

Repair and Delivery Service Wide with Cloud

The service offers support when you experience trouble, such as when your smartphone and tablet is broken, lost or stolen.
We offer wide-ranging support for peripheral equipment, from smartwatches to earphones.

! You can subscribe to this service only when you purchase an eligible model.

Android™ smartphones and tablets (5G)
launched since February 27, 2024

Monthly usage fee: **¥990/¥1,190/¥1,590/¥1,980**
※The monthly usage fee varies by model.

Read more



If you are not subscribed to this service

You will pay the full repair fee
(Up to about **75%*** of the device price)

*: Average price of the models sold by au in autumn and winter 2022 (online shop prices).

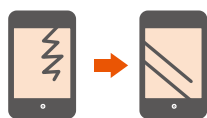
Repair period:
Approximately 1 week

If you are subscribed to this service

In case of such problems as a broken or damaged phone, we will deliver a phone of the same model!

Replacement Mobile Phone Delivery Service (Up to 3 times a year)

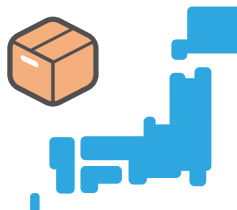
Stress-free **fixed fee!** A big saver!



Free of charge
for natural damage within one year after purchase

<Fee> First time: 5,500 yen to 14,300 yen, second and third time: 8,800 yen to 20,900 yen
<Discounts> **¥550 off** if you apply online, **¥550 off** without a replacement phone, **¥2,200 off** if you have an au contract for 25 months or more.

Fast! Convenient! **In principle, delivered the next day^{★1}!**



If you live in an eligible area, delivered **in as little as 3 hours^{★2}**

Steps to use the replacement mobile phone

1 Sign up

Sign up for the service on the web or by phone.



2 Delivery

The replacement mobile phone will be delivered to your specified address.



3 Procedures after receiving the replacement mobile phone

For the various procedures you need to take after receiving the phone, see also the guidebook provided with the phone.



[Important notes] ※Return the broken phone within 14 days after delivery. If you do not return the phone, you will be charged 22,000 yen to 198,000 yen as a penalty. ※The charge and penalty varies by device. ★1: Excludes certain regions and remote islands. ★2: For 23 Tokyo wards and Osaka City. Usage charge of 3,300 yen will apply per request. The service is subject to some conditions such as acceptance hours.

Peace of mind as a package

Device Warranty **au +1 collection purchase recommended!**

This service offers support when you experience trouble with an eligible product that you purchased through au +1 collection, such as when the product is broken, damage, or lost, and provides a maximum of **30,000 yen (untaxed)** toward the cost of repair and repurchase.

Exclusive offer (applies only once a year)

Covers the cost of repair, product price at purchase, or 30,000 yen (untaxed), whichever is the lowest

Requirement

- The product was purchased on or after the day you subscribed to this service
- The product was purchased from au +1 collection and is eligible
- The product was purchased within the last two years

Your fee

3,000 yen (untaxed)



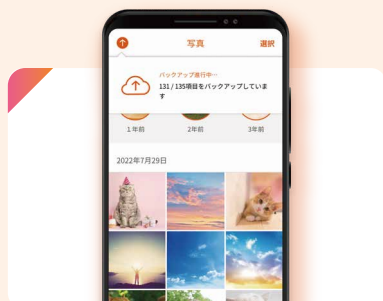
※To apply, you need to present evidence such as a photograph that shows how the eligible product is broken, an estimate with a mention of the repair cost, a receipt, and a copy of the theft or loss report. ※For some products, only theft and loss are supported. ※Additional charges may apply, such as for obtaining an estimate to repair the product.

To find out more and how to apply, visit the au/UQ website, and the separate sheet on the rules of "Repair and Delivery Service."

Member-only Repair and Delivery Service Wide with Cloud

Photo Cloud

Important photos and videos can be backed up on a large 512 GB cloud.
A designated app offers full features such as for processing and optimizing backed-up data.



Large Cloud

Photos and videos are automatically stored in the cloud



Easily edit photo

Various edit functions, such as trimming, filtering, and tone correction, are provided



Optimizes the free space on your device

AI helps you delete unnecessary photos, such as camera shake blurring photos and similar photos

Steps to start using the service

1 Sign up for Repair and Delivery Service Wide with Cloud



Customers who signed up for the Repair and Delivery Service Wide with Cloud when entering a new contract are eligible.

2 Download the Photo Cloud app



Download the Photo Cloud app from the Google Play Store.

3 Log in with your au ID



Log in with your own au ID.

4 Start using the service



The procedure to use the service has been completed. Please start using the Photo Cloud app.

Consultation in case your phone is broken or lost

0120-925-919 (9:00 a.m. – 8:00 p.m., 365 days a year)

Inquiries about Photo Cloud

0120-933-981 (9:00 a.m. – 8:00 p.m., 365 days a year)

※To start using Photo Cloud, you need to install the app and take the procedure to use the service. ※For every “Repair and Delivery Service with Cloud” and “Repair and Delivery Service Wide with Cloud” subscription, you can back up a maximum of 512 GB of data. The maximum size allowed for each file is 10 GB. ※If you cancel the service, the backed-up data will be kept for 30 days, counting the cancellation date as day 1.

Save more money by also subscribing to

Usage support

Our advisors will carefully tell you how to use your smartphone, apps, and peripheral equipment!

Monthly usage fee: **¥649**

When you subscribe to the service together with the Repair and Delivery Service Wide with Cloud, you get

¥330/month off!

Example of service content

Remote Support Service



Stress-free support offered on the phone with the operator remotely operating your screen

Support for peripheral equipment



The operator will show you how to use not just peripheral equipment such as Wi-Fi and a PC, but also apps by other companies such as LINE!

[Important notes about usage support] ※Excludes corporate contract customers and customers subscribed to au Smart Support. ※The operator will only provide guidance within the scope of the manual specified by KDDI, and of the operations and settings announced by providers and manufacturers. ※If you cancel or temporarily suspend your au/UQ mobile contract or change your plan to a povo2.0 plan, the “Usage Support” will be automatically canceled.

※If you are going to cancel your au/UQ mobile contract, or purchase a new au/UQ mobile phone, you can choose whether to continue with or cancel the “Repair and Delivery Service Wide with Cloud” for the au/UQ mobile phone you are currently using. ※Excludes corporate contract customers for device warranty and Photo Cloud. ※The above images are for illustrative purposes only. ※The information in this flyer is current as of July 28, 2025. ※Prices indicated include tax. OWi-Fi is a registered trademark of the Wi-Fi Alliance. OLINE is a trademark or registered trademark of LINE Corporation. Android and Google are trademarks or registered trademarks of Google LLC.

For details, inquire with store staff or visit the au/UQ website

KDDI Corporation/Okinawa Cellular Telephone Company

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