

## Optional Services

### Q. How can I contact Rakuten Broadband Premium?

A. Please refer to the information below for details on how to contact us;

All Inquiries

Email: [rbbp-support@comm.rakuten.co.jp](mailto:rbbp-support@comm.rakuten.co.jp)

Our English support hours are from 9am to 5:30pm, Monday to Friday. If you need to contact us over the weekend or on a national holiday, you can give our Japanese support line a call on 0120-987-700. You can also refer to our [Japanese FAQ Site](#) and [Support Pages](#) for more information.

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