

# Important Information on Canceling Your Contract

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

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

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

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

## ■ About MNP Reservation Number

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

## ■ About MNP One Stop

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

## ■ MNP Procedures

Because the carrier you will be switching to will check with au on the contract holder's name, please apply for MNP under the same name registered for the applicable line. Your contract with au will be automatically canceled when processing by your new carrier has been completed. However, we may decline the MNP process if there are overdue payments for au.

The only au line you applied for MNP will be canceled automatically, not other au lines of yours.

## ■ Charges for Canceling Your Contract

<Charges>

There will be no MNP Processing Fee.

The cancellation fees will be free.

A penalty fee may apply if you do not return au Femtocell or au Repeater.

<Service Fees for the Month of Cancellation>

Service fees will be billed in the month following the cancellation of your contract. The same payment method applied during the contract period applies to that payment.

Basic usage fees, flat-rate fees for flat-rate data services and option fees will be billed for the entire month, regardless of when the cancellation was made. Applicable call charges and other fees until the date of cancellation will be billed.

(When you are “number transfer” from au to UQ mobile/povo2.0, basic usage fees, flat-rate fees for flat-rate data services and some option fees will be billed on a pro-rata basis.)

Your date of cancellation of your au contract is the day your new contract with the carrier you

switched to has started, not the day your MNP Reservation Number was issued. Therefore, in the event the procedures to switch to your new carrier carried over to the next month, the abovementioned fees will apply for the month of your cancellation.

<Cancellation fee>

**【Lines from new contracts signed on or after October 1, 2025】**

If you canceled your contract within one year, you will be charged a cancellation fee of up to 1,100 yen.

※The cancellation fee for fee plans where the discounted fee (monthly fee after applying various discounts, excluding discounts that are applied for a limited period) is less than 1,100 yen will be the same as the discounted fee for that fee plan.

**【Lines from new contracts signed on September 30, 2025 or earlier】**

If you signed a new contract for an applicable line and canceled the contract within one year, and either of the following terms ① and ② apply, you will be charged a cancellation fee of up to 990 yen.

- ① If there has been no actual usage
- ② If a different line under the same name (with a contract period of up to one year) has been canceled in the past year from the cancellation date of the applicable line

• Cancellation fee

Cancellation fee	
For a normal cancellation	0 yen
For a cancellation in which ① or ② applies	990 yen (including tax) ※1

※1 The cancellation fee for fee plans where the discounted fee (monthly fee after applying various discounts, excluding discounts that are applied for a limited period) is less than 990 yen will be the same as the discounted fee for that fee plan.

※ Does not apply to number transfers to UQ mobile/povo2.0, and cancellations on the 8-day cancellation policy.

※ Does not apply to lines on Smile-heart Discount.

※ For the time being, a cancellation fee may be charged anytime from two months after the month of cancellation.

■ **Unlocking Your Mobile Phone's SIM After Cancellation**

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

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

※ A SIM unlocking process is not necessary for iPhone 13 Series, iPad (9th Generation), iPad mini (6th Generation), and au mobile phones that were newly released on Friday, October 1, 2021 and later as their SIM is not locked.

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

<About SIM Unlocking>

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

#### <Conditions for SIM Unlocking>

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

- (1) Model released after April 23, 2015 that supports SIM unlocking
- (2) au mobile phones without any network-use regulations

#### ■ Installment Payment Contracts

Installment payment contracts will continue, and your remaining installments will continue to be billed. Please contact the Customer Support Center if you wish to pay this in lump sum. Once your request for lump sum payment has been processed, payments cannot be split regardless of whether you are canceling your contract.

#### ■ Change of Address

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

#### ■ Your au ID After Cancellation

Your au ID, Ponta points and Ponta points (valid only in au PAY Market) will remain even after canceling your contract with au. If your au login ID is your phone number, you can continue to use the same phone number. If your au login ID is not your phone number, your au ID will remain unchanged after the cancellation from the time you signed the contract. If there are any changes to your membership information, such as the email address registered to your au ID, please update your information on the au ID member site.

au ID member site: <https://id.auone.jp/>



#### ■ Continuation of au Mail After Cancellation

In order to continue using your au Mail address (@ezweb.ne.jp/@au.com) even after canceling, you need to apply for it separately. Please note that if you do not apply for it during the application period (within 31 days after cancellation), your data in the mail server will be deleted.

※ You need an au ID issued in accordance with an au service contract to apply for the use.

Please check the following for the application method and service details.

[https://www.au.com/mobile/service/aumail\\_portability/](https://www.au.com/mobile/service/aumail_portability/)



#### ■ Other Important Notes Regarding Your Contract Service

### i .Phone number and Mobile data

- Only your mobile phone number will be carried over through the MNP process.
- You will need to back up all data, including contacts, pictures, messages received and sent, apps, data in apps and configuration information, on your own. The “Data-oazukari (data backup)” app may become unavailable to you after you cancel your contract. In that case, use iCloud and SD cards.
- As a reminder for iPhone/iPad users, if you are using au mail with the “Mail” app, the email data stored on the server will be deleted.
- Your purchased data volume through Data Charge will become unavailable. In addition, if you have data volume remaining from Data Gift, the data will become unavailable.
- Number Share on your devices will be canceled.

### ii .Various Benefits

By canceling your contract, support services for operation/configuration of your device and benefits from your au contract (including those offered by companies other than au) will be discontinued.

### iii .Upgrade Program

- On and after April 1, 2022, the benefits of the Upgrade Program EX, Upgrade Program EX(a), Upgrade Program (Tablet), or Upgrade Program (Junior) will remain available even after you cancel an au service contract.  
The benefits under the Upgrade Program DX and Upgrade Program NX after cancellation of an au service contract have been available since before that day.
- If you are receiving the benefit of actually not having to pay the remaining installment payments through the Upgrade Program (Tablet) or Upgrade Program (Junior), when you cancel the au service, the amount corresponding to the remaining benefit will be deducted from the total amount billed for the months following the month of cancellation (installment payments will continue to be billed).

#### • Use of the benefit after cancellation of an au service

- In addition to the application for using the benefit at an au Style/au shop\*, you need to purchase a new model.

\*The application may not be accepted at some stores.

- You need the following items upon applying for the benefit:

- Identification of the subscriber
- Telephone number used to sign up for your au contract
- au ID to redeem the program charge (Upgrade Program (Tablet) only)
- Model purchased through the program

※ Please bring your model to be collected to the store after deleting backup data and making other preparations as the model cannot be collected at a later date.

※ If you are applying for the redemption of the program charge for the Upgrade Program EX or Upgrade Program (Tablet), you do not need to prepare the model purchased through the program.

- If you subscribe to the Upgrade Program (Tablet) or Upgrade Program (Junior), the amount

corresponding to the benefit will be deducted from the total amount billed for the months following the month you applied for the benefit (installment payments will continue to be billed).

- The redemption of the program charge after cancellation of an au service will be made in Ponta points.

iv. Combined Billing Service

- Free calls from the au Combined Plan from the KDDI Combined Billing service will become unavailable.
- Discounts from J:COM Combined Billing service may no longer apply.

v .Device repair services

- To apply for MNP (not a “number transfer”), you must choose whether to continue with or cancel your “Repair and Delivery Service,” “Repair and Delivery Service with Cloud,” “Repair and Delivery Service Wide with Cloud,” “Repair and Delivery Service with AppleCare Services,” “Repair and Delivery Service with AppleCare Services & iCloud Storage,” “Repair and Delivery Service with AppleCare Services & iCloud+,” and “Repair and Delivery Service Wide with AppleCare Services & iCloud+.”

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

If you choose to continue with the service, the monthly service fees will continue to apply. To cancel, you need to go to the Customer Support Center etc.

- “Bring-In Repair Support” will automatically be canceled with the MNP (not a “number transfer”) procedure.
- If you apply for a number transfer, the device repair service will continue and the monthly service fees will continue to apply.

vi.au PAY Card, Ponta points, au PAY Market, au PAY and au PAY Prepaid Card

- By canceling your au mobile phone contract, you may no longer use some au PAY Prepaid Card functions, such as receiving rebates.
- Your remaining Ponta points/Ponta points (valid only in au PAY Market) within the expiration period will continue to be used even after cancellation of au mobile contract.
- If you have enabled automatic top-up from au Jibun Bank for au PAY, automatic top-up will become disabled and no longer be available if you cancel your au mobile contract without completing identity verification on the au PAY app.

vii.Sub-line service

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

months or later after the month of cancellation.

viii. About au Starlink Direct exclusive plans

Even if you cancel your au line, as your au Starlink Direct exclusive plan will not be automatically canceled, you will need to cancel it separately. If a set discount for the applicable plan is being applied, the discount will end in the month prior to the cancellation of your au line, and the monthly fee will be 1,650 yen (including tax).

ix. Regarding the transfer of customer information (provision to third parties) in RCS

- If you use the Service provided by Jibe Mobile (a wholly owned subsidiary of Google) or another carrier (the receiving carrier or its wholesaler) after your MNP transfer, Jibe Mobile will use or provide the following information to the other carrier to the extent necessary to transfer unreceived messages and group chats.
  - Information related to unreceived messages (date and time, phone number/network information, message content, group chat information)
- If you do not wish to transfer unreceived messages, please receive them before the transfer.
- If you do not wish to transfer group chats, please leave the group chats before the transfer.

x. au Denki, Gas, au HOME and au Home Loan

- au Denki Point Discount will be canceled if your phone number is designated for the discount. Even after canceling your au Denki Point Discount, you can continue to redeem up to 1% in Ponta points by logging in with your au ID and changing your au ID to your email address. When you are “number transfer” from au to UQ mobile, you can continue to redeem up to 1% Ponta points by resetting the phone number for au Denki Point Discount.
- If you are a subscriber of Kanden Gas for au and want to keep using au Denki, you can continue to redeem up to 1.5% Ponta points by changing your au ID to your email address.
- If you subscribe to au HOME as an optional au line service, the service will be automatically canceled and no longer accessible. If you have a Recommended Set Plan (installment payments) contract, a cancellation fee will be applied in accordance with your payment period. If you wish to continue with au HOME, you will need to reapply. If you are subscribed to Anshin Watcher, your Anshin Watcher device will no longer be accessible after cancelling. However, as long as you apply for au HOME with the same au ID by the end of the month following the month in which you cancel and register your device, you can use the device again. Otherwise, your device cannot be used again. In that case, purchase a new device to use Anshin Watcher.

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

- If au Jibun Bank Mortgage au mobile preferential discount is applied, au mobile preferential discount will no longer be available.
- au Home Loan Set Discount will no longer be available.
- The AEON Value Program will automatically be canceled and you will no longer be eligible to receive rebates (top-up) to your au PAY balance.
- If Kantan Kessai 【Easy Settlement】(continuous billing) is set up, Ponta Pass (former au Smart Pass premium) and other payable contents will not be cancelled or unsubscribed automatically even after the cancellation of au phone line. If you do not wish to use these services after a model upgrade or cancellation, please cancel or unsubscribe from the membership.
- If you have subscribed to au In-store Support Flat Rate, you can continue to use this service even

after this cancellation procedure. (The service will not be canceled or unsubscribed automatically even after the cancellation of your au phone line.) If you do not wish to use this service, please cancel or unsubscribe.

- If you are subscribed to au Ouchi Anshin Support, the service will remain available to you even after completing this cancellation procedure. (Canceling the communication service linked to your au ID will not automatically unsubscribe or terminate your subscription from au Ouchi Anshin Support.) If you no longer need the service, please complete the procedures to unsubscribe from or terminate the service yourself.
- In addition to discounts and benefits indicated in this document, others that require an au service contract may be discontinued after your cancellation.

KDDI Corporation  
Okinawa Cellular Telephone Company  
Information as of October 2025

■ For inquiries: Customer Support Center Hours: 9:00 a.m.–8:00 p.m. (toll-free, open daily)

Language	phone number	Language	phone number
English	0120-959-472	Tagalog	0120-933-952
Portuguese	0120-959-473	Vietnamese	0120-933-961
Chinese	0120-959-476	Spanish	0120-985-184
Korean	0120-959-478	Japanese	157 (from au mobile phone) or 0077-7-111