

FLiP SERVICE
user guide

Version 1.0

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INTRODUCTION

Thank you for choosing Brastel's FLIP service. Before installing the FLIP terminal, please read this User Guide carefully and contact customer service if you have questions about the service or its setup.

SERVICE DEFINITION

FLIP is an innovative internet phone service that uses the latest VoIP (Voice over Internet Protocol) technology for international and domestic calls.

FLIP service allows users to:

- Place and receive international calls.
- Place and receive local and long-distance calls within Japan.
- Place and receive calls free of charge between FLIP users.

BASIC REQUIREMENTS

- Broadband internet connection (ADSL, optical fiber/hikari etc.)
- Modem/router
- FLIP terminal (included in the FLIP kit)

RECOMMENDATIONS

- Do not setup the FLIP terminal in places that are humid, too hot or too cold.
- Keep the energy cables away from the LAN cables to avoid interference in the calls (noise etc).
- In case you download heavy files through the internet and/or use a program that needs a specific port, we suggest you to use a switching hub or router.

REGISTERING THE FLIP SERVICE

Install the FLIP terminal according to the instructions of the specific terminal's guide and complete the registration procedure.

Access Brastel's website www.brastel.com and

select "JAPAN" (even if the person registering is living in another country).

From the left menu on the top page, click on "REGISTER YOUR FLIP" to access the following screen:

The screenshot shows a registration form titled "FLIP". It contains the following fields and a button:

- Access Code** and **PIN**: Two input boxes, with callout 1 pointing to both.
- Email Address (single-byte characters)**: A single-line input box, with callout 2 pointing to it.
- MAC Address**: A single-line input box, with callout 3 pointing to it.
- FLIP Language**: A dropdown menu currently showing "English", with callout 4 pointing to it.
- NEXT**: A button at the bottom of the form.

- 1 Enter the Access Code and PIN of your Brastel Card.
- 2 Enter your email address (mobile phone addresses not accepted).
- 3 Enter the MAC address code of your FLIP terminal (printed on the side of the box that comes with the kit, as well as at the bottom of the terminal).
- 4 Select in what language you would like to hear the guidance and receive emails about maintenance and other information about FLIP. Confirm the details and click "NEXT".

If the FLIP terminal is not correctly connected to our server, you will see an error message:



If you have purchased the installation kit at one of our distributors the following window will appear.

Please select the plan(s) you wish to subscribe to.

You can subscribe to more than one plan but cannot be for the same destination.

Note: You must have enough credits on your Brastel Card for the first monthly fee.

REGISTER YOUR FLIP

Please select a plan.
It is possible to select more than one plan as long as they are to different destinations.
The first monthly fee will be automatically deducted from your Brastel Card at the end of this operation.

Current Balance
¥817.19

Plan's Name	Destination	Phone Type	Free Minutes	Monthly Fee
<input type="checkbox"/> FLIP One	All	All	0	¥500
<input type="checkbox"/> FLIP One Brazil	All	All	0	¥500
<input type="checkbox"/> FLIP1000 Argentina	Argentina	Fixed	1000	¥3500
<input type="checkbox"/> FLIP1000 Buenos Aires	Buenos Aires only	Fixed	1000	¥2500
<input type="checkbox"/> FLIP1000 Brazil	Brazil	Fixed	1000	¥2500

Choose your FLIP number (050 prefix) and click "NEXT".

IP Phone Number in Japan ▶ Confirm ▶ Finish

Choose your IP phone number in Japan:

050-1111-1111

050-2222-2222

050-3333-3333

050-4444-4444

050-5555-5555

If you subscribed to one of the plans with a Plus Number, you may choose it in the following step.

Choose a virtual phone number in Sao Paulo (011 prefix).

(011)-1111-1111

(011)-2222-2222

(011)-3333-3333

(011)-4444-4444

(011)-5555-5555

Please confirm all information.

IP Phone Number in Japan ▶ Confirm ▶ Finish

Please check the information below. If the information is correct, click on FINALIZE. Click BACK if you want to modify any details.

Registration Detail	
Email Address	noemail@brastel.co.jp
MAC Address	0000000
IP Phone Number in Japan	050-xxxx-xxxx
Virtual Phone Number at Destination	(010)-xxxx-xxxx
Language	English
Due Date	Every month's 8
Next Due Date	2007/1/11

Click on "FINALIZE" to conclude your registration. The registration day will be defined as the monthly fee's billing date.

PLACING CALLS

1) TO CALL OTHER COUNTRIES

Dial:

0091-20-20 + Country Code + Area Code + Phone Number

or Speed Dial

E.g.: Calling to a number in the USA

0091 20 20 1 301 12345678

Call will start after remaining minutes information.

2) TO ANOTHER FLIP USER

Dial the entire phone number:

E.g.: 050-68XX-XXXX

3) TO OTHER PHONE NUMBERS IN JAPAN

Dial the entire phone number starting from area code even when calling to a number in the same area.

The same dialing procedure applies even if the FLIP terminal is being used in another country.

E.g.: Calling to a number in Tokyo

03 1234 5678

E.g.: Calling to a mobile phone

090 1234 5678

The same dialing procedure applies even if the FLIP terminal is being used in another country.

To register numbers in the Speed Dial feature, access www.brastel.com, select "JAPAN" and sign in your account.

IMPORTANT

Through the FLIP service you will NOT be able to call:

- Directory assistance, emergency and other numbers such as 119, 104, 110, 113 etc.
- International dialing prefixes starting with "00" other than Brastel's 0091-20 such as 001, 0033, 0041 etc.
- Phone numbers starting with the prefixes 0170, 0180, 0190, 0570, 0910, 0990, 020 and 060.

FOR ATA USERS: If using pulse dial phones, switch to tone before dialing the 0091-20 prefix. Most phones switch to tone by pressing the asterisk (*).

RECEIVING CALLS

FROM JAPAN

Calls to FLIP numbers, which are being placed from Japan, can be made only by dialing the 050 number, regardless of the country where the terminal is being used.

E.g.: 050 XXXX XXXX

FROM OTHER COUNTRIES

From overseas, someone who wishes to call a FLIP number must dial as a international call to Japan: E.g. 81 50 XXXX XXXX

If the person is living in a country where you have a Plus Number, the phone can be placed to that number as a local or long-distance call.

IMPORTANT

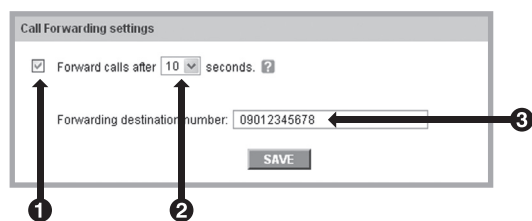
- **For ATA users:** If you disconnect the phone set from your conventional line and plug it into the ATA, the line will remain enabled.
- If you would like to continue to receive calls through your conventional line you will need a second phone set.

CALL FORWARDING

Calls placed to your FLIP can be forwarded to a different number, mobile or fixed, in Japan or overseas.

To register the call forwarding, access your account through Brastel's website and select "FLIP" from the menu.

To enable the option, ① check the box, ② choose the quantity of seconds you wish to have FLIP ringing before forwarding the call and ③ enter the destination phone number.



Quantity of seconds

- If you select "0", your FLIP will not ring and the incoming call will be instantly forward to the desired phone number.
- If you select between 10 and 59 seconds,

your FLIP will ring and if there is no answer within that time, the call will be transferred to the desired phone number.

Destination phone number

- To transfer a call to a number in Japan, enter number starting from area code.
- If the call will be transfer to a number overseas, enter the complete number starting from country code, area code without the first zero and phone number.

The call forwarding can also be set by phone (automatic answering service).

Dial 0091-20-155 and follow the guidance.

If you are calling from a phone other than your FLIP, please make sure the phone has access to the 0091-20 prefix. You will be prompted to enter the access code of your Brastel Card registered to the service.

Charges

Forwarded calls will be charged to your Brastel Card according to the destination and type of phone number you registered to the option.

TO NUMBERS IN JAPAN

Fixed phone: ¥8.4/every 3min.

Mobile phone: ¥18.9/min.

TO NUMBER OVERSEAS

You will be charged as FLIP rates to those destinations (see FLIP rate table).

NOTE

- Calls cannot be forwarded to another FLIP or Basix phone number.
- The original caller ID will not be transmitted and your FLIP number will be displayed instead.

PLANS AND CALLING RATES

Plans can be chosen according to the destination(s) you wish to call.

In case you have assigned to a plan with free minutes to a specific destination, you may use those minutes until the end of the billing period.

If you exceed the free minutes or wish to call a destination not included in the plan, you will

be charged FLIP rates, automatically deducted from your Brastel Card's credit.

For the list of available FLIP plans and rates, please visit our website or contact customer service.

NOTE

- To make calls included in the plan, please make sure the calls goes through your FLIP line, otherwise you will be charged by your local phone carrier.
- The free minutes for FLIP1000 Sao Paulo/Rio plans can be used to call cities within Rio de Janeiro's prefix 021 and Sao Paulo metropolitan area. Please check Addendum 1 (page 11) for detailed information.

Unused free minutes will not be carried over to the following month.

PLUS NUMBER

Plus Numbers are additional phone numbers from other destinations which are linked to your FLIP account. The advantage of the Plus Numbers is that people on those locations can call you in Japan paying only for local or long-distance calls instead of an international call to Japan.

Visit our website for the list of available locations.

MONTHLY FEE

At the end of every billing period, monthly fees are automatically deducted from your Brastel Card credit or via credit cards.

If you choose to pay by credit card, you must set the Automatic Recharge and have the monthly fee deducted from it at every due date.

To set the Automatic Recharge, please access your card's account through our website, choose "Pay Now" from the menu and fill in the necessary information.

After setting the Automatic Recharge or if you already have it activated, please contact customer service.

The due date will be defined by the date you register the FLIP service.

E.g.: If the registration is made on April 15th, the due date will be the 15th of every month.

The only exceptions are registrations made on the 29th, 30th and 31st of every month: they will have the 1st of the following month as the due date.

IMPORTANT NOTES REGARDING CREDIT CARD PAYMENT

- **If the credit card was canceled or expired** the payment will not be processed and if there is enough credit on your Brastel Card, the monthly fee will be automatically deducted from it. If you wish to change credit cards, please access your account through our website and repeat the payment procedure ("Pay Now").
- **If the payment was not possible because of credit insufficiency** the monthly fee will not be deducted and the service temporarily blocked. If you wish to have the monthly fee deducted from the Brastel Card credit, please contact customer service. If you wish to change credit cards, please access your account through our website and repeat the payment procedure ("Pay Now").

PAYMENT IN ADVANCE

For your convenience, you can make payments in advance of your monthly fee.

Recharge your Brastel Card with the total amount of the quantity of months you would like to pay in advance and contact customer service.

NOTE

- If you subscribed for a FLIP plan including free minutes, those minutes will be credited to your account every month, at the beginning of each billing period.
- During the payment in advance period it will not be possible to cancel, change or add plans or phone numbers.

SERVICE INACTIVATION AND CANCELATION

The service will be unavailable if there is no sufficient balance on the Brastel Card for the monthly fee payment of the FLIP service and registered Plus Numbers (if applicable).

At this first stage you will be able to receive calls to the 050 number but all outgoing calls will be stopped. Plus Numbers will also be unavailable.

The service will be automatically restored if the payment of the Brastel Card is made up to seven days from the due date.

If there are no payment after seven days: the FLIP service will be completely unavailable and you will not be able to place or receive calls. Any registered Plus Number will be canceled and the same number may not be available when the service is restored.

If there are no payment after six months: the service and all selected 050 prefix numbers will be canceled.

INACTIVATION BY CUSTOMER'S REQUEST

To temporarily inactivate the FLIP service, choose one of the options below and contact customer service.

Immediate: You cannot place or receive calls from the time the inactivation is requested.

Next billing period: The inactivation of the account will occur at 23:59h the day before the due date and the service may be used until the inactivation occurs.

To reactivate the service, simply recharge the Brastel Card and contact us.

NOTE

- The inactivation shall be requested by contacting customer service.
- If the account is not reactivated within six months, the previous selected 050 prefix number will be canceled.
- Any registered Plus Number will be canceled seven days after the inactivation date and a new number must be request when the service is restored.
- During the inactivation period the Brastel Card will be available for usage.

CANCELLATION BY CUSTOMER'S REQUEST

The cancelation of the service can be done by contacting customer service.

Upon cancelation, all phone numbers previously selected will be canceled and it will no longer receive or place calls.

REACTIVATION OF THE SERVICE

To reactivate the service you cannot use the same Brastel Card.

Acquire a new Brastel Card, recharge it with enough credit for the first monthly fee and complete the registration steps.

In case the service was canceled due to lack of payment you need to contact customer service to reactivate it.

In all cases, the date of reactivation will be set as the new due date.

CHANGE OR ADDITION OF PLANS AND PHONE NUMBERS

To change or add a new plan or phone number (Plus Number or 050 number), please contact customer service.

The start date can be chosen from one of the following options (current billing period will not change).

FULL: the full monthly fee will be deducted from the Brastel Card at the day of request and the free minutes credited to your account (if you have changed to a plan with free minutes included).

PRO-RATE BASIS: the monthly fee and free minutes (if applicable) will be calculated on pro-rate basis and deducted from your Brastel Card.

NEXT BILLING PERIOD: at the beginning of the new billing period, the old plan will be automatically changed to the new plan.

NOTE: For the list of available FLIP plans and rates, please visit our website or contact customer service.

ACCOUNT INFORMATION

You can access your account through Brastel's website (www.brastel.com > Japan > MY ACCOUNT) and check some of the information registered with us:

- Your 050 phone number
- Plus Number (if applicable)
- Due date

- Email address
- Plan
- Remaining free minutes (if applicable)

IMPORTANT

- The service cannot be sold to third party.
- Rates and monthly fees are subject to change without prior notice.
- Monthly fees and FLIP kits are not refundable.
- Faxing is not guaranteed with FLIP. Faxing is available using a fax machine with FLIP ATA (Analog Telephone Adaptor) but at users' own responsibility. Brastel will assist problems with the ATA but will not give support regarding faxing.

REPLACEMENT POLICY

The warranty is valid for one year from the date of purchase. You must present the warranty booklet when requesting a replacement.

Replacement will be free of charge only if:

- The FLIP terminal has manufacturing defects.
- There is a failure in the built-in software when setting up the FLIP terminal.

Any problems in the device after its use will not be considered.

MAINTENANCE

To always offer the best service, we conduct periodic inspections and maintenances without prior notice.

QUESTIONS AND SUPPORT

If you have any questions regarding the FLIP service, please contact customer service:

Toll-free: 0120-659-534

From mobile: 03-5637-5904

Mon.-Fri.: 9:30 to 22:00 / Sat.: 10:00 to 18:00

Closed on Sundays and national holidays.

Email: english@brastel.co.jp



ADDENDUM I**List of Sao Paulo's metropolitan area**

Arujá	Guarulhos	Salesópolis
Barueri	Itapeverica da Serra	Santa Isabel
Biritiba-Mirim	Itapevi	Santana de Parnaíba
Caieiras	Itaquaquecetuba	Santo André
Cajamar	Jandira	São Bernardo do Campo
Carapicuíba	Juquitiba	São Caetano do Sul
Cotia	Mairiporã	São Lourenço da Serra
Diadema	Mauá	São Paulo
Embu	Mogi das Cruzes	Suzano
Embu-Guaçu	Osasco	Taboão da Serra
Ferraz de Vasconcelos	Pirapora do Bom Jesus	Vargem Grande Paulista
Francisco Morato	Poá	
Franco da Rocha	Ribeirão Pires	
Guararema	Rio Grande da Serra	