

Information on HIKARI DENWA OFFICE A (ACE)

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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."

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Information on HIKARI DENWA OFFICE A (ACE)

HIKARI DENWA OFFICE A (ACE) Service Overview

The information included in this guide is current as of March 2024. For the latest information on lines used with HIKARI DENWA OFFICE A (ACE), please check the official website. (https://business.ntt-east.co.jp/service/hikari_ofa/)

What Is HIKARI DENWA OFFICE A (ACE)?

"HIKARI DENWA OFFICE A (ACE)" is an IP phone service for businesses that enables the use of up to 7,000 numbers with simultaneous calls on up to 100 channels★¹ using FLET'S HIKARI CROSS, FLET'S HIKARI NEXT or Business Ether WIDE as an access line.

You can continue using your current telephone number★², and also use additional convenient services such as Number Display★³ that are essential for business situations. Furthermore, you can build a high-speed and stable data communication and Internet environment using FLET'S HIKARI CROSS or FLET'S HIKARI NEXT as an access line, or an even more reliable data communication environment using Business Ether WIDE.

★¹ If using FLET'S HIKARI NEXT.

★² Some numbers cannot continue to be used.

★³ Equipment supporting Number Display is required to use Number Display.

Conditions of Provision of HIKARI DENWA OFFICE A (ACE)

- When using HIKARI DENWA OFFICE A (ACE), 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, or to Business Ether WIDE. (A sign-up fee, installation fee and monthly charges are required.)
- Communication equipment supporting the service is required to use it.
- 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.

Characteristics of HIKARI DENWA OFFICE A (ACE)



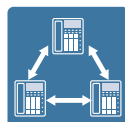
Monthly basic charge from ¥1,210

The basic subscription for HIKARI DENWA OFFICE A (ACE) is for one channel and one number, and the monthly basic charge starts at ¥1,210.



Call charge plans to choose from

There are two pricing plans for HIKARI DENWA OFFICE A (ACE). You can choose between them flexibly according to usage conditions.



Reduce calling costs between offices

Voice calls between registered lines are free if multiple offices under the same subscriber name are registered as a group under the service.

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



Up to 7,000 numbers can be used on up to 100 channels.

Additional channels are ¥1,100 per channel and additional numbers are ¥110 per number. You may use up to 7,000 numbers on up to 100 channels★¹ according to the number you require.

★¹ If using FLET'S HIKARI NEXT.



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 A (ACE) is equipped with a function equivalent to a direct inward dialing function. The same functions can be used without a subscription or charges.



Provision of a variety of additional services as standard

Various services such as Voice Warp, Number Display, Number Request, and Nuisance Call Blocking can be used as basic services without paying additional usage charges, etc.

★ A telephone 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.



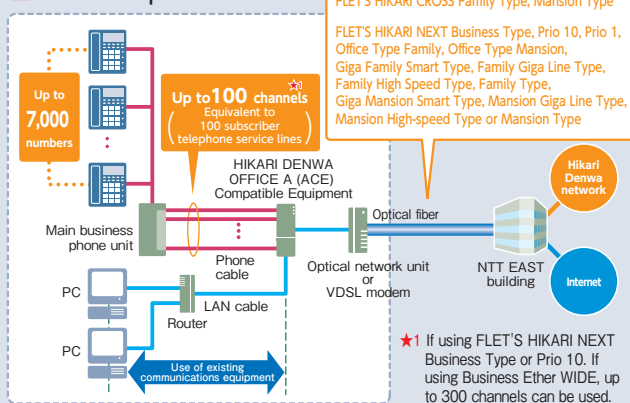
110 and 119 can also be called.

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

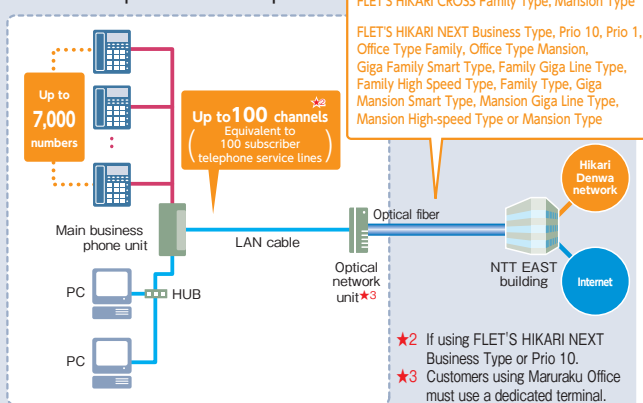
★ Calls including those to emergency services cannot be made during power outages.

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

■ Use of adapter



■ Use of compatible business phones



How to Use HIKARI DENWA OFFICE A (ACE)

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 A (ACE), 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 0120-116-116 for details.

Number indicating an international call Country code Area code with in 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
010+1+212+123-4567

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.

- ★ Calls can also be made to overseas mobile phones. Call charges are the same as when calling overseas subscriber telephones.
- ★ It may be difficult to connect depending on the communication circumstances in the other country (such as conflict occurring in the other country or the infrastructure in the other country being old).
- ★ With regard to notification of caller number on international calls, etc., notification of caller number may not be possible on international calls, etc. depending on the condition of the equipment of the relay network on the other country's side. Please understand that display on the recipient's device is not guaranteed for this reason.

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 A (ACE) 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	○

[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 A (ACE).

[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.

[#+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 A (ACE) 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 A (ACE) compatible adapter.

- When using HIKARI DENWA OFFICE A (ACE), 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, or to Business Ether WIDE. (A sign-up fee, installation fee and monthly charges are required.)

Category		Unit	Charge	
Basic Charge	One channel and one phone number	Per line used	¥1,210	
	The following services are included in the usage charge. <ul style="list-style-type: none"> ● Voice Warp ● Number Display ^{★1} ● Number Request ● Nuisance Call Blocking ^{★2} ● Video Phone ● High audio quality telephone ● DATACONNECT 			
Additional Services	Multiple channels ^{★3}	Per additional channel	¥1,100	
	Additional number ^{★4}	Per additional number	¥110	
	Incoming call notification mail	Per number	¥110	
	Batch forwarding function	Per line used	¥3,300	
	Failure and recovery notification function	Per line used	¥3,300	
	Group dialing ^{★5}	Basic usage charge	Per line used	¥3,850
		Additional usage charge	Per additional office number	¥2,200
		EAST-WEST connection menu (Option) ^{★6}	Per line used	Free
	Free Access HIKARI WIDE (Basic functions) ^{★7}		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 ^{★8}		Per number	¥110	
HIKARI DENWA Sharp Dial	Nationwide usage type	Per # Dial number	¥16,500	
	Usage within block type ^{★9★10}	Per # Dial number	¥11,000	
Equipment Usage Charge	Adapter supporting four channels (analog/ISDN [BRI ^{★11}])	Per device	¥1,100	
	Adapter supporting eight channels (analog/ISDN [BRI ^{★11}])	Per device	¥1,650	
	Adapter supporting 23 channels (ISDN [PRI ^{★12}])	Per device	¥5,940	
	Multiple-device compatible adapter (up to 300 channels)	Per device	¥5,940	

- ★1 A telephone supporting Number Display is required to use Number Display.
- ★2 A subscription is required for each phone number blocked. You cannot subscribe in units of Hikari Denwa subscriptions configured for batch rejection for all telephone numbers under the subscription.
- ★3 In addition to one channel under the basic subscription, up to 299 channels can be added.
- ★4 In addition to one phone number under the basic subscription, up to 6,999 numbers can be added.
- ★5 One office number is included in the "basic usage charge." An "additional usage charge" is required when using multiple office numbers within a single subscriber line. Up to nine numbers can be added, enabling up to ten numbers to be used on a single subscriber line.
- ★6 The normal call charges between prefectures (¥8.8 per three minutes or ¥11 per three minutes) apply to call charges with offices in the sales area of NTT WEST.
- ★7 In addition to the charges in the 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/>).
- ★8 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.
- ★9 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.
- ★10 A nationwide usage subscription is required for use in two or more blocks.
- ★11 INS64 interface.
- ★12 INS1500 interface.

[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 telephone 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 the same subscriber group ^{★1} (Calls to Hikari Denwa, HIKARI DENWA OFFICE Type and HIKARI DENWA OFFICE A (ACE), Hikari Denwa NEXT (including communication using high audio quality telephones))		Free ^{★2}	
		Calls to NTT EAST/WEST subscriber telephones, INS Net, Hikari Denwa, HIKARI DENWA OFFICE Type, HIKARI DENWA OFFICE A (ACE), HIKARI DENWA Number Gate, Hikari Denwa NEXT Hikari Kaisen Denwa, Wireless Koteidenwa and other companies' subscriber telephones	Plan 1	Calls within prefecture ^{★3}	¥6.6/3 minutes
				Calls between prefectures ^{★3}	¥11/3 minutes
			Plan 2	Flat rate nationwide	¥8.8/3 minutes
		Calls to mobile phones ^{★4★5}			¥17.6/60 seconds
	Calls to 050 IP phones ^{★6}			¥11.55/3 minutes	
	DATA CONNECT ^{★7★8}	Data communication from a DATACONNECT compatible device to a DATACONNECT compatible device	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 ^{★9}	Bandwidth used up to 2.6 Mbps	¥16.5/3 minutes	
Bandwidth used more than 2.6 Mbps			¥110/3 minutes		
Other	Communication other than the above (When simultaneously using multiple instances of voice, DATACONNECT and Video Phone ^{★8} etc.)	Bandwidth used up to 2.6 Mbps	¥16.5/3 minutes		
		Bandwidth used more than 2.6 Mbps	¥110/3 minutes		
International Calls (examples) ^{★10}	Call to the United States of America (excluding Hawaii)		¥9/60 seconds		
	Call to the People's Republic of China		¥30/60 seconds		
	Calls to the Republic of Korea		¥30/60 seconds		

^{★1} You must apply to register a group in advance to use the service (limited to lines under the same subscriber name). The lines that can be registered to the group are "HIKARI DENWA OFFICE A (ACE)," "HIKARI DENWA OFFICE Type," "Hikari Denwa (Basic Plan only)" and "Hikari Denwa NEXT (Basic Plan only)" with the same subscriber name within the NTT EAST sales area.

Note that to create a group, a subscription to "HIKARI DENWA OFFICE Type" or "HIKARI DENWA OFFICE A (ACE)" is required for one or more lines.

A subscription to "Fixed-price Group Call" is required for all "HIKARI DENWA OFFICE Type," "Hikari Denwa (Basic Plan only)" and "Hikari Denwa NEXT (Basic Plan only)" that make up the group (fixed charges apply for all channels).

^{★2} Applicable to standard audio quality calls and high audio quality telephone calls among the same subscriber group within the sales area of NTT EAST.

^{★3} "Within prefecture" above means within the area specified by Ministry of Posts and Telecommunications Ordinance No. 24 (effective from July 1, 1999).

Furthermore "between prefectures" means spanning said areas (may differ from actual administrative units).

^{★4} Call charges to MVNO companies are the same.

^{★5} Call charges are the same for Free Access HIKARI WIDE calls received from mobile phones.

^{★6} Please check NTT EAST website (https://web116.jp/phone/fare/k_to_ip.html) for details.

^{★7} "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.

^{★8} Applies to the total bandwidth used.

^{★9} Free charges within the same subscriber group do not apply.

^{★10} International calls can be made to more than 200 countries and regions worldwide. Consumption tax does not apply to international call charges.

★ Call charges when calling HIKARI DENWA OFFICE A (ACE) 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, FLET'S HIKARI NEXT or Business Ether WIDE is required to newly subscribe to FLET'S HIKARI CROSS, FLET'S HIKARI NEXT or Business Ether WIDE.

Category		Unit	Price		
Basic Installation Fees	If not only installation of switch, etc.	Basic amount	Per installation	¥8,250	
		Additional amount ^{★1}	Per installation	¥3,850	
	If only installation of switch, etc.		Per installation	¥2,200	
Switch, etc. Installation Fee	Basic functions		Per line used	¥1,100	
	Multiple channels ^{★2}		Per line used	¥1,100	
	Additional number		Per additional number	¥770	
	Incoming call notification mail ^{★2}		Per number	¥1,100	
	Batch forwarding function ^{★2}		Per line used	¥1,100	
	Failure and recovery notification function ^{★2}		Per line used	¥1,100	
	Group dialing ^{★2 ★3 ★4}		Per office number	¥1,100	
	Free Access HIKARI WIDE (Basic functions)		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 ^{★5}		Per number	¥1,100	
HIKARI DENWA Sharp Dial		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		
Renumbering Fee		Per installation	¥2,750		
Equipment Installation Fee	Installation fee for adapter supporting 4 channels		Per device	¥8,800	
	Installation fee for adapter supporting 8 channels		Per device	¥10,450	
	Installation fee for adapter supporting 23 channels		Per device	¥17,600	
	Installation fee for multiple-device compatible adapter (up to 300 channels)		Per device	¥17,600	
	Installation fee for changing settings of adapter supporting 4 channels/8 channels/23 channels or multiple-device compatible adapter		Per device	¥5,280	

^{★1} If the installation expenses within the customer's premises exceed ¥31,900, the amount added for each ¥31,900.

^{★2} Not required when work is performed at the same time as HIKARI DENWA OFFICE A (ACE).

^{★3} To use the service, installation fees are required for the GW, PBX, business phones, etc.

^{★4} An initial setup fee (installation fee) is not required to use the EAST-WEST Connection Menu (Option).

^{★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 A (ACE). A separate subscriber telephone service suspension work charge of ¥2,200 is required for each number.

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

★ A separate installation fee for FLET'S HIKARI CROSS, FLET'S HIKARI NEXT or Business Ether WIDE is required to use HIKARI DENWA OFFICE A (ACE).

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 A (ACE) 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 at convenience stores may not be possible depending on the billing method you use.

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			◆ 15th	★ End of month	
			◆ 20th	★ 5th	
			◆ 25th	★ 10th	
			◆ End of month	★ 15th	
				◆ 5th	★ 20th
When billing for a customer's ten-digit customer number beginning with "00."				◆ 10th	★ 25th
			◆ 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 A (ACE) 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

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.

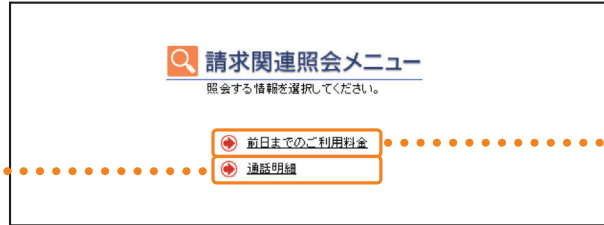
https://www.ntt-east.co.jp/info/detail/150612_01.html

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.

How to use @Billing

1 After logging in to @Billing, select the menu.



Select "Itemized Report"

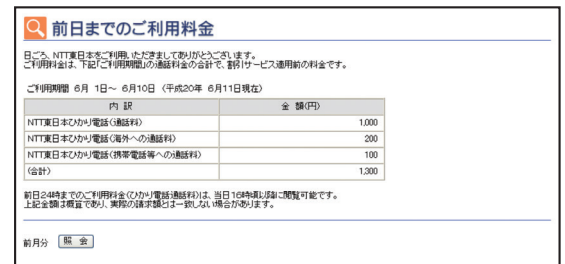
2 The "Service category selection screen" is displayed for customers subscribed to an incoming call billing service. Customers not subscribed to an incoming call billing service jump directly to the Itemized Report screen without going through this screen.



Select "Usage charges until the previous day"

2 The usage charges for the next "notification of usage charges" are displayed. The usage charges shown are an approximated amount prior to the application of discounts.

- ★ Usage charges (call charges) until midnight of the previous day can be viewed from around 4:00 p.m. on the day. The amount is an approximation and may differ from the actual billing amount.



If there is usage during the current month

3 If there is usage during the current month, the "Itemized Report - All numbers screen" is displayed.



If there is no usage during the current month

3 An error is displayed if there is no usage during the current month.



▶ A PDF file or CSV file containing the content of the "Itemized Report - All numbers screen" can be downloaded by pressing the button.

▶ The "Itemized Report - All numbers screen" for the previous month's use is displayed by pressing the button.

▶ The "Itemized Report - All numbers screen" is displayed by pressing the button.

- ★1 The general-purpose billing number is displayed for customers billed using a general-purpose number.
- ★2 The numbers of call recipients are displayed with the area code regardless of whether or not you dialed it.
e.g.) Dialing 5702-0049 from Tokyo Call recipient's number: 03-5702-0049
Dialing 177 from Tokyo Call recipient's number: 03-177

How to view itemized report for each @Billing number

1 Press the button displayed for each number on the "Itemized Report - All numbers screen."

[番号毎表示]ボタン
((Display for each number) button)

この画面は「通話明細内訳書 (Itemized Report)」の「All numbers」画面です。お客さま番号 (03)5555-0000 ★1、ご利用期間 平成20年 6月 1日～平成20年 6月30日、および通話明細の表が表示されています。表の「通話先電話番号」欄に★2が付いた行があります。

通話月日	通話開始時刻	発信元電話番号	通話先電話番号	通話先地域名	通話時間 時:分:秒	通話料等 円	通話種別	割引種別
6/2	0:00:1	03-5555-0000	03-6666-6666	東京	0:0:05	8		★
9/2	0:1:01	03-5555-0000	03-7777-7777	東京	0:5:05	30	映画等	
9/2	0:2:02	03-5555-0000	090-1111-1111	携帯等	0:1:05	32		
6/2	0:3:03	03-5555-0000	070-2222-2222	PHS	0:1:05	30		
6/10	0:4:01	03-5555-0000	03-8888-9999	東京	0:5:05	16	高品質	
6/23	0:1:01	03-5555-0000	03-9999-9999	東京	0:5:05	16		
6/23	0:1:01	03-5555-0000	03-9999-9999	東京	0:5:05	16		

2 Jump to the "Itemized Report - Number selection screen" after pressing the display for each number. The "Itemized Report - Individual number screen" pops up when each outgoing phone number is clicked.

★ This screen is also shown to customers who do not have multiple outgoing phone numbers. In this case, only one row is shown.

A PDF file or CSV file containing the content of the "Itemized Report - Number selection screen" can be downloaded by pressing the download button.

この画面は「通話明細 (Itemized Report)」の「Number selection」画面です。お客さま番号 (03)5555-0000、ご利用期間 平成20年 6月 1日～平成20年 6月30日、および通話料の表が表示されています。表の「単 (03-5555-0000)」欄に★2が付いた行があります。

単 (03-5555-0000)	03-5555-0000	03-5555-0000	03-5555-0000	03-5555-0000
通話料	10	20	10	20
海外への通話料	10	20	30	40
携帯等への通話料	10	10	10	10
PHSへの通話料	20	20	20	20
番号案内 昼間・夜間(回線)	1	2	1	1
合計	110	120	130	140

[ダウンロード]ボタン
((Download) button)

3 The "Itemized Report - Individual numbers screen" is displayed.

この画面は「通話明細内訳書 (Itemized Report)」の「Individual numbers」画面です。お客さま番号 (03)5555-0000 ★1、ご利用期間 平成20年 6月 1日～平成20年 6月30日、および通話明細の表が表示されています。表の「通話先電話番号」欄に★2が付いた行があります。

通話月日	通話開始時刻	発信元電話番号	通話先電話番号	通話先地域名	通話時間 時:分:秒	通話料等 円	通話種別	割引種別
6/15	7:00:0	03-5555-0000	010-29456-9012	AUSTRALIA	0:55:00	2500		
6/15	8:00:0	03-5555-0000	03-5702-0049	東京	0:55:00	1005		★
6/21	6:00:0	03-5555-0000	090-1111-2222	携帯等	0:30:15	300	映画	
10/23	8:25:00	03-5555-0000	03-5702-0049	東京	0:1:00	8		★

- ★1 The general-purpose billing number is displayed for customers billed using a general-purpose number.
- ★2 The numbers of call recipients are displayed with the area code regardless of whether or not you dialed it.
e.g.) Dialing 5702-0049 from Tokyo Call recipient's number: 03-5702-0049
Dialing 177 from Tokyo..... Call recipient's number: 03-177

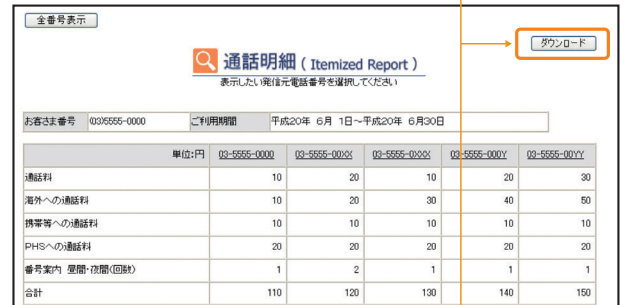
How to download itemized report for @Billing (as a CSV file)

1 Press the download button displayed on the "Itemized Report - All numbers screen" or the "Itemized Report - Number selection screen."

[All numbers screen]



[Number selection screen]



[ダウンロード]ボタン
([Download] button)

2 You will jump to the "Download password setting input screen" after pressing the download button.

- ★ You must set a password each time you download Itemized Report data.
- ★ You can also set the same password as your login password.
- ★ The password may be only letters of the alphabet or numbers, but must be eight characters.



3 The "Download password setting completion screen" is displayed after setting the password.

- ★ Detailed data is downloaded by pressing the download button after checking this screen.



[ダウンロード]ボタン
([Download] button)

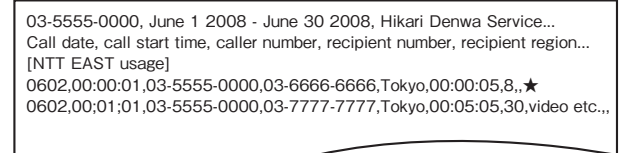
4 One CSV file is obtained for all numbers.

Name of zip file	Name of extracted file
NTTEyyyyymmkk.zip	NTTEyyyyymmkk.csv

The file name is made up of a fixed portion of NTTE, yyyyymm indicating the date, and k indicating the type

Type	Description
Hikari Denwa all numbers screen (H)	Hikari Denwa incoming billing all numbers screen (F)
Hikari Denwa number selection screen (HS)	Hikari Denwa incoming billing number selection screen (FS)

Extract zip file



3 Notes on Using HIKARI DENWA OFFICE A (ACE)

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 A (ACE).
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 services available with subscriber telephone services cannot be used. Furthermore, 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.
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 A (ACE)" is used, connecting a business phone is recommended. ● When an ISDN device is connected to an adapter (for ISDN) compatible with HIKARI DENWA OFFICE A (ACE), 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. · The adapter compatible with 23 channels can be connected to a PBX/business phone INS1500 unit, but 24 channels cannot be used. ● When an adapter compatible with HIKARI DENWA OFFICE A (ACE) 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 A (ACE) 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 A (ACE), 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 A (ACE) 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 A (ACE) 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 specific number notification 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 A (ACE) yourself. HIKARI DENWA OFFICE A (ACE) provides Number Display as standard as a basic service, so there may be a service equivalent to the alarm/meter reading service available even for HIKARI DENWA OFFICE A (ACE). 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 A (ACE) yourself.

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. ● Applying the remaining amount of a telephone card to the charges of HIKARI DENWA OFFICE A (ACE) is not supported.
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.)
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 A (ACE) (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," "HIKARI DENWA OFFICE Type," "HIKARI DENWA OFFICE A (ACE)," "HIKARI DENWA Number Gate" and "Hikari Denwa NEXT" after cancellation of this service.
Work for FLET'S HIKARI or HIKARI DENWA OFFICE A (ACE) not requiring visit by a service technician	<ul style="list-style-type: none"> ● If HIKARI DENWA OFFICE A (ACE), additional services of HIKARI DENWA OFFICE A (ACE), etc. become unable to be used, please restart the "equipment compatible with HIKARI DENWA OFFICE A (ACE)" yourself. (If use is still not possible after the restart, contact the service center.)
Usage conditions for Fixed-price Group Call	<ul style="list-style-type: none"> ● With this service, the usage charges for "Fixed-price Group Call" are included in the basic charge and multiple channel usage charge (an additional application and subscription fee are required). ● You must apply to register a group in advance to use the service. The lines that can be registered to the group are "HIKARI DENWA OFFICE A (ACE)," "HIKARI DENWA OFFICE Type" and "Hikari Denwa (Basic plan only)" "Hikari Denwa NEXT (Basic Plan only)" with the same subscriber name within the NTT EAST sales area. ● Note that to create a group, a subscription to "HIKARI DENWA OFFICE Type" or "HIKARI DENWA OFFICE A (ACE)" is required for one or more lines. A subscription to "Fixed-price Group Call" is required for all "HIKARI DENWA OFFICE Type" and "Hikari Denwa(Basic Plan only)" "Hikari Denwa NEXT (Basic Plan only)" that make up the group (fixed charges apply for all channels). ● "Yes (record all digits)" must be selected for the record category of the call itemized statement. ● Regular domestic call charges apply to calls to lines that do not have a Fixed-price Group Call subscription.
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.

4 HIKARI DENWA OFFICE A (ACE) Compatible Equipment

Types of HIKARI DENWA OFFICE A (ACE) Compatible Equipment

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

Overview of HIKARI DENWA OFFICE A (ACE) Compatible Adapter

Compatible models

* When using HIKARI DENWA OFFICE A (ACE) with FLET'S HIKARI CROSS, the following devices are not supported.

★ Up to 7,000 numbers can be used with all compatible models.

Compatible Model	Connected Equipment	Maximum Number of Incoming Channels
OG420Xa ★1 (analog port×4)	When using analog business phones	Up to 4 channels
OG820Xa ★1 (analog port×8)		Up to 8 channels
OG420Xi ★1 (ISDN port×2)	When using ISDN compatible (BRI) business phones	Up to 4 channels
OG820Xi ★1 (ISDN port×4)		Up to 8 channels
VG2330X ★2 (ISDN port×23)	When using ISDN compatible (PRI) business phones	Up to 23 channels
OG2300Xi ★2 (ISDN port×23)		
OG2310Xi ★2 (ISDN port×23)		

★1 Can also be used as a multiple-device compatible adapter (up to 32 channels). ★2 Can also be used as a multiple-device compatible adapter (up to 300 channels).

Settings

The information required to use "HIKARI DENWA OFFICE A (ACE)" 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 A (ACE)." 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

Video phone call, IP phone conference, and other functions can be used by connecting an IP terminal to an LAN port of the "adapter compatible with HIKARI DENWA OFFICE A (ACE)."

Updating the Firmware of the "HIKARI DENWA OFFICE A (ACE) 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." in the case of the OG420/820 and "4:00 a.m." in the case of the VG2330X/OG2300Xi/OG2310Xi.

!

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.

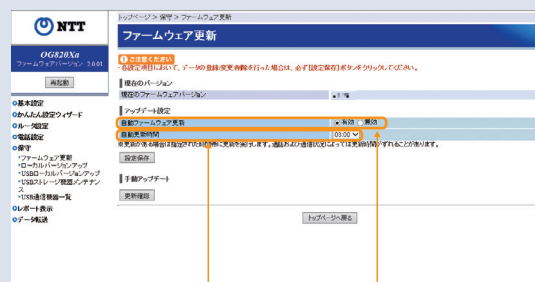
(1) Updating the firmware automatically

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

- 1 Start the browser, enter the following URL in the address bar, and open the "HIKARI DENWA OFFICE A (ACE) Compatible Adapter" setting screen.
For OG420/820/2300/2310: <http://ntt.setup>
For VG2330: <http://192.168.1.1/user>
* The default values are as follows. ID: user Password: See instruction manual
- 2 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).
- 3 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."

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 A (ACE) Compatible Adapter" setting screen.

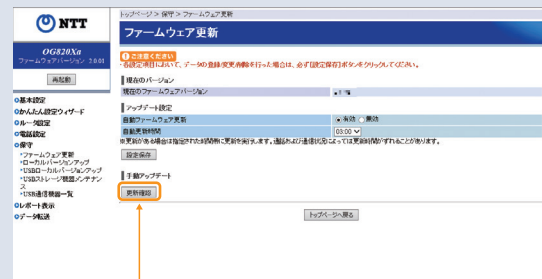
For OG420/820/2300/2310: <http://ntt.setup>

For VG2330: <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 A (ACE) Compatible Adapter" setting screen.

For OG420/820/2300/2310: <http://ntt.setup>

For VG2330: <http://192.168.1.1/user>

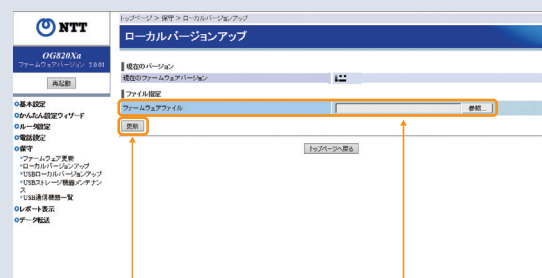
* The default values are as follows. ID: user Password: See instruction manual

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 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 A (ACE)

■ 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 A (ACE). Orders for transfer or cancellation of use of HIKARI DENWA OFFICE A (ACE) 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 A (ACE) 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, FLET'S HIKARI NEXT or Business Ether WIDE when changing the subscriber name for HIKARI DENWA OFFICE A (ACE).

■ When transferring for HIKARI DENWA OFFICE A (ACE)

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 A (ACE) 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 A (ACE) service or when corporations are merged

When changing the subscriber name of HIKARI DENWA OFFICE A (ACE) 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.

[Appendix]

List of Countries and Regions That Can Be Called Using HIKARI DENWA OFFICE A (ACE)

★ Call charges are shown for one minute.

Country or Region	Country Code	Call Charges	Country or Region	Country Code	Call Charges	Country or Region	Country Code	Call Charges
American Samoa	1-684	¥50	Kyrgyz Republic	996	¥140	Republic of Niger	227	¥70
Anguilla	1-264	¥80	Lao People's Democratic Republic	856	¥105	Republic of Palau	680	¥100
Antigua and Barbuda	1-268	¥80	Lebanese Republic	961	¥112	Republic of Panama	507	¥55
Arab Republic of Egypt	20	¥75	Libya	218	¥70	Republic of Paraguay	595	¥60
Argentine Republic	54	¥50	Macau	853	¥55	Republic of Peru	51	¥55
Aruba	297	¥80	Madeira	351	¥35	Republic of Poland	48	¥40
Ascension Island	247	¥250	Malaysia	60	¥30	Republic of Rwanda	250	¥125
Australia	61	¥20	Martinique	596	¥55	Republic of San Marino	378	¥60
Barbados	1-246	¥75	Mayotte	262	¥150	Republic of Senegal	221	¥125
Belize	501	¥55	Mongolia	976	¥60	Republic of Serbia	381	¥120
Bermuda	1-441	¥50	Montenegro	382	¥120	Republic of Sierra Leone	232	¥175
Bolivarian Republic of Venezuela	58	¥50	Netherlands Antilles	599, 1-721	¥70	Republic of Singapore	65	¥30
Bosnia and Herzegovina	387	¥60	New Caledonia	687	¥100	Republic of Slovenia	386	¥100
British Virgin Islands	1-284	¥55	New Zealand	64	¥25	Republic of South Africa	27	¥75
Brunei Darussalam	673	¥62	Niue	683	¥159	Republic of Suriname	597	¥80
Burkina Faso	226	¥80	Norfolk Island	672	¥79	Republic of Tajikistan	992	¥60
Canada	1	¥10	Oriental Republic of Uruguay	598	¥60	Republic of The Gambia	220	¥115
Canary Islands	34	¥30	People's Democratic Republic of Algeria	213	¥127	Republic of the Marshall Islands	692	¥110
Cayman Islands	1-345	¥70	People's Republic of Bangladesh	880	¥70	Republic of the Philippines	63	¥35
Central African Republic	236	¥127	People's Republic of China (excluding Hong Kong and Macau)	86	¥30	Republic of the Union of Myanmar	95	¥90
Christmas Island	61	¥20	Plurinational State of Bolivia	591	¥55	Republic of Togo	228	¥110
Cocos (Keeling) Islands	61	¥20	Portuguese Republic	351	¥35	Republic of Trinidad and Tobago	1-868	¥55
Commonwealth of Dominica	1-649	¥80	Principality of Andorra	376	¥41	Republic of Tunisia	216	¥70
Commonwealth of The Bahamas	1-242	¥35	Principality of Liechtenstein	423	¥30	Republic of Turkey	90	¥45
Cook Islands	682	¥155	Principality of Monaco	377	¥25	Republic of Uganda	256	¥50
Czech Republic	420	¥45	Puerto Rico	1-787, 1-939	¥40	Republic of Uzbekistan	998	¥100
Democratic People's Republic of Korea	850	¥129	Republic of Albania	355	¥120	Republic of Vanuatu	678	¥159
Democratic Republic of Sao Tome and Principe	239	¥200	Republic of Angola	244	¥45	Republic of Yemen	967	¥140
Democratic Republic of the Congo	243	¥75	Republic of Armenia	374	¥202	Republic of Zambia	260	¥70
Democratic Socialist Republic of Sri Lanka	94	¥75	Republic of Austria	43	¥30	Republic of Zimbabwe	263	¥70
Dominican Republic	1-809, 1-829, 1-849	¥35	Republic of Azerbaijan	994	¥70	Réunion	262	¥70
Falkland Islands	500	¥190	Republic of Belarus	375	¥80	Romania	40	¥60
Faroe Islands	298	¥75	Republic of Benin	229	¥80	Russian Federation	7	¥45
Federal Democratic Republic of Ethiopia	251	¥150	Republic of Botswana	267	¥75	Saint Christopher and Nevis	1-869	¥79
Federal Democratic Republic of Nepal	977	¥106	Republic of Bulgaria	359	¥80	Saint Helena	290	¥250
Federal Republic of Germany	49	¥20	Republic of Burundi	257	¥70	Saint Lucia	1-758	¥80
Federal Republic of Nigeria	234	¥80	Republic of Cabo Verde	238	¥75	Saint Pierre and Miquelon	508	¥50
Federal Republic of Somalia	252	¥125	Republic of Cameroon	237	¥80	Saint Vincent and the Grenadines	1-784	¥80
Federated States of Micronesia	691	¥79	Republic of Chad	235	¥250	Saipan	1-670	¥30
Federative Republic of Brazil	55	¥30	Republic of Chile	56	¥35	Slovak Republic	421	¥45
Former Yugoslav Republic of Macedonia	389	¥80	Republic of Colombia	57	¥45	Socialist Republic of Viet Nam	84	¥85
French Guiana	594	¥50	Republic of Congo	242	¥150	Solomon Islands	677	¥159
French Polynesia	689	¥50	Republic of Costa Rica	506	¥35	Spanish North Africa	34	¥30
French Republic	33	¥20	Republic of Cote d'Ivoire	225	¥80	State of Eritrea	291	¥125
Gabonese Republic	241	¥70	Republic of Croatia	385	¥101	State of Israel	972	¥30
Georgia	995	¥101	Republic of Cuba	53	¥112	State of Kuwait	965	¥80
Gibraltar	350	¥90	Republic of Cyprus	357	¥45	State of Qatar	974	¥112
Grand Duchy of Luxembourg	352	¥35	Republic of Djibouti	253	¥125	Sultanate of Oman	968	¥80
Greenland	299	¥91	Republic of Ecuador	593	¥60	Swiss Confederation	41	¥40
Grenada	1-473	¥80	Republic of El Salvador	503	¥60	Syrian Arab Republic	963	¥110
Guadeloupe	590	¥75	Republic of Equatorial Guinea	240	¥120	Taiwan	886	¥30
Guam	1-671	¥20	Republic of Estonia	372	¥80	The Azores	351	¥35
Hashemite Kingdom of Jordan	962	¥110	Republic of Fiji	679	¥50	The Democratic Republic of Timor-Leste	670	¥126
Hawaii	1	¥9	Republic of Finland	358	¥30	The Republic of South Sudan	211	¥125
Hellenic Republic	30	¥35	Republic of Ghana	233	¥70	The Republic of the Sudan	249	¥125
Hong Kong	852	¥30	Republic of Guatemala	502	¥50	Tokelau Islands	690	¥159
Hungary	36	¥35	Republic of Guinea	224	¥70	Turkmenistan	993	¥110
Independent State of Papua New Guinea	675	¥50	Republic of Guinea-Bissau	245	¥250	Turks and Caicos Islands	1-649	¥80
Independent State of Samoa	685	¥80	Republic of Guyana	592	¥80	Tuvalu	688	¥120
India	91	¥80	Republic of Haiti	509	¥75	U.S. Virgin Islands	1-340	¥20
Ireland	353	¥20	Republic of Honduras	504	¥65	Ukraine	380	¥50
Islamic Republic of Afghanistan	93	¥160	Republic of Iceland	354	¥70	Union of Comoros	269	¥80
Islamic Republic of Iran	98	¥80	Republic of Indonesia	62	¥45	United Arab Emirates	971	¥50
Islamic Republic of Mauritania	222	¥80	Republic of Iraq	964	¥225	United Kingdom (United Kingdom of Great Britain and Northern Ireland)	44	¥20
Islamic Republic of Pakistan	92	¥70	Republic of Kazakhstan	7	¥70	United Mexican States	52	¥35
Italian Republic	39	¥20	Republic of Kenya	254	¥75	United Republic of Tanzania	255	¥80
Jamaica	1-876	¥75	Republic of Kiribati	686	¥155	United States of America (excluding Hawaii)	1	¥9
Kingdom of Bahrain	973	¥80	Republic of Korea	82	¥30	Vatican	39	¥20
Kingdom of Belgium	32	¥20	Republic of Kosovo	383	¥120			
Kingdom of Bhutan	975	¥70	Republic of Latvia	371	¥90			
Kingdom of Cambodia	855	¥90	Republic of Liberia	231	¥75			
Kingdom of Denmark	45	¥30	Republic of Lithuania	370	¥60			
Kingdom of Eswatini	268	¥45	Republic of Madagascar	261	¥160			
Kingdom of Lesotho	266	¥70	Republic of Malawi	265	¥127			
Kingdom of Morocco	212	¥70	Republic of Maldives	960	¥105			
Kingdom of Norway	47	¥20	Republic of Mali	223	¥55			
Kingdom of Saudi Arabia	966	¥80	Republic of Malta	356	¥70			
Kingdom of Spain	34	¥30	Republic of Mauritius	230	¥70			
Kingdom of Swaziland	268	¥45	Republic of Moldova	373	¥101			
Kingdom of Sweden	46	¥20	Republic of Mozambique	258	¥127			
Kingdom of Thailand	66	¥45	Republic of Namibia	264	¥80			
Kingdom of the Netherlands	31	¥20	Republic of Nauru	674	¥110			
Kingdom of Tonga	676	¥105	Republic of Nicaragua	505	¥55			

Satellite Phones and Satellite Mobile Phones	Country Code	Call Charges
Inmarsat - Aero	870	¥700
Inmarsat - BGAN/FBB	870	¥209
Inmarsat - BGAN-HSD/FBB-HSD	870	¥700
Inmarsat - F-HSD	870	¥700
Inmarsat Fleet	870	¥209
Iridium	881-6, 881-7	¥250
Thuraya	882-16	¥175

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

Inquiries and Applications

■ Acceptance of orders, subscription changes, and subscription cancellations

Contact NTT EAST sales staff.

■ 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 A (ACE) 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/

HIKARI DENWA OFFICE A (ACE) website

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

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

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

★ Company names, product names and service names in this document are either trademarks or registered trademarks of their respective holders.

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