

Important Information on Canceling Your UQ mobile Contract

Upon completing the Mobile Number Portability (MNP) procedures, your contract with UQ mobile 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 procedures.

Switching from UQ mobile to au 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, in the instructions for the 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 UQ mobile 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 UQ mobile” 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 UQ mobile” to resume the procedure.

■MNP Procedures

As the carrier you will be switching to will check with UQ mobile for the contract holder's name, please apply for MNP with the same name as you used to register for the applicable line. Your contract with UQ mobile will be automatically canceled when the processing by your new carrier has been completed. However, the MNP process may be declined if there are overdue payments for UQ mobile.

■The date your cancellation comes into effect

The date your contract is cancelled is the day your new contract with the carrier you switched to starts, not the day your MNP Reservation Number is issued.

■ How Service Fees are Calculated for the Month of Cancellation

You will be billed the service fee for the month after the month of cancellation. Payment will be made using the same method as during your contract.

Basic monthly usage fees and option fees for one month will be billed even if you cancel in the middle of the month, and calling fees, etc., will be charged for calls, etc., up to the date of cancellation.

(For number transfers, the basic monthly usage fees and some option fees will be prorated on a daily basis.)

※For the following plans, the basic monthly usage fees for the month of cancellation and some option fees will be prorated on a daily basis.

“Chat Plan,” “Adjust Plan,” “High-Speed Data + Call Plan,” “Unlimited Data + Call Plan,” “Smartphone Plan,” and “Carryover Plan”)

■ 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 au/povo2.0, and cancellations on the 8-day cancellation policy.

※ 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 UQ mobile services, you can do this by visiting My UQ mobile Website 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 UQ mobile mobile phones that we newly released on Friday, October 1, 2021, or later, as their SIMs are not locked.

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

<About SIM Unlocking>

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

<Conditions for SIM Unlocking>

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

- (1) Model released after May 2015 that supports SIM unlocking.
- (2) UQ mobile mobile phones without any network-use regulations.

■Installment Payments Contract

If you have selected to continue with installment payments, the installment payments will continue to apply.

■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 (for au PAY Market only) will remain even after you cancel your contract.

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/>



■ Other Important Notes Regarding Your Contract Services

- Only your mobile phone number will be carried over through the MNP and number transfer process.
- You will need to back-up all data on your own, including contacts, pictures, messages received and sent, apps, data in apps and configuration information.
- Various benefits associated with your UQ mobile contract, including those provided by other companies, will be terminated.
- Data volume purchased through Data Charge will become unavailable.
- In addition to the discounts and benefits indicated in this document, other discounts and benefits provided as part of a UQ mobile line subscription may also be terminated by canceling the contract.
- If you are applying for MNP, you will need to choose whether to continue with or cancel any of your device warranty services (“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 a service, the monthly service fees will continue to apply.

If you apply for a number transfer, the device warranty service will continue and the monthly service fees will continue to apply.

(If you are subscribed to UQ mobile Device Repair Service, the service will be switched to “Repair and Delivery Service” and be continued)

To cancel the Device Repair Service, the subscriber needs to complete the procedures at a store, including the Customer Support Center. “Bring-In Repair Support” will be automatically canceled with the MNP procedure.

- The contents you are subscribed to may not be cancelled when you cancel your line subscription. If you wish to cancel the contents, please apply directly to each content provider.
- If your paid content membership fees are bundled with your UQ mobile payments, please switch your content payments to another payment system, such as a credit card, by the end of the month. Please note that if you do not complete this process, your contents and status may be reset (canceled) or automatically canceled.
- If you are subscribing to au Mail Carrying under bundled payments with communication fees, you will need to change the payment system to a credit card when applying for MNP procedures with another carrier (excluding au and povo2.0). Please be aware that the service will be automatically canceled if you fail to do so. Note that you will be able to resume the service if you take action quickly and apply for the service again within 31 days after cancellation.
- If you subscribe to au HOME as an optional UQ mobile line service, it 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 you are using a sub-line service, the service will also be terminated following the cancellation of your contract with UQ mobile. 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 UQ mobile service. Please be aware that you will receive a bill two months after the month of cancellation or later.

- For au Starlink Direct exclusive plans, even if you cancel your UQ mobile 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 UQ mobile line, and the monthly fee will be 1,650 yen (including tax).
- 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.

- 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.
- 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 UQ mobile 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.

<For inquiries>

UQ mobile Customer Support Center

Hours 10:00 a.m.–7:00 p.m. (toll-free, open daily)

Language	phone number
English	0800-777-5461
Portuguese	0800-777-5463
Chinese	0800-777-5462
Korean	0800-777-5466
Tagalog	0800-777-5465
Vietnamese	0800-777-5464
Spanish	0800-777-5485
Japanese	0120-929-818