



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

The *FLIP service* allows *Brastel Smart Phonecard* users to:

- Place and receive international calls.
- Place and receive local and long-distance calls within Japan.

The calls will go through your internet connection using the *FLIP* terminal.

BASIC REQUIREMENTS

- Broadband internet connection (ADSL, optical fiber/hikari etc)
- *FLIP* terminal (*FLIP Phone* or *ATA*) 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

After the *FLIP* terminal is installed, please register the *FLIP service*.

Access *Brastel's* website (www.brastel.com) and select "JAPAN".

From the left menu on the top page, click on "REGISTER YOUR *FLIP*" and follow the steps:

- ➊ Enter the Access Code and PIN of your *Brastel Smart Phonecard*.
- ➋ Enter your email address (mobile phone addresses not accepted).
- ➌ Enter the **MAC ADDRESS** code of your *FLIP* terminal (printed on the side of the box that comes with the installation kit, as well as at the bottom of the terminal).
- ➍ 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".

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

- Access Code** and **PIN**: Two input fields with callout 1 pointing to the PIN field.
- Email Address (single-byte characters)**: A single-line input field with callout 2.
- MAC Address**: A single-line input field with callout 3.
- FLIP Language**: A dropdown menu currently showing "English" with callout 4.
- NEXT**: A button at the bottom with a mouse cursor icon pointing to it.

If the *FLIP* terminal is not correctly connected, you will see the following message:



If you have purchased the installation kit through a representative 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 country.

NOTE: You must have enough credits on your *Brastel Smart Phonecard* for the first monthly fee.

Plan's Name	Destination	Phone Type	Free Minutes	Monthly Fee
<input type="checkbox"/> FLIP One	All	All	0	¥999
<input type="checkbox"/> FLIP One Brazil	All	All	0	¥999
<input type="checkbox"/> FLIP 1000 Argentina	Argentina	Fixed	1000	¥3500

Choose your IP phone number (050 prefix) to place and receive calls in Japan and click "NEXT".

If you subscribed to one of the plans with a virtual number at destination, you may choose it in the following step.

Please confirm all information.

The registration day will be defined as the monthly fee's billing date.

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	2007/11/1

Click on "FINALIZE" to conclude your registration.

PLACING CALLS INTERNATIONAL

Dial:

0091-20-20
+

Country Code + Area Code + Phone Number

or Speed Dial

Example of a call to the USA:

0091 20 20 1 301 12345678

NOTE: To register numbers in the Speed Dial feature, access www.brastel.com, select "JAPAN" and login into *Brastel Cyberservice*.

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 (*). Before the calls are completed through *FLIP* you will hear a message informing the remaining free minutes (if applicable).

If you dial to other destinations or types of phones not included in the plan chosen, if your plan does not include free minutes, or if you exceed the free minutes, *FLIP* rates will be deducted from your *Brastel Smart Phonecard*'s remaining credits.

DOMESTIC

Dial the entire phone number, starting from the area code, even if you are calling to a number in the same area.

Examples:

Calling to a fixed phone in Tokyo:
03 1234 5678

Calling to a mobile phone:
090 1234 5678

Calling to another *FLIP* user:
050 1234 5678

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 (*).

If the person you are calling to has the Caller ID function on his/her phone activated, your number will be displayed. If you do not wish to send your phone number, add 184 before the phone number you are dialing to.

RECEIVING CALLS

TO YOUR NUMBER IN JAPAN

The person calling you must dial the entire number starting from the 050 prefix, without the need of an area code.

E.g.: 050 1234 5678

TO YOUR VIRTUAL NUMBER OVERSEAS

The person who would like to call you must dial as a local/domestic call.

E.g.: 011 1234 5678

IMPORTANT NOTES

For ATA users: Even if you disconnect the phone set from your regular line and connect it to the ATA, the line will still be working. If somebody calls you on that number, the person will hear the calling tone but your phone will not ring. For this reason it is important to inform family and friends about your new phone number as soon as you finish registering *FLIP* service.

If you would like to continue to receive calls through your conventional phone number you will need a second phone set.

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.

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 (www.brastel.com > Japan > *Brastel* Cyberservice) 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 second, your *FLIP* will not ring and the incoming call will be automatically transferred 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.

To finalize the procedure, click "**SAVE**".



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

Dial 009120-155 and follow the guidance.

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

Charges

Forwarded calls will be charged to your *Brastel Smart Phonecard* according to the 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**

If you are a *FLIP1000* subscribers and the number registered is covered by your plan, the forwarded calls charges will be deducted from the free minutes.

If there are no free minutes left on your account or, the registered number is not covered by your plan, the charges will be deducted from your *Brastel Smart Phonecard* credit as regular *FLIP* rates.

NOTE:

- Calls cannot be forwarded to another *FLIP* or Basix numbers.
- 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 you wish to call.

All *FLIP1000* plans include 1,000 minutes of free calls to the destination(s) of the chosen plan every month. 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 Smart Phonecard*'s credit.

Check the Addendum 1 (page 11) for the available plans.

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 12) for further information.
- Unused free minutes will not be carried over to the following month.

VIRTUAL PHONE NUMBER

In addition to the plans, you can also have a phone number overseas linked to your *FLIP*. Family and friends on those destinations can place calls to that number—paying only local/domestic rates—and the call could be answered on your *FLIP* number in Japan.

Check the Addendum 1 (page 12) for the available destinations.

MONTHLY FEE

The monthly fees can be automatically deducted from your *Brastel Smart Phonecard* credit or paid by credit cards at the end of every billing period.

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 *Brastel Cyberservice*, 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 cancelled or expired** the payment will not be processed and if there is enough credit on your *Brastel Smart Phonecard*, 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 Smart Phonecard* 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 Smart Phonecard* 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 *FLIP1000* plan(s), the 1,000 free 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 INTERRUPTION AND CANCELLATION

AUTOMATIC INTERRUPTION AND CANCELLATION OF SERVICE

The *FLIP service* will be interrupted if there is no credit on the *Brastel Smart Phonecard* by the due date. At this first stage you will receive domestic calls but will not be able to receive or place international calls.

The service will be automatically restored if the payment of the *Brastel Smart Phonecard* is made up to seven days after due date.

If you exceed this limit, the service will be completely blocked and you will be unable to place or receive any calls.

The blockage will last for a period of six months counting from the due date and if no payment is registered during this time, the service will be automatically cancelled and all previously selected numbers deactivated.

To restore the service, recharge the *Brastel Smart Phonecard* and contact Customer Service.

In both cases, the date of payment will become the new billing period.

CANCELLATION BY CUSTOMER’S REQUEST

The service may be cancelled by calling Customer Service.

Upon cancellation, the phone numbers previously selected will be deactivated and you will no longer be able to place or receive calls through *FLIP*.

REACTIVATION OF THE SERVICE

To reactivate the service after the total cancellation, you only need to reinstall the *FLIP* terminal, repeat the registration through *Brastel's* website (PC) and have enough credits on your *Brastel Smart Phonecard* for the first payment of the plan you wish to subscribe.

To reactivate the service you cannot use the same *Brastel Smart Phonecard*.

In case the service was cancelled due to lack of payment you need to contact Customer Service to reactivate it.

CHANGE OR ADDITION OF PLANS AND PHONE NUMBERS

To change or add a new plan or phone number (virtual number or the 050 number), please check the Addendum 1 (page 11-12) for the plans and virtual numbers' list and 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 Smart Phonecard* 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 Smart Phonecard*.

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

ACCOUNT INFORMATION

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

- Your 050 phone number
- Virtual phone number (if applicable)
- Due date
- Email address
- Plan
- Remaining free minutes (if applicable).

IMPORTANT

- Rates and monthly fees are subject to change without prior notice.
- Monthly fees and costs of the installation kit are not refundable.

WARRANTY, RETURN/ EXCHANGE POLICY

The warranty is valid only in Japan for 1 year from the date of purchase.

Please keep the warranty, as you may be asked to present it.

Exchanges 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.

Only in the cases above *Brastel* will be responsible for all shipping charges. 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 a.m.-10 p.m.

Sat.: 10 a.m.-6 p.m.

Closed on Sundays and national holidays.

Email: english@brastel.co.jp

ADDENDUM 1

Plan's List

Plan Name	Monthly Fee	Free Minutes		
		Quantity	Destination(s)	Phone Type
FLIP One	¥500	—	—	—
FLIP One Brazil*	¥500	—	—	—
FLIP1000 Argentina	¥3,500	1,000	Argentina	fixed
FLIP1000 Buenos Aires	¥2,500	1,000	Buenos Aires only	fixed
FLIP1000 Brazil*	¥2,500	1,000	Brazil	fixed
FLIP1000 Sao Paulo / Rio*	¥2,000	1,000	Sao Paulo & Rio de Janeiro cities only	fixed
FLIP1000 China	¥2,000	1,000	China	fixed / mobile
FLIP1000 Hong Kong	¥2,000	1,000	Hong Kong	fixed / mobile
FLIP1000 Korea	¥2,000	1,000	Korea	fixed
FLIP1000 Korea Plus	¥3,500	1,000	Korea	fixed / mobile
FLIP1000 Malaysia	¥2,500	1,000	Malaysia	fixed
FLIP1000 Mexico City	¥2,500	1,000	Mexico City only	fixed
FLIP1000 Peru	¥3,500	1,000	Peru	fixed
FLIP1000 Lima	¥2,000	1,000	Lima city only	fixed
FLIP1000 Russia	¥5,000	1,000	Russia	fixed / mobile
FLIP1000 Russia Two Cities	¥2,500	1,000	Moscow & St. Petersburg only	fixed
FLIP1000 Singapore	¥2,500	1,000	Singapore	fixed / mobile
FLIP1000 Taiwan	¥2,500	1,000	Taiwan	fixed
FLIP1000 Thailand	¥3,000	1,000	Thailand	fixed / mobile
FLIP Pack (14 destinations)	¥2,000	1,000	Australia, Denmark, France, Germany, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, New Zealand, UK	fixed
			Canada, USA (mainland)	fixed / mobile
FLIP Asia Pack (4 destinations)	¥2,500	1,000	Korea, Taiwan	fixed
			China, Hong Kong	fixed / mobile
FLIP Global Pack (58 destinations)	¥3,900	1,000	Argentina, Australia, Austria, Belgium, Brazil, Bulgaria (Sofia), Chile (Santiago), Colombia (Bogota/Cali/Medellin), Croatia, Cyprus, Czech, Denmark, Estonia, France, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Jordan, Latvia, Luxembourg, Malaysia, Mexico (Mexico City), Monaco, Netherland, New Zealand, Norway, Panama, Peru (except Rural), Poland, Portugal, Romania, Russia (Moscow/St. Petersburg), Slovakia, Spain, Sweden, Switzerland, Taiwan, Turkey (Istanbul), UK, Venezuela (Caracas)	fixed
			Canada, China, Hong Kong, India, Korea, Singapore, Thailand, USA (50 states/Guam/ Puerto Rico/Saipan)	fixed / mobile

*Includes a virtual phone number in Sao Paulo city.

Virtual Numbers' List

Destination	Phone Type	Monthly Fee
Canada	Halifax (NS) prefix	¥500
	Vancouver (BC) prefix	¥500
China	Shanghai prefix	¥500
South Korea	IP phone prefix	¥500
USA	Los Angeles (CA) prefix	¥500
	New York (NY) prefix	¥500
Peru	Ancash prefix	¥500
	Arequipa prefix	¥500
	Cuzco prefix	¥500
	La Libertad prefix	¥500
	Lambayeque prefix	¥500
	Lima prefix	¥500
	Piura prefix	¥500

* For Canada and USA: prefix numbers for other cities are also available. Please contact Customer Service to request a number of the city and prefix of your choice. Depending on the city, the desired prefix may not be available.

List of Sao Paulo's metropolitan area

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