided by giving priority to voice packets.



A function equivalent to a direct inward dialing function can be used

Equipment compatible with HIKARI DENWA OFFICE Type is equipped with a function equivalent to a direct inward dialing function. The same functions can be used without a subscription or charges.



Number Display can be used for all channels on a single subscription

Number Display can be used for all channels on a single subscription. In addition, we also offer optional services such as Voice Warp and Nuisance Call Blocking.

- ★ Equipment supporting Number Display is required to use Number Display.



The phone number remains the same

Feel at ease because you can continue using the same telephone number.

- ★ Some numbers cannot continue to be used.



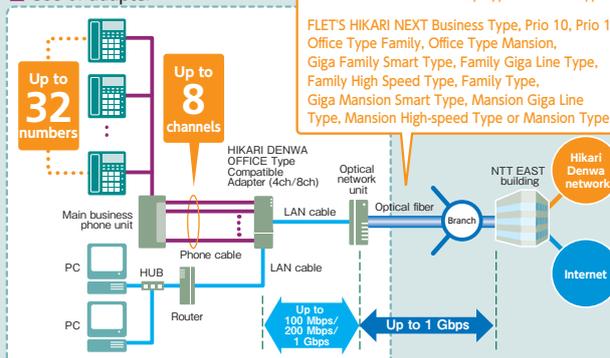
110 and 119 can also be called.

Calls to emergency numbers such as 110 and 119 can be used.

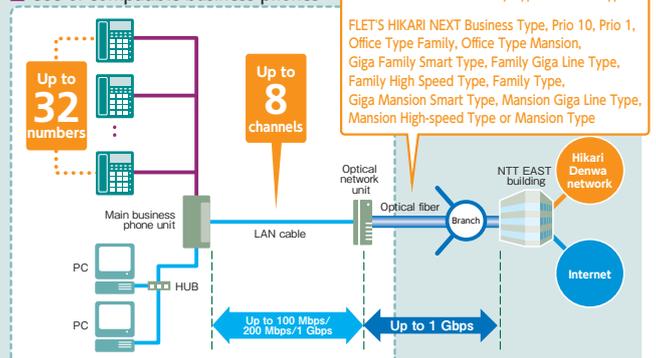
- ★ Calls including those to emergency services cannot be made during power outages.

Image of Use (If using FLET'S HIKARI CROSS or FLET'S HIKARI NEXT)

Use of adapter



Use of compatible business phones



★ Up to 200 Mbps (up to 1 Gbps in the case of FLET'S HIKARI NEXT Business Type, Prio 10, Prio 1, Giga Family Smart Type, Family Giga Line Type, Giga Mansion Smart Type and Mansion Giga Line Type) is the maximum technical value between the optical network unit in the customer's premises and NTT EAST's equipment, and does not indicate the actual usage speed within the customer's premises. The speed when using the Internet may decrease depending on the customer's usage environment, line congestion and the transmission method of the building in the case of collective housing.

How to Use HIKARI DENWA OFFICE Type

How to make calls

Calls are made in the same way as conventional subscriber telephones.

How to make international calls

When using the HIKARI DENWA OFFICE Type service, the services of KDDI CORPORATION may be used for international calls.

★ You can apply a "restriction on outgoing international calls" if you do not use international calls. Contact 0120-116116 for details.

Number indicating an international call Country code Area code within the call recipient's country

010 + Country code + Area code + Phone number
 (or **010 + Country code + Mobile phone number**)

e.g.) When calling New York (0212) 123-4567

0 10 + 1 + 2 12 + 1 23 - 4 5 6 7

Number indicating an international call Country code New York area code

If the recipient's area code or mobile phone number begins with 0, remove the first zero when dialing.
 ★ Some regions are excluded.

How to display or block your caller number

- If you choose "Display Caller Number by default" Notification of your phone number will be displayed in the same way as calls made in the past. However, the caller number will not be displayed for that call if you dial "184" before the recipient's phone number.
- If you choose "Block Caller Number by default" Notification of your phone number will be blocked in the same way as calls made in the past. However, the caller number can be notified for that call if you dial "186" before the recipient's phone number.

★ Please apply to NTT EAST to change the chosen method of caller number notification.

★ If a call is made with caller number notification from a port configured with the designated incoming call function, only the phone number is notified and the designated incoming number is not notified.



Numbers that cannot be connected

HIKARI DENWA OFFICE Type differs from general subscriber telephones because the following numbers cannot be connected. Please note this when using the service.

[1XY] Numbers		
Phone number	Service name, etc.	Ability to connect
104	Number Guidance	○
110	Police (Emergency Alert)	○
113	Malfunction Application	○
115	Telegraph Application	○
116	Sales Application	○
117	Time Signal	○
118	Maritime Security (Emergency Alert)	○
119	Fire Department (Emergency Alert)	○
135	Designated Number Alert Function	○
141	DENWABAN/Dual Number Service	×
142	Call Forwarding (Voice Warp)	○
144	Nuisance Call Blocking (Meiwaku Denwa Okotowari)	○
147	Voice Warp (Voice Warp Selection function)	○
148	Anonymous Call Rejection (Number Request)	○
161	Facsimile Communication Network	×
162	Facsimile Communication Network	×
165	Send/Receive Mail	×
171	Disaster Emergency Message Dial (Saigaiji Dengon Dial)	○
177	Weather Forecast	○
184	Caller Number Anonymous	○
186	Caller Number Notified	○
188	Consumer Hotline	○
189	Child Abuse Hotline	○

[0AB0] Numbers		
Phone number	Service name, etc.	Ability to connect
0120	Free Access/Toll-free number etc.	○★1★2
0180	TELEGONG/DATADOME	×
0570	NAVI Dial	○★3
0800	Free Access/Toll-free number etc.	○★1★2
0910	Connection of public telephone networks with internal private circuit	×
0990	Fund-raising Programs★4	○

★1 Depending on the subscription details of subscribers to free access, toll-free number, etc., it may not be possible to connect.

★2 The service provision format will change to using the facilities of NTT Communications Corporation from February 1, 2022. This will be accompanied by a change in some specifications. Please see the press release materials on the NTT East for information on the overview of the transfer, the timing of implementation and changes in service.

■ Notification of change in format of provision of "Free Access" and "Free Access HIKARI WIDE" incoming call billing service, and automatic transition https://www.ntt-east.co.jp/info/detail/210929_01.html

★3 Connections can only be made using NAVI Dial provided by NTT Communications Corporation. However, if the subscription details of the NAVI Dial subscriber do not allow calls to be received from Hikari Denwa, a connection will not be possible.

★4 This may be used when a disaster fund-raising program is provided in the event of a severe disaster.

[0A0] Numbers		
Phone number	Service name, etc.	Ability to connect
010★5	International Calls	○
050	IP phone	○
070/080/090	Cell phone	○

★5 Calls to international toll-free numbers, etc. (numbers starting with 010-800) cannot be connected.

[00XY] Numbers, etc. Business Operator Identification Numbers

Calls designating telecommunications companies (numbers beginning with "00XY" such as 0036 and 0033 numbers) cannot be made from HIKARI DENWA OFFICE Type.

[#+ABCD] Number		
Phone number	Service name, etc.	Ability to connect
#7000 to #9999	HIKARI DENWA Sharp Dial	○★6

★6 HIKARI DENWA Sharp Dial is a service enabling connections only from "Hikari Denwa," "Hikari Denwa NEXT" "HIKARI DENWA OFFICE Type," "HIKARI DENWA OFFICE A (ACE)" and "HIKARI DENWA Number Gate." Depending on the subscription details (such as cases where the subscription details only allow calls to be received from certain regions) of HIKARI DENWA Sharp Dial subscribers (receiving side), it may not be possible to connect even from "Hikari Denwa," "Hikari Denwa NEXT" "HIKARI DENWA OFFICE Type," "HIKARI DENWA OFFICE A (ACE)" or "HIKARI DENWA Number Gate."

Monthly Basic Charge

The basic monthly charge for HIKARI DENWA OFFICE Type is the sum of the "basic charge" and the "additional service usage charge." A separate usage charge is required when renting a HIKARI DENWA OFFICE Type compatible adapter.

- When using HIKARI DENWA OFFICE Type, it is necessary to be subscribed to FLET'S HIKARI CROSS Family Type, Mansion Type, FLET'S HIKARI NEXT Business Type, Prio 10, Prio 1, Office Type Family, Office Type Mansion, Giga Family Smart Type, Family Giga Line Type, Family High Speed Type, Family Type, Giga Mansion Smart Type, Mansion Giga Line Type, Mansion High-speed Type or Mansion Type. (A sign-up fee, installation fee and monthly charges are required.)

Category		Unit	Charge	
Basic charge ^{★1★2}		Per line used	¥1,430	
Additional service usage charges	Fixed-price Group Call ^{★3}	Per channel	¥440	
	Multiple channels ^{★4}	Per additional channel	¥440	
	Additional number ^{★2★5}	Per additional number	¥110	
	Voice Warp ^{★6}	Per number	¥550	
	Number Display	Per line used	¥1,320	
	Number Request ^{★7}	Per line used	¥660	
	Nuisance Call Blocking ^{★8}	Per line used or per number	¥220	
	Incoming Call Notification Mail	Per number	¥110	
	FAX Notification Mail ^{★6}	Per number	¥110	
	Free Access HIKARI WIDE (Basic functions) ^{★2}	Per Free Access HIKARI WIDE number	¥1,100	
	Optional Functions	Multiple line management function	Per Free Access HIKARI WIDE number	¥1,100
		Call origination assignment function	Per line subscription	¥385
		Reroute when busy function	Per reroute group	¥880
		Incoming call assignment connection function	Per assignment group	¥770
After-hours information function / Change reception destination function		Per phone number (per source number for each reception destination change)	¥715	
Customer control function		Per Free Access HIKARI WIDE number	Free	
Designated number alert function ^{★9}	Per number	¥110		
HIKARI DENWA Sharp Dial	Nationwide usage type	Per # Dial number	¥16,500	
	Usage within block type ^{★10★11}	Per # Dial number	¥11,000	
HIKARI DENWA OFFICE Type Compatible Adapter usage charge ^{★12}	4 channels (analog/ISDN)	Per device	¥1,100	
	8 channels (analog/ISDN)	Per device	¥1,650	

- ^{★1} Three channels can be used with one phone number. For customers using the HIKARI DENWA OFFICE Type with FLET'S HIKARI NEXT, "Video Phone," "high audio quality telephone," and "DATACONNECT" may not be available as basic functions depending on your facilities. In such a case, a separate application must be submitted. The initial set-up fee for such an instance is free.
- ^{★2} In addition to the charges in the above pricing table, a universal service charge and telephone relay service charge are required for each phone number (Free Access). The charges are the same as the cost per phone number (number unit price) specified by the universal service and telephone relay service support organizations, and will be revised in accordance with changes to number unit prices. For details, please check our webpages (<https://www.ntt-east.co.jp/univs/> & <https://www.ntt-east.co.jp/aboutus/telephonerelay/>).
- ^{★3} A subscription to the service is required for all lines that make up the group (fixed charges apply for all channels).
- ^{★4} In addition to three channels under the basic subscription, up to five channels can be added.
- ^{★5} In addition to one phone number under the basic subscription, up to 31 numbers can be added.
- ^{★6} You cannot subscribe to FAX Notification Mail and Voice Warp at the same on the same telephone number.
- ^{★7} Subscription to Number Display is also required.
- ^{★8} When using additional numbers, you can select whether to use a "Nuisance Call List" for each desired number (individual subscription) or a common "Nuisance Call List" for all numbers (common subscription).
<Reference> Usage patterns that can be selected when using two numbers
When using "Nuisance Call List" for only one number: ¥220 x 1 list on an individual subscription = ¥220 per month
When using "Nuisance Call List" for each of two numbers: ¥220 x 2 lists on individual subscriptions = ¥440 per month
When using a common "Nuisance Call List" for two numbers: ¥220 x 1 list on a common subscription = ¥220 per month
- ^{★9} This can only be used for numbers provided with the incoming call billing functions provided by Free Access HIKARI WIDE or a partner company separately specified by NTT EAST.
- ^{★10} One of the four blocks specified by NTT EAST (Hokkaido, Tohoku, Kanto, Shinetsu) can be designated for usage within block. Blocks may differ from ordinary administrative divisions.
- ^{★11} A nationwide usage subscription is required for use in two or more blocks.
- ^{★12} A usage charge is required when renting. 4We offer 4 channel and 8 channel adapters with interfaces for analog business phones and ISDN business phones.

[About the universal service charge and telephone relay service charge]

The universal service charge is a charge paid to ensure the universal provision of universal service (subscriber telephones, public telephones, and emergency calls) throughout all of Japan. The telephone relay service charge is a charge paid to ensure the provision of a telephone relay service (a service to mediate telephone communication for people with hearing impairment by sign language, etc.). These charges are the same as the cost per phone number (number unit price) specified by the universal service and telephone relay service support organizations, and will be revised in accordance with changes to number unit prices.

Call Charges and Communications Charges

(As of March 2024)

Domestic Calls	Audio	Calls to "Hikari Denwa" "Hikari Denwa NEXT" "Hikari Kaisen Denwa" "Wireless Koteidenwa" and "Corporate Hikari Denwa" ★ ¹	¥8.8/3 minutes
		Calls to NTT EAST/WEST subscriber telephones and INS Net	
		Calls to other companies' subscriber telephones	¥8.8/3 minutes
		Calls to 117 (time signal) and 177 (weather forecast)	¥8.8/3 minutes
		Calls to mobile phones ★ ² ★ ³	¥17.6/60 seconds
		Calls to other companies' IP phones (050 numbers)★ ⁴	¥11.55/3 minutes
Domestic Calls	DATA CONNECT ★ ⁵ ★ ⁶	Data communication from a DATACONNECT compatible device to a DATACONNECT compatible device (including cases where using multiple instances of DATACONNECT)	Bandwidth used up to 64 kbps ¥1.1/30 seconds
			Bandwidth used 64 kbps to 512 kbps ¥1.65/30 seconds
			Bandwidth used 512 kbps to 1 Mbps ¥2.2/30 seconds
	Video Phone	Video Phone calls from a device supporting Video Phone to a device supporting Video Phone	Bandwidth used up to 2.6 Mbps ¥16.5/3 minutes
Other	Other communication (such as when simultaneously using multiple instances of voice, DATACONNECT and Video Phone ★ ⁶ etc.)	Bandwidth used over 2.6 Mbps ¥110/3 minutes	
International Calls (examples)	Call to the United States of America (mainland)	¥9/60 seconds	★ See [Appendix] List of Countries and Regions That Can Be Called Using HIKARI DENWA OFFICE Type on page 14 for details on international call charges for calls to each country. ★ The same charges apply to calling a landline or a mobile phone in the call recipient's country. ★ Consumption tax is not required on international call charges.
	Call to the People's Republic of China	¥30/60 seconds	
	Calls to the Republic of Korea	¥30/60 seconds	

★¹ "Corporate Hikari Denwa" is a collective term for "HIKARI DENWA OFFICE Type," "HIKARI DENWA OFFICE A (ACE)" and "HIKARI DENWA Number Gate."

★² Call charges to MVNO companies are the same.

★³ Call charges are the same for Free Access HIKARI WIDE calls received from mobile phones.

★⁴ Please check the official website (https://web116.jp/phone/fare/k_to_ip.html) for details.

★⁵ "DATACONNECT" is available for "Hikari Denwa," "HIKARI DENWA OFFICE Type," "HIKARI DENWA OFFICE A (ACE)," "Hikari Kaisen Denwa" and "Hikari Denwa NEXT" with "FLET'S HIKARI CROSS," "FLET'S HIKARI NEXT," "FLET'S HIKARI LIGHT Plus" or "FLET'S HIKARI LIGHT." A DATACONNECT compatible device is required for use.

When multiple instances of "DATACONNECT" are used simultaneously, the price is ¥16.5/3 minutes if the total bandwidth used is 1 Mbps to 2.6 Mbps, and ¥110/3 minutes if more than 2.6 Mbps.

★⁶ Applies to the total bandwidth used.

★ Call charges when calling HIKARI DENWA OFFICE Type vary depending on the service provider on the caller's side.

Installation Fees

The amounts below are installation fees concerning the service. A separate setup fee for FLET'S HIKARI CROSS or FLET'S HIKARI NEXT is required to newly subscribe to FLET'S HIKARI CROSS or FLET'S HIKARI NEXT.

Category		Unit	Charge	
Basic installation fees ^{★1}	If NTT EAST visits the premises to perform installation	Per installation	¥8,250	
	If only installation of switch	Per installation	¥2,200	
Switch, etc. installation fee	Basic functions (including Video Phone, high audio quality telephone, and DATACONNECT ^{★2})	Per line used	¥1,100	
	Fixed-price Group Call	Per line used	Free	
	Multiple channels ^{★3}	Per line used	¥1,100	
	Additional number ^{★4}	Per additional number	¥770	
	Nuisance Call Blocking ^{★3}	Per line used or per number	¥1,100	
	Number Display ^{★3}	Per line used	¥1,100	
	Number Request ^{★3}	Per line used	¥1,100	
	Voice Warp ^{★3}	Per number	¥1,100	
	Incoming Call Notification Mail ^{★3}	Per number	¥1,100	
	FAX Notification Mail ^{★3}	Per number	¥1,100	
	Free Access HIKARI WIDE (Basic functions) ^{★4}	Per Free Access HIKARI WIDE number	¥1,100	
	Optional Functions	Multiple line management function	Per Free Access HIKARI WIDE number	Free
		Call origination assignment function	Per line subscription	¥1,100
		Reroute when busy function	Per reroute group	¥1,100
		Incoming call assignment connection function	Per assignment group	¥1,100
		After-hours information function / Change reception destination function	Per phone number (per source number for each reception destination change)	¥1,100
		Customer control function	Per Free Access HIKARI WIDE number	¥1,100
Designated number alert function ^{★4★5}	Per number	¥1,100		
HIKARI DENWA Sharp Dial ^{★3}	Per # Dial number	¥1,100		
Setting caller number to display by default or block by default	Per number	¥770		
Number portability charge ^{★6}		Per number	¥2,200	
Equipment installation fee ^{★7}	HIKARI DENWA OFFICE Type compatible adapter (4 channels) installation fees	Per device	¥8,800	
	HIKARI DENWA OFFICE Type compatible adapter (8 channels) installation fees	Per device	¥10,450	

^{★1} When installing FLET'S HIKARI NEXT and HIKARI DENWA OFFICE Type at the same time, the basic installation fee for HIKARI DENWA OFFICE Type and the basic installation fee for subscriber telephone service, etc. are reduced.

^{★2} Depending on your facilities, "Video Phone," "high audio quality telephone," or "DATACONNECT" might not be available as basic functions. In such a case, a separate application must be submitted. The initial set-up fee for such an instance is free.

^{★3} Not required when work is performed at the same time as HIKARI DENWA OFFICE Type.

^{★4} Required even when work is performed at the same time as HIKARI DENWA OFFICE Type.

^{★5} This can only be used for numbers provided with the incoming call billing functions provided by Free Access HIKARI WIDE or a partner company separately specified by NTT EAST.

^{★6} The expense for each number when subscriber telephone service, etc. is suspended and the same number is used with HIKARI DENWA OFFICE Type. A separate subscriber telephone service suspension work charge of ¥2,200 is required for each number.

^{★7} Installation fees for changing adapter settings are charged separately.

★ A separate business phone installation fee is required when using business phones.

Payment of Charges

Monthly billing of usage charges, etc. will be performed by NTT FINANCE CORPORATION, a wholly-owned subsidiary of the NTT Group.

★ You may be billed by NTT EAST depending on the condition of the services used.

How to Pay Charges

There are three payment methods: bank transfer, credit card and payment by invoice.

Payment by bank transfer

A method where usage charges are automatically deducted from your bank account every month. Customers using payment by bank transfer will be sent a receipt for the previous month, notification of bank transfer of the current month's billing amount and a statement of usage charges. If you apply for "@Billing," you can view the "statement of usage charges," etc. on the Web instead of being sent these by mail.

Please note that we may suspend use of HIKARI DENWA OFFICE Type and also cancel the subscription **if you are unable to pay the charges.**

★ If payment is made after the payment deadline, interest on late payment may be added in accordance with the terms and conditions of your contract. We ask for your understanding.

Payment by credit card

Payment of monthly usage charges, etc. can be made by credit card. The payment date will be the payment date specified in accordance with the terms of use of the credit card you specify.

★ After applying, you will be billed for monthly usage charges automatically notified to your credit card company. Please note that payment by credit card cannot be used in convenience stores, etc.

Check your credit card statement for the total billing amount. You can check a statement of NTT EAST usage charges on the Internet using "@Billing."

★ You must separately apply to use the "@Billing" service.

★ We will not send you an invoice or a receipt/bank transfer notification.

Credit cards
that can be used

Master Card, VISA, JCB, AMERICAN EXPRESS, Diners Club

Payment by invoice

A method of payment using a prescribed payment slip sent by NTT EAST at a financial institution, post office or convenience store designated by NTT EAST. Customers unable to use payment by bank transfer or credit card will be sent an invoice and a statement of usage charges no later than ten days before the payment date. Please take the invoice to one of the following financial institutions or convenience stores and make payment by the payment date.

Payment locations

Banks, Shinkin banks, credit unions, The Shoko Chukin Bank, Ltd., The Norinchukin Bank, Labor Bank, agricultural cooperatives, post offices and convenience stores with the "NTT EAST phone charge payment location" mark

Please note that we may suspend use of HIKARI DENWA OFFICE Type and also cancel the subscription **if you are unable to pay the charges.**

★ If payment is made after the payment deadline, interest on late payment may be added in accordance with the terms and conditions of your contract. We ask for your understanding.

Standard examples of the calculation period and billing date, etc. of usage charges

The calculation period for usage charges is from the 1st until the end of every month, and standard examples of the billing dates and payment dates (bank transfer dates) are shown in the chart on the right.

★ If the payment date is on a weekend or a holiday, the following business day will be used as the payment date.

Billing method	month	Previous month	Current month	Following month
When billing by the telephone number being used	Calculation period for basic charges and call charges 1st until end of month		◆ 15th	★ End of month
			◆ 20th	★ 5th
			◆ 25th	★ 10th
			◆ End of month	★ 15th
			◆ 5th	★ 20th
			◆ 10th	★ 25th
When billing for a customer's ten-digit customer number beginning with "00."	Calculation period for basic charges and call charges 1st until end of month		◆ 15th	★ End of month

(Key) ◆ Scheduled date of issue of invoice ★ Payment date (bank transfer date)

About "@Billing"

@Billing is a service that provide information on the Web in lieu of a written notification every month. No monthly usage fee or setup fee is required. You can view information such as a statement of NTT EAST usage charges, usage charges until the previous day and itemized report from a PC connected to the Internet. The itemized report can be downloaded as a PDF file or CSV file [★] and viewed by phone number. In contrast with subscriber telephone service, there is no discount of charges for applying for @Billing. Furthermore, viewing the "itemized report" is a separate service from viewing the "statement of usage charges." See the table below for details.

[★] A file format in which data on phone numbers, etc. is separated by commas (", ").

Viewing on the Web		Conditions of use, etc.
1	If you wish to view the "itemized report" and the "usage charges until the previous day" on the Web	<ul style="list-style-type: none"> Information will only be provided on the Web and not in writing. Can be viewed on PC.
2	If you wish to view the "statement of usage charges" on the Web	<ul style="list-style-type: none"> Conditional upon payment of HIKARI DENWA OFFICE Type charges by bank transfer or credit card. If you only apply for "@Billing," information will only be provided on the Web and not in writing. Can be viewed on PC and mobile phone.

* Applications can be made for 1 or 2 above, or both.

* "User ID" and "password" are required for viewing on the website. You will be notified in writing after you apply for a "user ID" and "password."

* If you have applied to both 1 and 2 above, the "user ID" and "password" are different. If you have an ID and password for each of them, you can merge them into a single ID and password yourself. For details, please refer to the @Billing webpage (<https://web116.jp/ryoukin/>).

* The ID and password issued when using @Billing with a subscriber telephone may be changed. The ID and password will be mailed to you.

* May not be able to be used or may not be displayed correctly depending on the model, etc. of mobile phone.

Call 0120-116116 to apply for @Billing

<Business hours: 9:00 a.m. to 5:00 p.m. including weekends and holidays (excluding year-end and New Year's holidays)>

Note for customers billed through NTT FINANCE CORPORATION

- Check the billing amount on "Web Billing" provided by NTT FINANCE CORPORATION. For details on "Web Billing," see the NTT FINANCE CORPORATION webpage (<https://www.ntt-finance.co.jp/billing/service/webbill/>) or contact the "NTT FINANCE CORPORATION Web Billing Hotline" 0800-333-0030 (toll-free; operating hours: 9:00 a.m. to 5:00 p.m. weekdays, excluding holidays, and year-end and New Year's holidays).
- Please note that there may be differences in the NTT EAST usage charge statement shown on @Billing and the amount billed by NTT FINANCE CORPORATION.

Caution regarding "damages resulting from unauthorized use of phone, etc. by a third party"

NTT EAST has confirmed that there is a problem of high international call charges being billed as a result of extension phones being impersonated via the Internet when IP-PBX software or other software is used, unauthorized third parties maliciously using functions to use company or other telephone lines while out, etc. When using, for example, IP-PBX software and functions to use telephone lines while out, take security measures such as setting passwords that are not easy for third parties to guess and deleting unnecessary connection environments, and otherwise be sufficiently careful with regard to phone use from unauthorized connections from outside by third parties.

Please refer to the following webpage for details.

https://www.ntt-east.co.jp/info/detail/150612_01.html

Please note that NTT EAST bears no responsibility for any call charges or other charges incurred for reasons other than a failure of NTT EAST's equipment.

* You can apply to NTT EAST for a "restriction on outgoing international calls" if you do not use international calls with HIKARI DENWA OFFICE Type.

Emergency calls	<ul style="list-style-type: none"> ● If an emergency service number (110, 119, or 118) is dialed, the subscriber's address, name, and telephone number are notified to the called service (Police, Fire Department, or Maritime Security), regardless of whether or not your caller number is set to be notified (except in the case of some fire services). If the "184" prefix is added when the number is dialed, the caller number will not be notified, but if the emergency service determines that there is imminent risk to the caller's life, the service may obtain the caller's address, name, and telephone number. ● There is no mechanism to ensure priority communication during emergencies. ● Calls including those to emergency services cannot be made during power outages. Calls may be possible for a certain amount of time if you use an uninterruptible power supply (UPS). ● There are some cases where Hikari Denwa may not be used as a phone line for connecting fire alarms ★, emergency alarms ★ and emergency alarms for the elderly, etc. ★. Contact the manufacturer of the alarm for details. ★ A device for automatically notifying or calling 119, 110 or another preregistered number by pressing an emergency button. If it can be used with Hikari Denwa, please connect the optical network unit (ONU) and Hikari Denwa compatible equipment to an uninterruptible power supply (UPS) to address power outages.
Some numbers cannot be called	<ul style="list-style-type: none"> ● Some numbers cannot be called. For details, please check page 3. ● Calls cannot be made to numbers designating telecommunications companies (numbers beginning with "00XY" such as 0036 and 0033 numbers). Calls may become not possible if "functions compatible with call services from landlines to mobile phones (e.g., Mobile Call Setting Function [0036 Auto Dial Function])" included in some telephones and fax machines or "ACR (Super ACR, etc.) functions" included in some telephones and fax machines made by companies other than NTT are operating. Disable these functions or cancel these services with the provider before using HIKARI DENWA OFFICE Type.
Some services cannot be used	<ul style="list-style-type: none"> ● If you suspend use of or cancel your subscriber telephone service and other services, the services (such as discount services) provided by NTT EAST for the suspended telephone number will be canceled. ● If you are subscribed to telephone services other than those provided by NTT EAST (such as discount services offering flat-rate charges), contact the service providers yourself to cancel use of the services if necessary. Note that charges may apply regardless of whether the services are used. ● Some functions of "Voice Warp" differ from those of Voice Warp provided with subscriber telephone services. ● Some functions of "Free Access HIKARI WIDE" differ from those of Free Access provided with subscriber telephone services. ● A separate application is required for "Video Phone," "high audio quality telephone" and "DATACONNECT" on HIKARI DENWA OFFICE Type with FLET'S HIKARI NEXT when not using "Video Phone" or "high audio quality telephone" before May 31, 2010.
Some phones and other equipment cannot be used	<ul style="list-style-type: none"> ● This service can be used with devices that are compatible with this service. When an "adapter compatible with HIKARI DENWA OFFICE Type" is used, connecting a business phone is recommended. ● When an ISDN device is connected to an adapter (for ISDN) compatible with HIKARI DENWA OFFICE Type, the following restrictions apply. <ul style="list-style-type: none"> · U-interface connected connections and P-P-interface connected connections cannot be used. · Equipment requiring power to be supplied from a telephone exchange cannot be used. · Two or more units cannot be connected to a single port. ● When an adapter compatible with HIKARI DENWA OFFICE Type is used, correct operation may not be possible depending on the equipment connected. ● Fax can only be used in G3 mode. <ul style="list-style-type: none"> ★ Digital communication modes such as G4 mode cannot be used. ★ Super G3 mode may not be able to be used depending on the communication environment. ★ Even if G3 mode is used, if the other party is using an ISDN line, fax transmissions may not be possible from HIKARI DENWA OFFICE Type depending on the settings of the terminal adapter used by the other party. ● Modem communications may be affected by your in-house environment, communication equipment, and line conditions. ● Rental phones used with a subscriber telephone service and other services cannot continue to be used. Call "116" or other number to cancel the contract.
About automatic disconnection when called party does not answer	<ul style="list-style-type: none"> ● With HIKARI DENWA OFFICE Type, a connection will be disconnected automatically after approximately three minutes if there is no response from the call destination (other party). Accordingly, a call will be disconnected automatically after approximately three minutes even if the call destination is using a toll-free number and the "Please hold while we connect your call" voice guidance plays and the call is placed on hold due to congestion.
When using an incoming call billing service	<ul style="list-style-type: none"> ● HIKARI DENWA OFFICE Type may not be designated as a line that can be used with the subscription with some incoming call billing service providers. Please be sure to notify the contracted company of the change to HIKARI DENWA OFFICE Type yourself (the subscription with the company may need to be canceled). ★ An incoming call billing service is a service with which call charges are borne by the receiver of the calls.
When using the designated number alert function	<ul style="list-style-type: none"> ● When using the incoming call billing service and the designated number alert function, and the incoming call billing service is canceled, apply to NTT EAST to cancel the designated number alert function. Please note that the number of the incoming call billing service will continue to be displayed to recipients of calls if you do not cancel the designated number alert function. Note that NTT EAST cannot check the status of cancellation of other companies' incoming call billing services.
When using a notification and meter reading service such as a gas meter reading service	<ul style="list-style-type: none"> ● Services are handled differently depending on the contracted company (e.g., gas company). Please be sure to notify the contracted company of the change to HIKARI DENWA OFFICE Type yourself. It may be possible to use an equivalent service with HIKARI DENWA OFFICE Type by using Number Display, etc. Please contact the contracted company for details.
When using a security service	<ul style="list-style-type: none"> ● Services are handled differently depending on the contracted company (e.g., security company). Please be sure to notify the contracted company of the change to HIKARI DENWA OFFICE Type yourself.

About continuing use of a telephone number when service is canceled	<ul style="list-style-type: none"> ● New telephone numbers used with HIKARI DENWA OFFICE Type (telephone numbers not ported from a subscriber telephone service and other services using number portability) cannot continue to be used with a telephone service other than Hikari Denwa by using number portability after cancellation of this service.
When continue using the telephone number that is currently being used	<ul style="list-style-type: none"> ● The ability for customers using a NTT EAST subscriber telephone service and other services to continue using the same telephone number when using this service in the same installation location is called number portability (use may not be possible for some customers). To use number portability, a separate number portability charge of ¥2,200 per number applies. ● To use number portability, you need to suspend or cancel the subscription of the subscriber telephone service and other services. To suspend the subscriber telephone service and other services, a separate suspension charge of ¥2,200 applies. After the work is complete, you will be sent a notice of suspension containing the suspended number. If five years pass since suspension, and then another five years pass (total of ten years) without receiving notification of your intention to continue suspension or resume service, the subscription will be handled as having been canceled. ● If number portability is used and you wish to change the installation location (after moving or relocating), the same number can be used at the new location only within an area where the same number can be transferred for the NTT EAST subscriber telephone service and other services.
Payment of charges	<ul style="list-style-type: none"> ● Monthly billing of usage charges, etc. will be performed by NTT FINANCE CORPORATION, a wholly-owned subsidiary of the NTT Group. ★ You may be billed by NTT EAST depending on the condition of the services used. ● Charges will be billed under the same phone number as your subscriber telephone service and other services or the billing number (10-digit number beginning with "00") of FLET'S HIKARI NEXT. ● The period for calculating telephone charges is from the first to last day of each month. ● Details of dialed calls are not provided on printed statements or other forms of media. Details can be checked online using the "@Billing" service. Customers currently viewing details of calls for their subscriber telephone service and other services using the "@Billing" service can continue to do so with HIKARI DENWA OFFICE Type by using the "ID" and "password" for viewing your itemized report which differ from their "ID" and "password" for viewing your bank transfer notice and other information. If you have an "ID" and "password" for each of them, you can merge them into a single ID and password yourself. For details, please refer to the "@Billing" webpage (https://web116.jp/ryoukin/). ● There is no monthly basic charge discount for using "@Billing" service. ● There is no monthly basic charge discount for using "Single Billing" for billing the telephone charges of multiple lines together. ● The billing method may not be as desired. ● When paying call charges with unused telephone cards, an administrative fee of ¥55 per telephone card is required. Furthermore, Free Access HIKARI WIDE call charges (paid by the recipient), call charges made to disaster fund-raising programs and DATACONNECT communications charges are excluded from payment by telephone card.
Listings in phone directories	<ul style="list-style-type: none"> ● Listings in phone directories can be under any desired title, but are limited to the subscriber's name, title, etc. ordinarily used. ● Listing in one phone directory is free for each telephone number. To list one telephone number in two or more phone directories, a duplicate listing charge is required. The duplicate listing charge is ¥550 for each additional phone directory, to be paid each time it is published. The same charge applies each time a new phone directory is published, so please notify NTT EAST if duplicate listings are no longer required. ● You can request that your number not be listed. Contact 0120-116116 for details. ● If you wish to pay a phone directory advertisement charge under a billing number beginning with "00," you need to perform procedures such as changing the payment method in advance. For details, contact NTT DIRECTORY SERVICES CO. (0120-506-309). ● The listing information you provide is registered to the "number information database system," and provided upon request to telecommunications companies and other companies for the limited purpose of publishing phone directories and operating number guidance services.
Installation	<ul style="list-style-type: none"> ● The period until the start of use differs depending on factors such as your location of use and the status of NTT EAST's equipment. ● You may have to wait to use the service or the service may not be available depending on factors such as the status of NTT EAST's equipment.
Maintenance	<ul style="list-style-type: none"> ● Repairs and similar services are provided from 9:00 a.m. to 5:00 p.m. (Inquiries are accepted 24 hours a day, 365 days a year. Any inquiries made from 5:00 p.m. to 9:00 a.m. the next day are recorded and then dealt with in order during business hours.)
Work for FLET'S HIKARI or HIKARI DENWA OFFICE Type not requiring visit by a service technician	<ul style="list-style-type: none"> ● If HIKARI DENWA OFFICE Type, additional services of HIKARI DENWA OFFICE Type, etc. become unable to be used, please restart the "equipment compatible with HIKARI DENWA OFFICE Type" yourself. (If use is still not possible after the restart, contact the service center.)
Caution regarding "damages resulting from unauthorized use of phone, etc. by a third party"	<ul style="list-style-type: none"> ● NTT EAST has confirmed that there is a problem of high international call charges being billed as a result of extension phones being impersonated via the Internet when IP-PBX software or other software is used, unauthorized third parties maliciously using functions to use company or other telephone lines while out, etc. When using, for example, IP-PBX software and functions to use telephone lines while out, take security measures such as setting passwords that are not easy for third parties to guess and deleting unnecessary connection environments, and otherwise be sufficiently careful with regard to phone use from unauthorized connections from outside by third parties. Please refer to the following webpage for details. "https://www.ntt-east.co.jp/info/detail/150612_01.html Please note that NTT EAST bears no responsibility for any call charges or other charges incurred for reasons other than a failure of NTT EAST's equipment."
Changing types between such as "FLET'S HIKARI CROSS" and "FLET'S HIKARI NEXT" or "FLET'S HIKARI LIGHT/FLET'S HIKARI LIGHT Plus"	<ul style="list-style-type: none"> ● When changing types between such as "FLET'S HIKARI CROSS" and "FLET'S HIKARI NEXT" or "FLET'S HIKARI LIGHT/FLET'S HIKARI LIGHT Plus", the following notes apply. * NTT EAST services cannot be used during the following hours due to installation work conducted to change the type. For dispatch installation: From around 5 a.m. on the day of the installation until the installation is complete For non-dispatch installation: From around 5 a.m. on the day of the installation until the customer replaces the optical network unit and other necessary equipment after 7:30 a.m. * If the installation cannot be completed for reasons such as the customer is not home on the day or the equipment is faulty, NTT EAST services cannot be used for around 2 hours to return the service back to what it was before changing the type. * When changing the installation date or canceling your application from about one or two days prior to the day of the installation, it may be too late to process this change at NTT EAST and our services will be temporarily unavailable on the day of the initially scheduled installation. Please be aware of this before changing the date or canceling.

Types of HIKARI DENWA OFFICE Type Compatible Equipment

A business phone incorporating a broadband router unit or other device compatible with HIKARI DENWA OFFICE Type or an adapter compatible with HIKARI DENWA OFFICE Type is required to use HIKARI DENWA OFFICE Type. Equipment compatible with HIKARI DENWA OFFICE Type provides a function equivalent to a direct inward dialing function.

Overview of HIKARI DENWA OFFICE Type Compatible Adapter

Compatible models

* When using HIKARI DENWA OFFICE Type with FLET'S HIKARI CROSS, the following devices are not supported.

Compatible Model	Connected Equipment	Maximum Number of Incoming Channels
VG420a, VG430a, OG410Xa, OG420Xa (analog ports x 4)	When using analog business phones	Up to 4 channels
VG820a, VG830a, OG810Xa, OG820Xa (analog ports x 8)		Up to 8 channels
VG420i, VG430i, OG410Xi, OG420Xi (ISDN port x 2)	When using ISDN compatible business phones	Up to 4 channels
VG820i, VG830i, OG810Xi, OG820Xi (ISDN port x 4)		Up to 8 channels

★ Up to 32 numbers can be used with all compatible models.

Settings

The information required to use "HIKARI DENWA OFFICE Type" is downloaded automatically upon turning on the power of a compatible adapter in order to set the basic settings (IP address and other settings) for using "HIKARI DENWA OFFICE Type." Furthermore, the ringer and other settings are set by an NTT installation technician. Calls can be made and received after the ringer settings are set.

IP terminal connectible

When using HIKARI DENWA OFFICE Type on FLET'S HIKARI NEXT, Video Phone calls, IP phone conferences, and other functions can be used by connecting an IP terminal to a LAN port of the "adapter compatible with HIKARI DENWA OFFICE Type."

Updating the Firmware of the "HIKARI DENWA OFFICE Type Compatible Adapter"

Updating the firmware enables you to use the compatible adapter in the optimal environment.

There are the following four ways to update the firmware.

With the initial settings, the automatic firmware update function is "enabled" and the update time is set to "3:00 a.m."

Notes on Updating Firmware

- ★ Be sure to never turn off the power of the adapter compatible with HIKARI DENWA OFFICE during a firmware update. Doing so may cause a nonrecoverable failure.
- ★ For details on updating the firmware, please refer to the instruction manual supplied with the equipment.

(1) Updating the firmware automatically

When the automatic firmware update function is enabled, the compatible adapter accesses the server once a day to check whether or not there is a new firmware update.

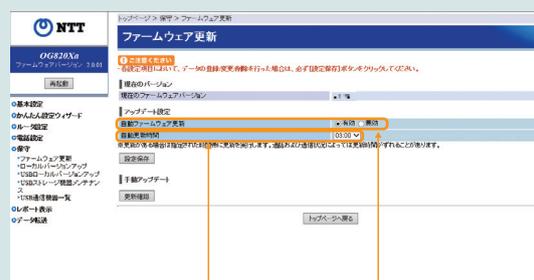
If there is a new firmware update, the firmware is updated and the compatible adapter is restarted automatically.

Setting procedure for using the automatic firmware update function

- Start the browser, enter the following URL in the address bar, and open the "HIKARI DENWA OFFICE Type Compatible Adapter" setting screen.
For OG410/810, OG420/820: <http://ntt.setup>
For VG420/820, VG430/830: <http://192.168.1.1/user>
* The default values are as follows. ID: user Password: See instruction manual

- To use the automatic firmware update function, open the firmware update setting menu in the setting screen and then set [自動ファームウェア更新] (Automatic firmware update) to [有効] (Enable) and enter a time in [自動更新時刻] (Automatic update time).

- Click [設定保存] (Save settings).



Specify the time for automatic updates.

Set automatic firmware updates to [有効] (Enable).

(2) Updating the firmware manually using dial operation from phone

How to check for new firmware

To check for new firmware, pick up the receiver and dial "00010."
If new firmware is available, the following voice guidance is played:
"Updating to a new firmware version is possible. Dial 0 three times and 1 two times."
If new firmware is not available, the following voice guidance is played: "There is no information on updating to a new firmware version."

★ The voice guidance may not be played if the VG420a, VG820a, VG420i or VG820i is not updated to the latest firmware.

Dial **0 0 0 1 0**

When new firmware is available

Updating to a new firmware version is possible...



When new firmware is not available

There is no information on updating to a new firmware version.



How to update the firmware

To update the firmware, pick up the receiver and dial "00011."
If new firmware is available, you will hear a "pipi-pipi" sound and then the firmware will be updated and the equipment will be restarted automatically.
If new firmware is not available, you will hear a "pi-pi-pi-pi" sound and then the equipment will be restarted.

Dial **0 0 0 1 1**

When new firmware is available

Pipi-pipi



Update and then restart

When new firmware is not available

Pi-pi-pi-pi



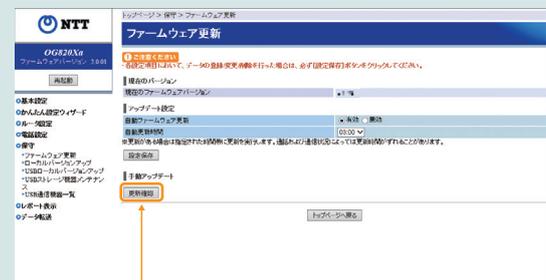
Restart

(3) Updating the firmware manually using Web operation from personal computer

1 Start the browser, enter the following URL in the address bar, and open the "HIKARI DENWA OFFICE Type Compatible Adapter" setting screen.
For OG410/810, OG420/820: <http://ntt.setup>
For VG420/820, VG430/830: <http://192.168.1.1/user>
* The default values are as follows. ID: user Password: See instruction manual

2 Open the firmware update setting menu in the setting screen and click [更新確認] (Check for update). Downloading of the firmware begins.

3 When "ファームウェアの更新が終了しました。更新を有効にするには再起動を行ってください。" (Updating of the firmware is finished. A restart is required for the update to take effect) appears, click [再起動] (Restart).



Click [更新確認] (Check for update) to begin the download.

(4) Updating the firmware locally

Download the firmware to your personal computer from the NTT EAST's communication equipment support page (<https://business.ntt-east.co.jp/support/product.html>) and then update the firmware locally.

1 Start the browser, enter the following URL in the address bar, and open the "HIKARI DENWA OFFICE Type Compatible Adapter" setting screen.
For OG410/810, OG420/820: <http://ntt.setup>
For VG420/820, VG430/830: <http://192.168.1.1/user>
* The default values are as follows. ID: user Password: See instruction manual

2 After downloading the firmware, open the local firmware update menu from the setting screen.
Click [参照] (Browse) and select the firmware you downloaded to the personal computer.
Click [更新] (Update) to begin the firmware update.

3 When "ファームウェアの更新が終了しました。更新を有効にするには再起動を行ってください。" (Updating of the firmware is finished. A restart is required for the update to take effect) appears, click [再起動] (Restart).



Select the firmware and click [更新] (Update) to begin the firmware update.

When Moving

Applications

Apply through NTT EAST's sales personnel or 0120-116116 when moving. Please contact us well in advance because installation requires a reservation.

Details to be provided when applying

The current phone number and address, subscriber name, the new address and billing address, etc. (The new address may be outside the service area. We will check when you apply.)

Notification of the new telephone can be provided to people who call your old number.

If you wish, notification of the new telephone number will be provided to people who call your old number for around three months after moving. Please let us know when you apply.

Payment of charges

An invoice may be issued under your previous number one or two times after completion of the installation.

If you are using payment by bank transfer and the account is canceled before the final bank transfer, you will be required to pay by invoice.

When Changing the Subscriber Name for HIKARI DENWA OFFICE Type

Applications

You can apply for a change of subscriber name via our webpage.

For more information, please check the "change of subscriber name" page of our official webpage (<https://flets.com/meigi/>).



! NTT EAST accepts orders through applications from subscribers of HIKARI DENWA OFFICE Type. Orders for transfer or cancellation of use of HIKARI DENWA OFFICE Type are not accepted from persons other than the subscriber. Do not forget to perform the procedures.

Procedures

There are three patterns for changing the HIKARI DENWA OFFICE Type subscriber name. Check which one applies before performing the procedures. Furthermore, you will also be required to change the subscriber name for FLET'S HIKARI CROSS or FLET'S HIKARI NEXT when changing the subscriber name for HIKARI DENWA OFFICE Type.

When transferring for HIKARI DENWA OFFICE Type

The "Notification of Name Change" prescribed by NTT EAST must be cosigned by the new and old subscribers, and submitted with the necessary documents.

- ★ The transfer for HIKARI DENWA OFFICE Type shall not take effect without the approval of NTT EAST.
- ★ A transfer approval fee of ¥880 per line is required.
- ★ Before transferring the rights to the service, if you wish to delete the "Nuisance Call List," enter "144+9" from a telephone connected to the subscribed line to delete the registered list.

Required items

Individuals	Documents for confirming the subscriber name, address and date of birth of both old subscribers and new subscribers A: Documents that can be confirmed using one item Driver's license, My Number card (front of individual number card; notification card may not be used), etc. B: Documents that can be confirmed using two items (when confirming with documents other than those listed in A) Health insurance card (redact the code, number, and insured person's number), National Pension Handbook (redact the pension number)
Corporations	Documents for confirming the subscriber name, address and date of incorporation of both old subscribers and new subscribers Certified (extract) copy of register, certificate of all historical matters, etc.

When succeeding as holder to the HIKARI DENWA OFFICE Type service or when corporations are merged

When changing the subscriber name of HIKARI DENWA OFFICE Type due to a inheritance or corporate merger, etc., promptly submit "Notification of Name Change" prescribed by NTT EAST with the necessary documents.

Required items

Individuals	① Documents enabling confirmation of death Certificate of death, certificate of all the matters (transcript of family register), certificate of matters relating to an individual (extract of family register), etc. * If NTT East finds that it is necessary, documents enabling confirmation of inheritance relationship must be submitted. ② Documents for confirming the new subscriber's name, address and date of birth Driver's license, My Number card (front of individual number card; notification card may not be used), etc.
Corporations	Documents enabling confirmation of succession (merger, etc.) Certified (extract) copy of register or certificate of all historical matters, etc.

When the name or company name has changed

When the subscriber name has changed or there is a change in the name or organization of the corporation, etc., promptly submit "Notification of Name Change" prescribed by NTT EAST with the necessary documents.

Required items

Individuals	Documents enabling confirmation of the change of name Driver's license (both sides), certificate of all the matters (transcript of family register), etc.
Corporations	Documents enabling confirmation of the change of trade name, etc. Certified (extract) copy of register, etc.

Inquiries and Applications

■ Acceptance of orders, subscription changes, and subscription cancellations

Contact NTT EAST sales staff. Contact us below or at an NTT EAST branch or sales office if you do not know the staff in charge.

"0120-116116"

<Business hours: 9:00 a.m. to 5:00 p.m.>

★ Excluding year-end and New Year's holidays.

■ Inquiries regarding charges

Call the inquiry phone number included in your bill or receipt.

<Business hours: 9:00 a.m. to 5:00 p.m.>

★ Excluding Saturdays, Sundays, holidays, and year-end and New Year's holidays

■ Inquiries regarding phone numbers

Call **"104"** without dialing the area code.

<Business hours: 24 hours a day, 365 days a year>

■ Telegram applications

Call **"115"** without dialing the area code.

<Business hours: 8:00 a.m. to 7:00 p.m.>

■ HIKARI DENWA OFFICE Type malfunctions

■ Use the following if you wish to make inquiries using our convenient Internet service

<NTT EAST Web 113>

<https://web113.ntt-east.co.jp/>

For smartphone users ▶



■ Use the following if you wish to use make inquiries by telephone

Call **"0120-000113"**

<Business hours: 24 hours a day, 365 days a year>

★ Repairs and similar services are provided from 9:00 a.m. to 5:00 p.m.

For information on service installation and malfunctions, visit the website.

<PC site>

http://flets.com/customer/const_h/

■ Inquiries regarding Hikari Denwa compatible equipment

NTT Communication Equipment Consultation Center

"0120-970413"

When calling from a mobile phone, or 050 IP phone

"03-5667-7100" (call charges apply)

<Business hours: 9:00 a.m. to 5:00 p.m.>

★ Open seven days a week (Excluding December 29 to January 3 for year-end and New Year's holidays)

HIKARI DENWA OFFICE Type website

For the latest information on this service, please visit the website.

https://business.ntt-east.co.jp/service/hikari_of/

★ The prices included in this guide all include tax unless otherwise specified.

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★ The information included in this guide is current as of March 2024. Please note that the information is subject to change without notice.