

Notice

If you terminate our Internet / telephone services, you need to cancel the contract with NTT West and pay the fee.

- ⚠ If you don't cancel the contract, the fee is charged although you don't use the service.
- ⚠ If you don't pay the fee, you may not sign up for the NTT West Internet / telephone services again.

Cancellation procedure and payment flow ※ Month-end close case

Starting the service

If the date when you will return home or move is fixed ...

Contact us to terminate the service

About 2 weeks are required.

Cancellation date

Around 20th of the following month of the cancellation date

Bill delivered

Pay later plan

At the end of the following month of the cancellation date

Due date

- If you terminate the service due to returning home or other reasons, please contact us as soon as possible.
- We will send the bill around 20th of the following month of the cancellation date. If you move due to returning home or other reasons before the bill is delivered, please be sure to contact us and inform of your schedule.
- For cancellation, please be sure to contact both NTT West and the provider.

● If the bill is delivered, please pay it at convenience store, bank or post office without delay.

● If you don't pay the bill by the due date, you may not sign up for our Internet / telephone services again.