

# WiFi Router Rental Policy

September 2010

During the past weeks weve had a few renters not being unable to connect to the NTT DoCoMo network with our WiFi routers. After testing the routers we found them to be working properly. 'Most issues were related to inexperience in utilizing the device, being located in an area without coverage, or using software which NTT DoCoMo blocks from their network.

JCR enforces a strict policy regarding the utilization of our routers and its the renter's responsibility to understand and follow these policies and procedures

We do recommend the following:

1. Check with your hotel, Japan local office or residence if there is NTT DoCoMo coverage at their location prior to renting this device. We can also assist in confirming the coverage if you have the complete address. NTT DoCoMo is Japan's largest service provider but as with any network there are areas with limited service.
2. Let us assist you. If after receiving your router you have difficulty connecting, please contact us in Japan at 03-5655-3770 or 03-5655-3775.
3. If using SKYPE or GOOGLE Talk, update to their newest versions. Some VOIP software will not work on NTT DoCoMo's network.
4. The HuaWei router requires a higher level of experience than the Buffalo router.

## IMPORTANT

**GRACE PRIOD:** If you are unable to use our device at your location the router **MUST BE RETURNED** to our Tokyo office within **24 HOURS** after delivery. The return shipping packet waybill and tracking number will indicate the date and time returned. ONLY the **SHIPPING CHARGES\*** will be charged to your account.

If you **DO NOT** return the router within the **24 hour grace period**, the standard **three-day cancellation fee** will be charged. Equipment not returned after three days will be charged according to the publish rental schedule.

\* Standard Shipping charges \$20 Airport delivery/return \$10 each way Tokyo Express Delivery \$5 additional Japan Express Delivery \$10 additional

**IF YOU DO NOT AGREE TO THESE POLICIES AND RECOMMENDATIONS  
WE STRONGLY SUGGEST SELECT ANOTHER DEVICE.**

