

To Internet Initiative Japan Inc.

Based on the IIJ Internet Service Contract, we request a fee credit of the basic monthly charge as follows.

A Customer Information

Application date *in A.D.	/ / 20	Seal or Signature
Service code		
Organization name *Corporation name, company name, etc.		
Representative		
Applied by	Name	
	Email	
	Tel (Include Country Code)	
	Tel (Include Country Code)	

B Reason for the Fee Credit

- Guaranteed availability level was not achieved (service was not available continuously more than a designated duration) → Go to **C**
- Guaranteed fault notification was not issued (fault notification was not issued within the guaranteed duration) → Go to **D**

C Fill in the following if the guaranteed availability level was not achieved.

Unavailable duration: From ____/____/20____ : ____ to ____/____/20____ : ____

D Fill in the following if the guaranteed fault notification was not issued.

Date and time you received the fault notification: ____/____/20____ : ____

E Fill in this form and send to our sales representative or the following address.

Internet Initiative Japan Inc. SLA Department
 Iidabashi Grand Bloom, 2-10-2 Fujimi, Chiyoda-ku, Tokyo 102-0071

IIJ use only