

What to prepare for switching to au/UQ

Thank you for visiting us today. Please prepare the following for your contract.

MNP (Mobile phone Number Portability)

You can switch from a Japanese mobile phone carrier to au/UQ and keep your phone number.



Cautions when changing carriers

Before purchasing a new device, you will need to migrate data from your current device. Please back up your data in advance.

STEP 1

Obtain your “MNP reservation number” from your current mobile phone company.
You will not need an MNP reservation number to change from UQ mobile to au (without changing phone number).

DOCOMO

[Online] My docomo (<http://www.mydocomo.com>) → Log in Available: 9:00–21:30
※Excludes during system maintenance, etc.
[From mobile phone/landline] <From mobile phones> 151 <From landlines> 0120-800-000 Available: 9:00–20:00

SoftBank

[Online] SoftBank website → Mobile → Support → Fees and contracts → Checking and changing your contract details
[From mobile phone/landline] <From mobile phones> *5533 <From landlines> 0800-100-5533 Toll-free Available: 9:00–20:00

Y!mobile

[Online] TOP (<https://my.ymobile.jp/muc/d/top>) → My Y!mobile (Log in) → Checking and changing your contract details → Procedures for MNP (Mobile phone Number Portability) reservation Available: 9:00–21:30
[From mobile phone/landline] <From mobile phones> 116 <From landlines> 0120-921-156 Available: 9:00–20:00

※Contact information is subject to change. For details, please contact the relevant company.

STEP 2

Use the “MNP reservation number” to sign up for a new contract with au/UQ within 15 days.

[Documents required for the procedure] Make sure to prepare the original.

1. Setting up your monthly payment

Please ready one of the following.

- ☐ Credit card
- ☐ ATM card for direct debit
- ☐ Bank passbook + Seal

※The above must be in your name.
※If you are a minor and are unable to provide a cash card in your name, please provide an ATM card in the name of a parent or guardian.

3. Supporting documents (As needed)

In addition to “2. Identification documents,” please ready one of the following.

- ☐ *Jyuminhyo* (Certificate of Residence)
- ☐ Utility bill/receipt ※①

※Must be within 3 months of the date of issue and must include your current address
※① If the address on your identification documents differs from your current address and you have brought a utility bill receipt, the receipt must be addressed to you.

[Fees]

1. Contract administration fee (Added to your phone bill) * 1

* 1: Check a store location or our website for Contract Administration Fee details. * 2: If you are not a Japanese citizen and wish to apply for an individual credit purchase brokerage contracts (installment payments), you will need to present documentation (such as a residence card) that confirms your status and period of residence. You can apply for an individual credit purchase brokerage contracts only if your period of stay is 26 months or more, including the current month. Payment of monthly fees may be limited to credit card (debit card) payments. If your period of residence does not extend to your installment payment period, you may not be eligible to apply for an individual credit purchase brokerage contract. Foreign residents cannot apply for a 60 or 72 installment payment.



2. Identification documents

Please ready one of the following.

- ☐ Driver's license ※①
- ☐ Residence card ※②
+ Foreign-issued passport or Health insurance eligibility certificate※③

※ Your name, date of birth, and current address must be indicated. If the document has an expiration date, make sure it is valid.
※ If the address on the certificate differs from your current address, you will need to provide supporting documents. Please ready the supporting documents described in “3.” as well.
※① A license issued by the Public Safety Commission. International driver's licenses are excluded.
※② If less than 90 days remain until the expiration date of your residence card, you may apply only if the payment method for monthly fees is by credit card in the contractor's name. If the place of residence is specified as “Undecided (indicated on the back of the application after notification),” a supporting document is separately required.
※③ Except for minors under the age of 18, this cannot be accepted as an identification document.



2. Phone device and other purchases * 2