

Items to check before placing your order

To place your order, you have to meet all the conditions below.

What you need to prepare



Access to the Internet (PC, smartphone, tablets, etc)



Online order on FLASH MOBILE website.



Email address

You will receive a confirmation by email after placing your order and other important information.



*FLASH MOBILE dose not provide an email address. Please use free email providers (Gmail, Yahoo mail, etc).
*Please do not use the email addresses that you created with your previous companies (DoCoMo, au, SoftBank) .
Those email addresses will no longer be valid after switching to FLASH MOBILE.



Credit Card or Cash Card for Saving account under name of applicant

Payments accepted are credit card or automatic bank debit.



《 Acceptable credit cards 》



One of the following photo IDs

Upon delivery of the SIM you ordered, you are required to present a photo ID. The address you use for your order has to be exactly the same as the address on the photo ID that you present to the delivery staff.



Accepted IDs: Driving License, Passport, Residence Card, Special Permanent Resident Certificate, My Number Card (with photo)

What you have to confirm before you apply



Does your device support FLASH MOBILE SIM card ? What is the type or size of your SIM?



▶ The “list of supported devices” is available on FLASH MOBILE website.

FLASH MOBILE SIM card

Supports your device Dose not support your device

SIM card Type

nano SIM micro SIM Standard SIM



Can you unlock your SIM?



▶ Please contact your current operator to confirm.

▶ You can also check the details in the section “Unlocking SIM” on FLASH MOBILE website.

SIM
Unlocking

NECESSARY ▶ POSSIBLE Please follow the procedure

UNNECESSARY NOT POSSIBLE ... We are afraid that you will have to prepare a different device.

As a contractant, do you meet all of the following conditions?



The name of the contractant, credit card holder name, and the recipient of the product all have to match.



The address you use for your order has to be exactly the same address on the photo ID that you present when receiving the SIM card.



The contractant must be over 20 years old.

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SIM Unlocking NECESSARY ▶ POSSIBLE Please follow the procedure
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Do you have an MNP reservation number?



▶ To keep your current phone number after switching to FLASH MOBILE, you have to get a 10-digit “MNP reservation number” from your current mobile company.
▶ Formore details about “MNP reservation number” please check FLASH MOBILE website.

* An “MNP reservation number” is valid for 15 days and you have to have 13 or more days left at the time of order for FLASH MOBILE.

Please make sure that you obtain an “MNP reservation number” on the day of ordering or on the previous day.

* The name of the contractant for the current mobile company has to be exactly the same as the contractant for FLASH MOBILE. Please confirm the name of the contractant with your current current mobile company. It is important to check for the contract with the current mobile company may be under your parent’s name, your child’s name, or a company name. In such cases, you will need to contact your current mobile company to charge it.

* Please do not cancel the contract with your current mobile company. If you cancel, you will not be able to use your mobile until FLASH MOBILE service is activated. Your subscription will be automatically switched to FLASH MOBILE from your current mobile company by activating the FLASH MOBILE service.

MNP Reservation Number

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Please read the other side

Applicant: Please make sure you meet all the requirements below

- Name of the applicant, credit card or saving account holder and recipient must be the same name as the application form.**
- The address you use for your order has to be exactly the same address on the photo ID that you present when receiving the SIM card**
- The name of the contractant with FLASH MOBILE has to be the same as the contractant with the previous mobile company.**
- The contractant must be over 20 years old.**