

■Customer Plus Terms of Use■

Terms of Use for following virtual offices: Ginza Plus, Omotesando Aoyama Plus, Tokyo Nihonbashi Plus, Nishi-Shinjuku Plus, Akasaka Roppongi Plus, Shinbashi Ekimae Plus, Shibuya Plus, Aoyama Annex (former Minami Aoyama Plus), Nihonbashi Tower, Shinjuku 3-chome Plus, Shinagawa Plus, Shibuya Tower, Aoyama Premium, Shirokane Meeting Tower and Shinjuku Meeting Tower.

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Article 1: Scope of the Terms of Use.

These Terms of Use (hereinafter referred to as the 'Terms of Use') govern members' use of the following virtual offices: Ginza Plus, Omotesando Aoyama Plus, Tokyo Nihonbashi Plus, Nishi-Shinjuku Plus, Akasaka Roppongi Plus, Shinbashi Ekimae Plus, Shibuya Plus, Aoyama Annex (former Minami Aoyama Plus), Nihonbashi Tower, Shinjuku 3-chome Plus, Shinagawa Plus, Shibuya Tower, Aoyama Premium, Shirokane Meeting Tower and Shinjuku Meeting Tower.

Article 2: Contents of the Services

Our services include general virtual office services (providing business addresses, mail and parcel storage, handling visitors, fax forwarding, providing meeting rooms, and company registration) and virtual office-related services (call forwarding, providing meeting rooms for members). Details of services and fees are shown on a separate sheet.

Only one address shall be available per contract.

Mail forwarding and storage shall be limited to 100 items per month.

With a monthly fee of 5,217 yen (tax included), members receive the right to use multiple locations for our meeting room service.

Use of meeting rooms shall be charged at 1,000 yen per hour (tax included).

Non-members (third parties) are not eligible to use this service.

We shall issue invoices, not receipts. Members themselves must log in to their My Page (members-only management screen) to access the appropriate invoices.

The address cannot be used as the place of resident registration (address for the certificate of residence).

Article 3: Service Period of the Contract

The period of use of our services for members who have paid monthly shall be extended automatically unless they notify us of their wish to terminate the contract by a method specified by us (in writing). In the case of an annual payment, the contract shall be renewed after we send members a renewal notice and confirm their intention to renew the contract.

Article 4: Contract Period

The minimum contract period for the use of our virtual offices and related services (call forwarding service) is 6 months, with one-month increments from the seventh month onwards. In the event of cancellation before 6 months, members may terminate their contract by paying fees to cover 6 months of usage. For the annual payment, the minimum contract period is 12 months, and for cancellations before 12 months, members may terminate their contract by paying fees for 12 months of usage.

Article 5: Applications for Use of the Services

Applications for the use of our virtual offices can be made by submitting an application form on our website, or by filling in the application form specified by us, signing and affixing a seal to it, and sending it by post or fax.

Article 6: Completion of the Contract

Contract for use of our virtual offices shall be completed when the applicant understands and accepts the Terms of Use, and when we approve his/her application and receive the application fee of 10,267 yen (tax included) and the usage fee paid by his/her credit card or deposited into our designated bank account.

To sign up for the use of our virtual offices, applicants are required to submit documents specified by us (for companies, a photo ID of the representative on a certified copy of the corporate registration with all historical matters and a document confirming the current address; for individuals, a photo ID and a document confirming the current address) as well as complete the necessary forms after the application form is submitted.

We will issue an account for the use of our system to the applicant (legal entity or individual) as soon as the contract has been concluded.

The initial application fee shall be deemed to be a service registration fee and will not be refunded under

any circumstances.

If the applicant is a minor, agreement of a legal representative including a person who has parental authority shall be required (the same applies to the agreement to these Terms of Use). The legal representative shall jointly and severally guarantee the obligations of the applicant.

If an applicant who was a minor at the time of agreeing to these Terms of Use uses the services after reaching the age of majority, he/she shall be deemed to have approved the acts of use while he/she was a minor.

Article 7: Rejection of Applications

We shall not accept an application for a virtual office or may cancel the acceptance of an application even after it has been accepted if any of the following apply. We will not refund any fees that have already been paid.

- 1) Using the address as a return address for DMs, large quantities of samples or products, or as a business address for adult content sites, MLM, pyramid schemes, gambling (e.g. horse racing), or similar types of businesses.
- 2) Using the address for political, religious, or gang group activities.
- 3) Using the address for any other activities in breach of laws, regulations, or ordinances.
- 4) If false facts are stated on the application form and are discovered after the application has been submitted.
- 5) When payment cannot be made by credit card.
- 6) Also, our company complies with the identity verification method based on the Act on Prevention of Transfer of Criminal Proceeds.

The same also applies when we send documents to the address you have stated in your application to confirm the address but you do not receive these documents, or when we consider that your business activities could cause inconvenience to stakeholders.

Article 8: Change of Name and Other Information

When the name, address and/or location, telephone number, etc. of the member has changed, he/she must submit a document stating the change (e.g. certificate of residence) to us within two weeks.

Article 9: Discontinuation of Services

We may discontinue service provision and operation of our virtual offices if serious business problems arise.

In such cases, we shall give one month's prior written notice.

Article 10: Termination of Contract

Even after signing the contract, if we find that a member company is causing nuisance to other member companies, or a member company has registered the address supplied by us for resident registration without permission, we shall revoke or forcibly terminate the membership right without notice and no refunds will be made.

In the event of termination of the contract, the member company must promptly delete the address, telephone number, fax number, and other information supplied by us from their website, business cards, brochures, and all other materials.

The member company will not be able to receive any incoming mail, faxes, etc. delivered after the termination of the contract. The same applies if we discover that the member company has transferred or lent the right to use our services to a third party.

If we receive more than the maximum number of mail (100 items per month) without prior notice and we are unable to process them, we will suspend the use of the address with a 30-day notice.

Article 11: Late Payment Charge

If the member fails to pay the virtual office fees and other charges by the due date, he/she shall pay a late payment charge of 14.5% interest per annum for the number of days from the day after the due date to the day before the payment is made.

Article 12: Refund System

Members may request a cancellation of the contract in writing if he/she is dissatisfied with our services before 30 days have passed from the date of the contract (this application).

We will refund the members up to the amount of the paid initial registration fee of 10,267 yen (tax included) and the first month's service fee without any delay.

We shall not bear any expenses (e.g. printed materials) incurred by members who have made the application.

If a lawsuit arises between our company and a member, the court having jurisdiction over our company's location shall be the first instance exclusive jurisdiction court.

Article 13: Cancellation and Refund. No Refund on Cancellation in the Case of the Annual Payment

Contract cancellation (termination) shall be accepted when the member informs us one month in advance after the minimum contract period as stipulated in Article 4 (Contract Period), or pays his/her fees for the minimum contract period.

If the member has paid monthly, he/she can cancel the contract by notifying us one month in advance. The next payment which will be made after the cancellation notice shall be accepted as a final payment. The service subscription period shall be at least 6 months.

If the member requests cancellation before 6 months, he/she may terminate the contract by paying fees

for 6 months.

If the member has paid annually, he/she may terminate the contract by notifying us one month before the contract termination date.

In the case of annual payments, no refunds can be made under any circumstances.

We cannot accept any cancellation procedure if the member notifies us only by email or telephone. We can only complete the cancellation procedure after we receive the cancellation form from the member and when we send a confirmation of cancellation. If the cancellation procedure is delayed, the final payment date will be delayed.

The member must delete the address, telephone number, fax number, etc. supplied by us from your website, business cards, brochures, and all other materials by the scheduled termination date.

The member will not be able to receive any mail, faxes, etc. that arrive after the cancellation.

(After cancellation, former members will not be able to forward any mail or faxes from our address to their new address. If forwarding is discovered after the cancellation, the usage fee will be charged retrospectively).

If there is any outstanding payment at the time of contract termination, the member shall promptly transfer the outstanding amount to our bank account or pay the amount by credit card.

If we cannot confirm payment of the outstanding balance, and if the member is a call forwarding service user, the outstanding balance will be offset by his/her prepayment deposit.

If the member has committed misconduct, such as continuing to use the address for company registration and other purposes after contract termination, and has evaded payment for virtual office fees, he/she shall pay, in addition to the amount that he/she has evaded, a surcharge equal to twice the amount that he/she has evaded, by the date specified by us.

Article 14: Disclaimer

Members shall agree in advance that the following circumstances may occur in relation to the services provided by the service operator and that the operator or the administrator shall not be liable for any compensation for such circumstances.

- (1) Late or undelivered packages or mail.
- (2) Suspension or discontinuation of virtual office services due to amendments to laws and regulations, the bankruptcy of the operator/administrator, or other unavoidable reasons.
- (3) The transfer of the operator's or administrator's position to a third party.
- (4) Temporary problems with telephone, internet and/or other telecommunication equipment.

Article 15: Transfer of Rights

The rights to use our services that have occurred based on membership registration cannot be transferred or lent to a third party.

If this is discovered, the member shall be liable to pay a penalty fee of ¥1,000 per day retrospectively from the commencement date of use.

Article 16: Personal Information

We acknowledge the importance of how we handle personal information and have implemented the following initiative.

We appoint a chief administrator in each department or division that handles the personal information of our customers (hereinafter referred to as 'personal information') and ensure that the chief administrator manages the information appropriately.

With regard to the personal information stored in the automated processing system, we take preventive measures against improper access, loss, damage, falsification, or leakage of personal information.

Except where there is a legitimate reason to do so, we do not provide personal information collected from customers to third parties other than our subsidiaries, contractors and business partners, and successors to the relevant business of our company.

The personal information will not be provided to third parties other than our contractors and business partners, and successors to the relevant business of our company and/or our subsidiaries.

Unless there are special circumstances, when we share personal information provided by our customers with third parties, we will take steps to prevent leakage or re-provision by such third parties through contractual obligations.

We may send our customers information by e-mail regarding our services or the products and services of our partners which we consider to be of benefit to them.

Customers can request us to stop sending such emails by contacting us.

If customers wish to inquire about or correct, etc. the personal information that they have provided, they can contact the respective customer service desk of our company and we will respond to their request within a reasonable scope.

We comply with all applicable laws and regulations regarding personal information that we maintain and will review and improve our initiatives described in the above paragraphs from time to time.

We are not responsible for the protection of personal information, etc. on the websites of other businesses and individuals linked to our website.

We may promptly provide information on the relevant member (individual or legal entity) in response to a formal written request by the law enforcement authorities.

We may promptly disclose the information of the concerned member (individual or legal entity) in response to information disclosure requests from lawyers who belong to a bar association in accordance with Article 23-2 of the Lawyers' Act.

Please note that these Terms of Use were formulated on 1 February 2008 and are subject to change.