

# Customer Service

For SoftBank device or service information, call General Information. For repairs, call Customer Assistance.

## SoftBank Customer Support

### ■ General Information

From a SoftBank handset, dial toll free at **157**

From a landline/IP phone, dial toll free at **0800-919-0157**

### ■ Customer Assistance (Repairs/Lost Device)

From a SoftBank handset, dial toll free at **113**

From a landline/IP phone, dial toll free at **0800-919-0113**

**If you cannot reach a toll free number, use the number (charges apply) below for your service area:**

Hokkaido Area, Tohoku Area, Hokuriku Area, Kanto & Koshinetsu Area	022-380-4380
Tokai Area	052-388-2002
Kansai Area	06-7669-0180
Chugoku, Shikoku Area, Kyushu & Okinawa Area	092-687-0010

## Smartphone Technical Support Center

From a SoftBank handset, dial toll free at **151**

From a landline/IP phone, dial toll free at **0800-1700-151**

## SoftBank Mobile Global Call Center

From outside Japan, dial +81-92-687-0025 (toll free from SoftBank handsets)

If device is lost/stolen, call this number immediately (international charges apply)