

Internet Services

Q. How do I apply for a service with Rakuten Broadband Premium?

A. If you do not currently have an account with Rakuten Broadband Premium or an internet connection in Japan and would like to setup an account and internet connection at your home, please refer to the information below

Fiber Optic Services* (100Mbps, 200Mbps and 1Gbps)

In order to apply for a Fiber Optic type internet connection with Rakuten Broadband Premium, please [contact us](#) by phone or email or [apply online](#) and be ready to provide the following information;

- Name
- Address
- Contact phone number
- Contact email address
- Fiber optic line installation date
- Preferred payment method (Payment slip, credit card or direct debit)

*There are several Fiber Optic services available from NTT and you can compare the differences and costs between these types of services [here](#) and [here](#)

In order to arrange the installation** of a line and modem with NTT, you will need to contact NTT and provide the information above and the following to them;

- Building owner contact information (where applicable)
- ID card, Drivers Licence, Passport, etc.
- Preferred installation days and time period (Any day is available, morning or afternoon)

You can find the number you need to contact NTT for your area [here](#)

**The online application we provide does include a section for applying to NTT on your behalf. It is possible to do this but it can sometimes take up to a month to arrange an installation date. Contacting NTT directly will usually get you an installation date within 2 weeks depending on your schedule

Once the installation date and time has been set and NTT have confirmed what service they are going to be installing, the account here at Rakuten Broadband Premium can be setup and you will receive a copy of your connection ID and password by postal mail before the NTT line is installed

Once NTT have completed the installation, you can then setup your internet connection. Our FAQ site [here](#) provides connection setup instructions for Windows, Mac and some routers.

The Rakuten Broadband Premium service also provides an email account to you. If you would like to use this email account, please refer to the site [here](#) for

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instructions on how to set this up in your email software.

ADSL Services (Up to 47Mbps)

In order to apply for an ADSL type internet connection***, you will need to contact NTT to arrange the installation of a phone line, ADSL line and modem. You can find the contact information for NTT in your area [here](#)

***In most cases, the cost of an ADSL type line is only slightly cheaper than a Fiber Optic line when taking the cost of a phone line into consideration. We usually recommend using Fiber Optic services for this reason and the fact that ADSL signals can vary in strength and stability depending on your location, i.e. the distance from your home to the closest NTT exchange point can greatly affect bandwidth due to signal degradation over long distances

Once you have arranged the installation of the ADSL line with NTT, please [contact us](#) by phone or email or [apply online](#) and provide the following information

- Name
- Address
- Contact phone number
- Contact email address
- ADSL line Installation date
- Preferred payment method (Payment slip, credit card or direct debit)

Once we have received this information, the account here at Rakuten Broadband Premium will be setup and you will receive a copy of your connection ID and password by postal mail before the NTT line is installed.

Once NTT have completed the installation, you can then setup your internet connection. Our FAQ site [here](#) provides connection setup instructions for Windows, Mac and some routers.

The Rakuten Broadband Premium service also provides an email account to you. If you would like to use this email account, please refer to the site [here](#) for instructions on how to set this up in your email software.

If you have already arranged for the installation of a Fiber Optic or ADSL line with NTT and just require a provider in order to use the service, please [contact us](#) by phone or email and provide the following information

- Name
- Address
- Contact phone number
- Contact email address
- Preferred contact method
- Line Installation date
- Service type (Fiber Optic Mansion type, Fiber Optic Family type or ADSL)

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- Preferred payment method (Payment slip, credit card or direct debit)

If you have a credit card, you can also apply for an account with Rakuten Broadband Premium [online](#)

If you have any questions about using an internet service with Rakuten Broadband Premium and NTT, please do not hesitate to [contact us](#)

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