

Notes on applying for and cancelling cable TV service

1. Notes on filling out the application form 申込書記入時の注意事項

Please fill in the application form with your address, name, contact information and bank account name in Japanese.

Under the installation schedule contact information, please enter the contact information of the applicant and a person who understands Japanese.

Please note that if there are any blank sections in the application form, the installation work cannot be done.

Basic charges for TV, internet and telephone are as follows.

Service	Course	Monthly Basic Fee (Tax included)	Content
ICT HIKARI (fiber-optic cable) TV ^{※1}	Local government information	¥524	Terrestrial digital
	Mini	¥2,504	Terrestrial digital+ BS + local information
	Standard	¥4,484	Terrestrial digital+ BS + local information+ CS
	Deluxe	¥4,924	Terrestrial digital+ BS+ local information+ CS
ICT HIKARI Internet ^{※2}	ICT HIKARI 100M	¥3,960	Max communication speed: upload/download 100Mbps
	ICT HIKARI 1G	¥4,950	Max communication speed: upload/download 1Gbps
	ICT HIKARI 10G	¥5,940	Max communication speed: upload/download 10Gbps
Cable HIKARI Phone ^{※3}	Cable Plus Phone	¥1,463~	Set discount with 'au' is available.
	Cable Line	¥1,419~	Set discount with SoftBank is available.

※1 Mini / Standard / Deluxe fees include management fees, broadcast terminal (V-ONU) and television tuner rental fees. Please note that the NHK subscription fee is not included.

※2 Communication speed may change as it is the best-effort-type service. Communication terminal rental fee is included.

※3 Please contact Iga Ueno Cable TV for the conditions on set discounts and optional service fees.

2. Installation 設置工事について

In the standard internet installation, a fiber-optic cable is installed by exposed wiring to the room where the internet is used, and a communication terminal (D-ONU) is then installed. If it is more than 20m away from the broadcast terminal (V-ONU), an additional fee will be charged. The additional fee is ¥176 (tax included) per meter.

If you live in a housing complex such as an apartment or a condominium, please gain approval for installation work from the owner or the manager in advance.

3. Payment お支払いについて

The usage fee will be paid to our designated financial institution by direct debit from your account (deducted on the 28th of every month) or by credit card.

If your contract is for local government information “only”, the management fee will be paid post-service every half year in April and October (¥3,144 tax included).

If we cannot confirm payment of your usage fee, you will be given advance notice and the service may then be stopped.

4. Our rental devices 当社貸出品について

Terminal devices listed below are our rental items. Please ensure to return them to Iga Ueno Cable TV when terminating the contract.

・ Broadcast terminal (V-ONU) ・ Television tuner ・ Communication terminal (D-ONU) ・ Telephone terminal (Home Gateway, WMTA)

5. Cancellation 解約について

If you cancel the contract due to reasons such as a moving, please ensure to contact Iga Ueno Cable TV.

You need to pay ¥5,500 (tax included) as a removal cost when cancelling the TV service.

If you choose to cancel the TV service contract within 6 months, there will be a cancellation fee for the remaining contract period.

As for the cancellation of internet service, there will be a penalty fee of one month usage fee (tax-free).

(Inquiries) お問い合わせ: 伊賀上野ケーブルテレビ株式会社 カスタマー営業部

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Hours 9:00-18:00 (weekdays, Saturdays, Sundays, national holidays)