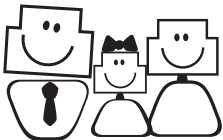


FLiP  **FAMILY**
user guide
Version 1.0

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

FLIP Family 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 FAMILY SERVICE

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

The person that will become the master

account must complete the registration first.

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 callouts:

- 1** Points to the "Access Code" and "PIN" input fields.
- 2** Points to the "Email Address (single-byte characters)" input field.
- 3** Points to the "MAC Address" input field.
- 4** Points to the "FLIP Language" dropdown menu, which currently shows "English".

At the bottom of the form is a "NEXT" button.

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".

Note that if you are the first person to register, a screen confirming if you accept to become the Master Account will show.

The dialog box contains the following text:

Ⓢ The MAC Address you have entered is linked to a FLIP Family account. This FLIP terminal and Brastel Card will be assigned as the master for this FLIP Family account, and the monthly fees will be deducted from this card. To continue the registration you must agree to become the FLIP Family account's master. If you are not entitled to register for the master terminal, click 'Cancel'.

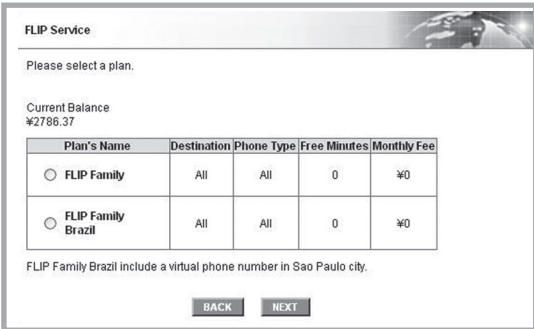
Buttons: **Ok** **Cancel**

Click "OK" to continue (if you will not be the Master Account, click "CANCEL").

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



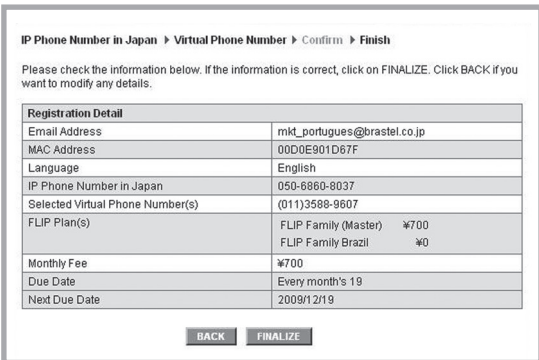
If the terminal is properly connected, in the following screen select the plan you wish the assign.



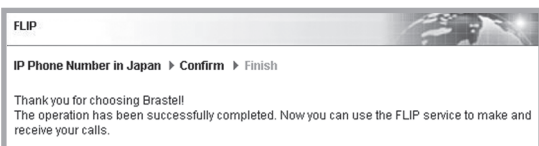
Choose your FLIP number (050 prefix) and click "NEXT".



Please confirm all information.



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



PLACING CALLS

1) TO ANOTHER FLIP USER

Dial the entire phone number:

E.g.: 050-68XX-XXXX

2) 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

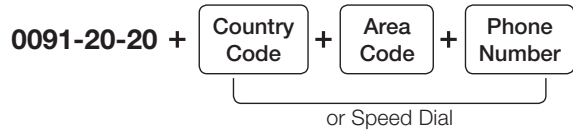
03 1234 5678

E.g.: Calling to a mobile phone

090 1234 5678

3) TO CALL OTHER COUNTRIES

Dial:



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

0091 20 20 1 301 12345678

Call will start after remaining minutes information.

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

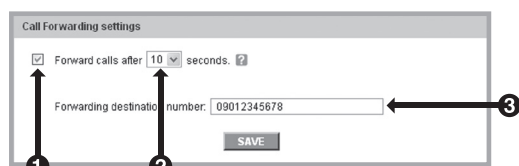
- **For ATA users:** If you disconnect the phone set from your conventional line and plug it into the ATA, the line will remain enabled.
- If you would like to continue to receive calls through your conventional line you will need a second phone set.

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.



To finalize the procedure, click "SAVE".

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.

CALLING RATES AND PLANS

All calls between FLIP users are free, even if the terminal is installed in another country or whether or not part of a FLIP Family account.

Calls made to phone numbers other than FLIP numbers will be charged and deducted from each user's Brastel Card.

For rates, please check the enclosed FLIP rate table, visit our website or contact customer service.

If you have subscribed for a FLIP Family service you cannot add another plan to it (e.g. FLIP1000 plan). However, the service plan can be changed. For details of other plans, please visit our website.

PLUS NUMBER

Apart the chosen plan, you can also sign up for a 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.

Any accounts linked on the FLIP Family may request the service, however, the monthly fees will be deducted from credit of the master account's Brastel Card.

Visit our website for the list of available locations.

MONTHLY FEE PAYMENT

The monthly fee will be automatically deducted from credit of the master account's Brastel Card or from the master account's credit card.

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 the master account holder registered for the 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").

SERVICE INACTIVATION AND CANCELATION

The service will be unavailable for both master and sub-accounts if there is no sufficient balance on the master account's Brastel Card for the monthly fee payment, of the FLIP Family service and registered Plus Numbers (if applicable).

At this first stage, all users will be able to receive calls to their 050 numbers 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 Family service will be completely unavailable and all users will not be able to place or receive any 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 Family

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 request shall be made by the master account holder and all lines (master and sub-accounts) will be inactivated.
- If the account is not reactivated within six months, all selected 050 prefix numbers 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.

CANCELATION 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.

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.

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