

RAKUTEN MOBILE SIM GUIDE

The following is a guide for applying to Rakuten Mobile for a sim card/new phone to use instead of Docomo/AU/Softbank. I've been with Rakuten for about a month and am highly satisfied. Not only is it just as fast as my previous DoCoMo plan, but I get 10gb of DATA instead of just 3GB for nearly 1/3 of the price. I want to share just how to do it with everyone!

Before getting started you will need a few things:

- An **unlocked** smartphone (Phone companies, including Japan, are nowadays unlocking phones either freely or for a price)
- The knowledge of what **TYPE** of SIM card your phone is compatible with—either Micro or Nano—A quick google search can tell you this.
- Your **Zairyu Card** (Foreign Resident Card)
- A **CREDIT CARD** as payment method (Either Japanese or Foreign will work)
*Optional: MNP number for phone number transfer between SIMs.

1. Go to <http://mobile.rakuten.co.jp/sim/>
2. Once on the /sim/ page, there will be a list of different points dealing with the Rakuten Mobile sim card, such as:
 - a. The different types of SIM cards available
 - b. The different plans and points (DATA, SMS and DATA, or Call/SMS/DATA)
 - c. The different prices for each plan:
 - d. A BIG RED BUTTON that says “楽天モバイルのお申し込みこちらから” (Start Here for Rakuten Mobile Application)
3. Push that big red button. At the next page, it will tell you what you will need to complete the application. As listed above you will need a **Credit Card** and your **Foreign Resident Card**. It also has an option for a **MNP** number if you wish to transfer your current Japanese phone number to your new SIM.
4. Following, there will be a list of phones/tablets that you can choose from if you desire a new one. For the purpose of this guide, click on the far right option: **SIMのみ購入**
5. Below that, you will need to choose your plan. **Data OR SMS/DATA OR Call/SMS/DATA**. After you decide, press the BIG RED button to continue
6. Next page, you will need to review your decision thus far and choose a DATA plan:

Price as follows:

	DATA SIM	DATA/SMS	CALL/DATA/SMS	Speed
Basic	525 ¥	645 ¥	1,250 ¥	200kbps
3.1GB Pack	900 ¥	1,020 ¥	1,600 ¥	From 50 mbps to 150 mbps
5GB Pack	1,450 ¥	1,570 ¥	2,150 ¥	
10GB Pack	2,260 ¥	2,380 ¥	2,960 ¥	

8. Choose whichever option works best for you (I personally went all in and got the 2,960 ¥ option)
 - **BE AWARE** there is a 3,000 yen **administration fee**. But **Currently, as of September 2015**, there is a campaign that gives you a month service for free, basically making the fee inconsequential. After that, continue to the next box.
9. Here, you will need to remember your phone's compatible SIM card type. **Don't mess this up** as it is very important and choosing the wrong one will garner your SIM useless to you.
10. Click the BIG RED button to continue.
11. The next page has a list of optional add ons—Smartphone support/Voicemail/International Telephone service/etc—not necessary for the use of the SIM card.
12. Click the BIG RED button to continue.
13. The next page asks for your **Rakuten ID**. If you have one, click the **RED** button and you'll be able to skip a good portion of what comes next. If you don't, click the **GREY** button underneath.
14. The next page is customer information. The beginning will ask about your **MNP** to transfer phone numbers. If you don't have one, select the first option: (電話番号を新規に取得する)
15. Next box outlines a "Rakuten Phone service," seems pretty standard bloatware. Click the first option (楽天でんわを申し込まない) to say no.
16. Next is Customer info. **ENTER ALL INFORMATION EXACTLY AS IT APPEARS ON YOUR RESIDENT CARD. ANY** variation from your card to your application can void the application. **BE CAREFUL.**

Each letter indicates the proceeding box on the application:

- a. First is name. ***IMPORTANT*** Enter your name **EXACTLY** as it appears on your **Resident Card**. Even the **smallest variation** can void the customer verification and reset your application (Happened to me 3 times). Romaji first, Katakana second in each respective set of boxes. I don't believe the Katakana has any effect, as it doesn't appear on your Resident Card either.
- b. Check the box indicating you are 20 years old
- c. Birthday and Year. Use western style (i.e. 1988)
- d. Male or Female
- e. Email address
- f. Postal Code **No Hyphen**
- g. Address. **1)** Find Tokushima (徳島) in the drop box. **2)** Enter Address. **3)** Enter building room number. ***IMPORTANT* Must enter in Japanese and must match the back of your Resident card.**
- h. Contact Phone number. (If you don't have one, just put your school's)
- i. Specify a password for your account. ***IMPORTANT* Must** contain letters **AND** numbers **AND** symbols (symbols from the list given).
- j. Choose a time and date of delivery for the SIM card
- k. Enter all of your credit card info including security code. Pretty standard

17. Continue to the next page where you can review everything.
18. Next page is Terms and Conditions. Read and Accept.
19. The Application portion is now complete. You will receive a confirmation email indicating this as well as the final step in the process. **Customer Verification.**
20. Several minutes/hours later, you will receive a second email that has a link embedded as well as a one-time use password to login to your application. You will use that password and your birthday to login.
21. Once logged in to the **Customer Verification** page, you will be asked to attach pictures of **BOTH SIDES** of your **Resident Card**. This is because your address is written on the back. Picture phone quality is fine, as long as it is clear and in focus.
22. Submit the **Customer Verification** form.
23. CONGRATULATIONS! If all goes according to plan, you should receive your new SIM card in the mail the date you specified. if not, start back at #1!

*If you keep failing **Customer Verification**, don't get disheartened, just pay special care during the application process and you should make it through alright.

*While the Name on your **Resident Card** is important and needs to match, your Credit card does **NOT**. (I can personally verify) So don't worry if there is a discrepancy between those two.

GOOD LUCK!

J. Broc Sewell