

Take caution when tempted to sign up for a bundled contract with your smartphone!



If you visit a store to sign up for a smartphone contract, sales staff may recommend that you sign up for a "bargain" bundled contract

If you sign up for a bundled contract with internet included, your smartphone payment plan will be cheaper!

Hang on...
It's not that cheap at all!

But the next month —

Well, if it's cheaper, maybe I ought to go with the bundled contract...

請求額
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We've been receiving inquiries from people who were recommended to sign up for an internet line or other services with sales pitches like "If you sign up for a bundled contract with XYZ included, your smartphone payment plan will be cheaper!" Meanwhile, the actual cost ended up being not as cheap as they'd expected. So, what should you check before signing up for a smartphone contract?

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NCAC
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The answer is
on the back



Do you really need to sign up for that bundled contract?

Yes

No



- Before signing a contract, think carefully about whether you really require the service you're signing up for. Salespeople have been using the tactic of telling customers things like “a bundled contract will be cheaper” to sweet-talk them into signing up not only for internet, but also for electricity and gas contracts.
- Only sign up for a contract after carefully checking the contract terms, payment plan, and other details.

I already have an internet contract...



Check the following again.

- Do you really need to sign up right now for the internet (or electricity, gas, etc.) contract being recommended together with your smartphone? Would you still need it later on?
- Deciding to sign up just because a salesperson says it'll be cheaper often leads to trouble. Do you have a clear understanding of the terms and details behind why it's cheaper?
- What kinds of services are included in the contract terms/payment plan?
- Can you clearly picture the actual price you'll be paying, including the initial signup fee and monthly billing costs?
- Have you checked how much it'll cost to terminate the contract if you no longer require the contracted service, as well as any other important details?



If there's anything you don't understand, check by asking the service provider as many times as you need.



If you don't understand the explanation given by store staff, don't sign up on the spot; instead, go home and think about it.



If you feel uneasy about something, discuss it with someone you trust.



If you have any concerns, discuss them with someone you trust or get in touch with us via the contact details on the right.



Consultation services in English and other languages (NCAC)

<https://www.kokusen.go.jp/e-hello/map/index.html>

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