



e-Broad Internet Connection Service User's Guide

Internet connection service providing a Wi-Fi access point to which you can connect with your smartphones, tablets, and PCs as a device pre-installed in your apartment



e-Broad® Optical Fiber BroadBand **Wi-Fi**

- Those who live in an apartment where the “e-Broad Wi-Fi” service can be used pp. 1 to 6

Wired LAN Internet connection service



e-Broad® Optical Fiber BroadBand

You can use Wi-Fi by using a commercial Wi-Fi router.

- Those who live in an apartment where the “e-Broad” service can be used pp. 7 to 8



- How to obtain an “e-Broad” email address pp. 9 to 14
- Email client configuration guide

- Frequently asked questions Back cover



Using Wi-Fi to connect to the Internet

Either an “embedded” or an “externally attached” e-Broad Wi-Fi device has been installed in your apartment.



Embedded

In the case of an apartment where an embedded Wi-Fi device (picture to the left) has been installed

..... [Refer to p. 3.](#)



Externally attached

In the case of an apartment where an externally attached Wi-Fi device (picture to the left) has been installed

..... [Refer to p. 4.](#)

How to check for and obtain Wi-Fi access keys (SSID/password) [Refer to p. 2.](#)

How to input the Wi-Fi access keys (SSID/password) (For macOS/Windows) [refer to p. 5.](#)

..... (For iOS/Android OS) [refer to p. 6.](#)



No equipment for the e-Broad service has been installed!?

The Internet connection service, e-Broad, is provided to all the apartments in the building as pre-installed equipment. However, the Internet equipment installation may not have been completed in some apartments. If you find that no e-Broad information outlet has been installed in your apartment, please call the following number to request installation of the outlet.

*The installation work will be conducted sometime between 9:00 a.m. and 5:00 p.m. from Monday to Saturday (excluding Sundays/national holidays/holidays specified by our company).

*Please note that the installation work may be conducted two to three weeks after you request the construction depending on the reservation status.

e-Broad Call Center



0120-333-645

Only for primary reception/Available 24 hours a day, 365 days a year (only reception)

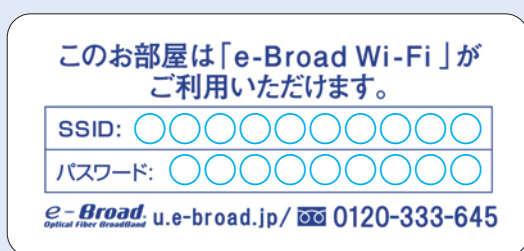
How to check for and obtain Wi-Fi access keys (SSID/password)



Check the sticker attached to or near the Wi-Fi device.

Check whether the sticker shown below is attached to or near the e-Broad Wi-Fi device.

Sticker on which an SSID and password are printed



Select the SSID on your device and input the password printed on the sticker to establish a Wi-Fi connection.

Sticker on which only an SSID is printed



Read the QR code printed on the sticker or visit the website at the following URL and input the necessary information to the Access key acquisition form to apply for a password.

<https://e-broad-form.jp/accesskeys/form?ssid=on>

If no sticker is attached to or near the Wi-Fi device



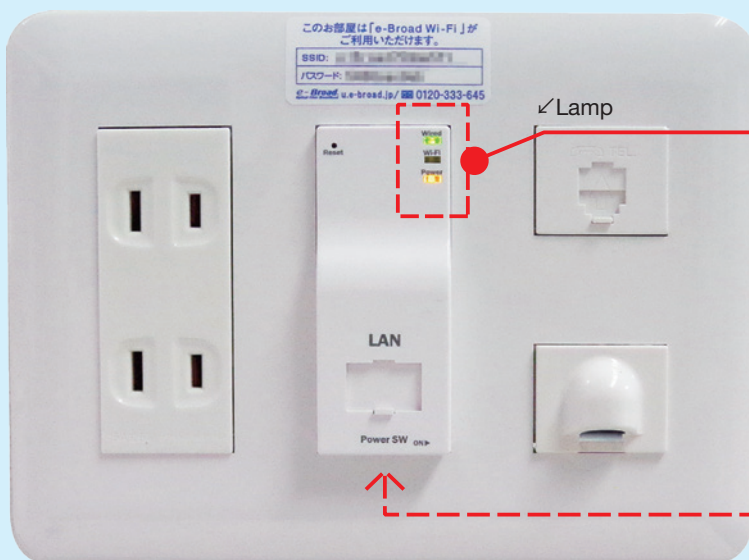
Read the QR code to the left or visit the website at the following URL to apply for Wi-Fi access keys.

<https://e-broad-form.jp/accesskey/form>

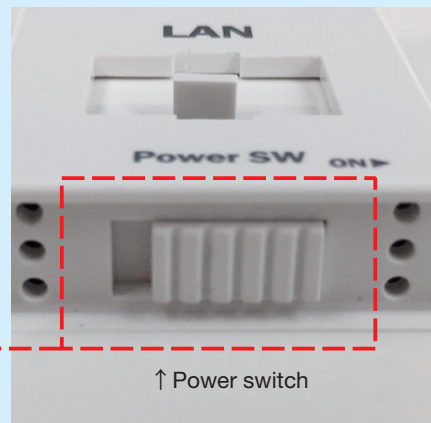
Embedded

The e-Broad Wi-Fi device is integrated into an information outlet.

① Turn on the power switch on the bottom surface of the Wi-Fi device.



Confirm that the power lamp is lit.



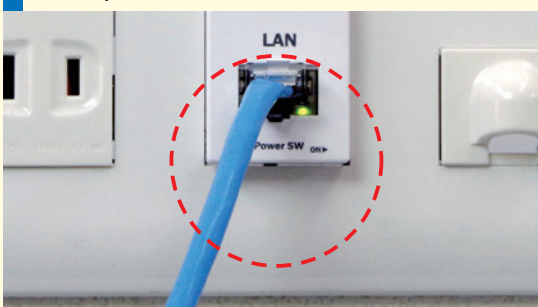
② Wi-Fi (wireless LAN) connection

Select and input on your device the SSID and password that you have checked for on p. 2, respectively to connect to the Internet.

- For details on how to input Wi-Fi access keys
..... Refer to pp. 5 and 6.

A wired connection is also available.

You can connect to the Internet only by connecting a LAN cable to the LAN port.



*The power switch may be installed near the Wi-Fi device depending on the property.

← Use your LAN cable to connect to the wired network.
(Straight through cable of category 5e or higher)

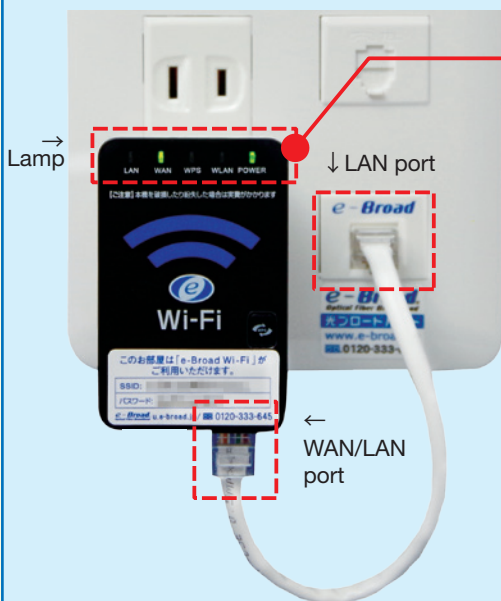
Either an “embedded” or an “externally attached” e-Broad Wi-Fi device has been installed in an information outlet in your apartment. Follow the appropriate procedure for the equipment in your apartment.



Externally attached

The e-Broad Wi-Fi device is plugged into the information outlet.

① Connect the LAN cable to the Wi-Fi device and plug the device into the outlet.



Confirm that the Power lamp is lit.

Confirm that the supplied short LAN cable is connected to the LAN port of the information outlet above which “e-Broad” is printed and the WAN/LAN port on the right side of the bottom surface of the Wi-Fi device.



If the Wi-Fi device is not plugged into the information outlet, connect the LAN cable and insert the male plug on the back side of the Wi-Fi device into the outlet as shown in the above pictures.

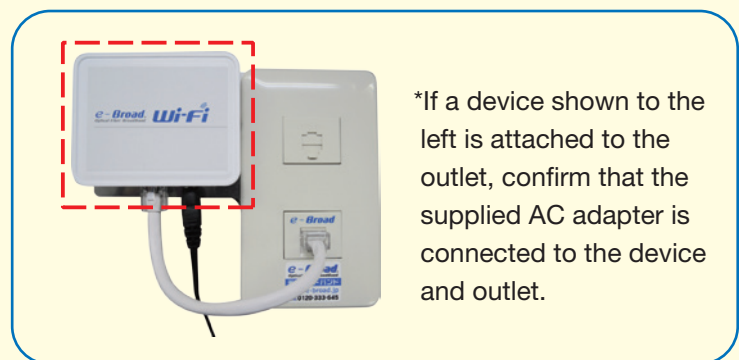
② Wi-Fi (wireless LAN) connection

Select and input on your device the SSID and password that you have checked for on p. 2, respectively to connect to the Internet.

- For details on how to input Wi-Fi access keys
..... Refer to pp. 5 and 6.

Wired connection is also available.

You can connect to the Internet by connecting a LAN cable to the LAN port on the left side.



← Use your LAN cable to connect to the wired network.
(Straight through cable of category 5e or higher)

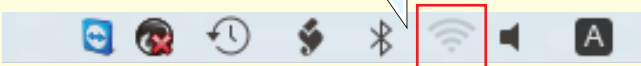
[!] The e-Broad Wi-Fi device (the device itself and its accessories such as LAN cable and AC adapter) is pre-installed equipment of each apartment in the building. Please do not take out the device when you go out or leave your apartment.



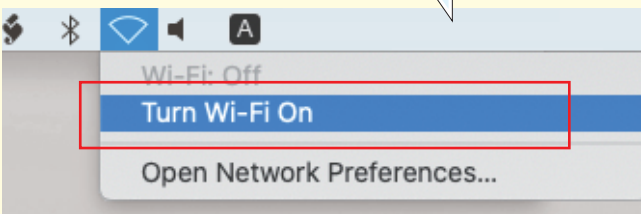
macOS

1 Display the Wi-Fi setup screen for macOS.

Click on the icon in the Status menus on the right of the menu bar.

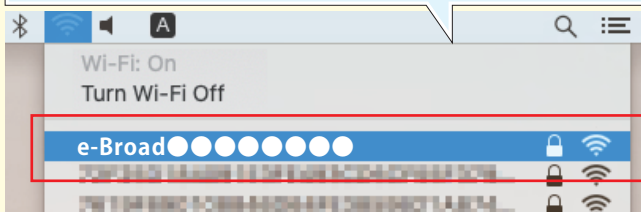


If Wi-Fi is OFF, click "Turn Wi-Fi On" to enable Wi-Fi.

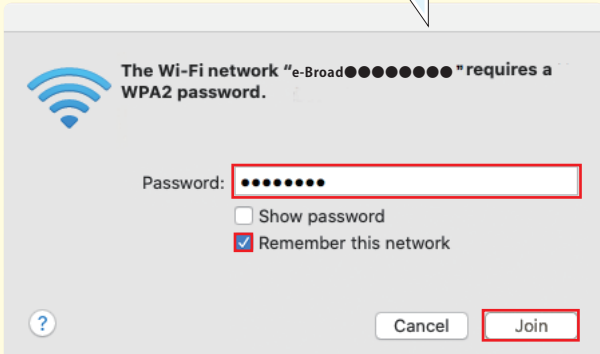


2 Configure Wi-Fi connection.

Select the SSID written in the registration completion email or that of your Wi-Fi router from the list of SSIDs displayed.



The window for entering the password will appear. Enter the password for connecting to the Wi-Fi network, check the "Remember this network" check box, and click "Join."
*Check the check box to have the device to automatically turn on Wi-Fi from the next activation onward.



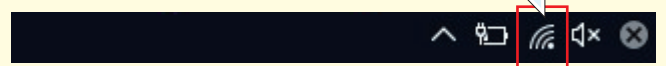
When the Wi-Fi icon is black, the Wi-Fi connection is established.



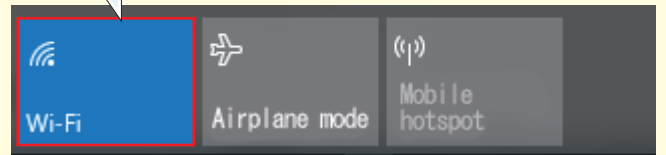
Windows

1 Display the Wi-Fi setup for Windows OS.

Click the icon (or icon) on the taskbar.

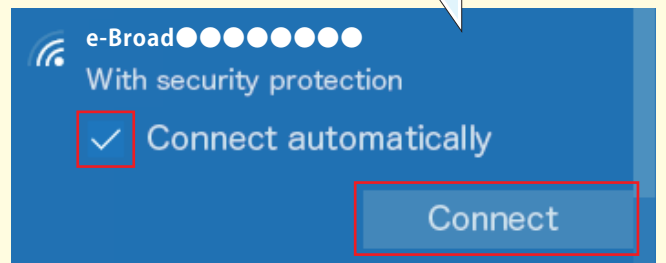


Check if the Wi-Fi icon at the bottom of the screen is blue and turned on (enabled). (If the icon is off, turn on the feature.)

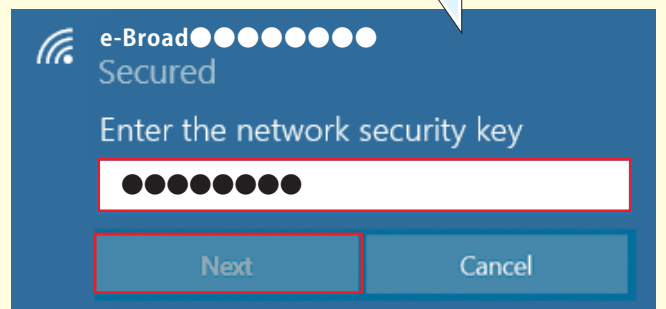


2 Configure Wi-Fi connection.

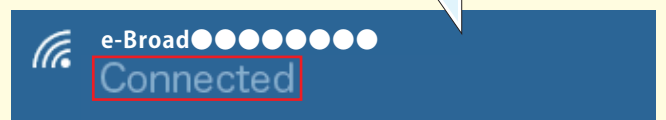
Select the SSID written in the registration completion email or that of your Wi-Fi router from the list of SSIDs displayed, check the "Connect automatically" check box, and click "Connect."
*Check the check box to have the device to automatically turn on Wi-Fi from the next activation onward.



The "Enter the network security key" field will appear. Enter the password for connecting to the Wi-Fi network and click "Next."



When "Connected" is displayed under the SSID, the setup is completed.



How to input Wi-Fi access keys (SSID/password)



*The screen images and instructions on this page may be slightly different from the actual screens and procedures depending on the version of your OS and the model of your device.

iOS

1 Open the iOS Settings page.

Tap the "Settings" icon on the Home screen.

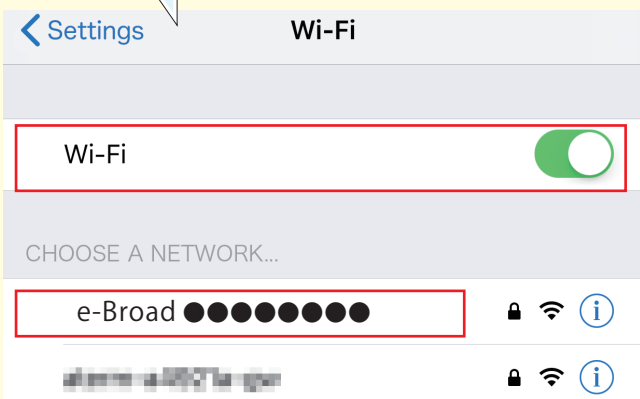


Tap Wi-Fi on the "Settings" screen.

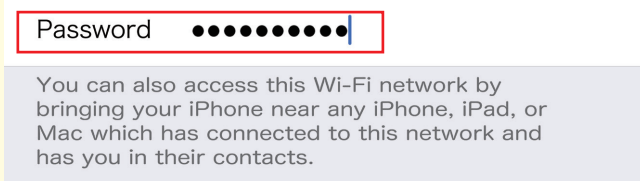
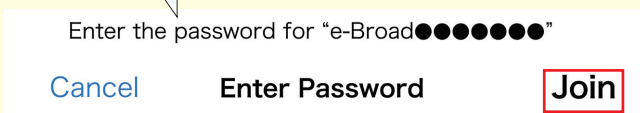


2 Configure Wi-Fi connection.

Select the SSID written in the registration completion email or that of your Wi-Fi router from the list of SSIDs displayed.
*If Wi-Fi is OFF, turn on the feature.



The window for entering the password will appear. Enter the password for connecting to the Wi-Fi network and tap "Join."



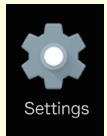
When the SSID is checked (✓ symbol), the setup is completed.



Android

1 Open the Android Settings page.

Tap the "Settings" icon on the Home screen.



*The procedure for opening the "設定 (Settings)" screen varies depending on the model of your Android device.

Tap Wi-Fi on the "Settings" screen.

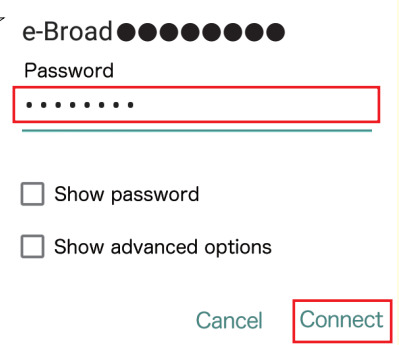


2 Configure Wi-Fi connection.

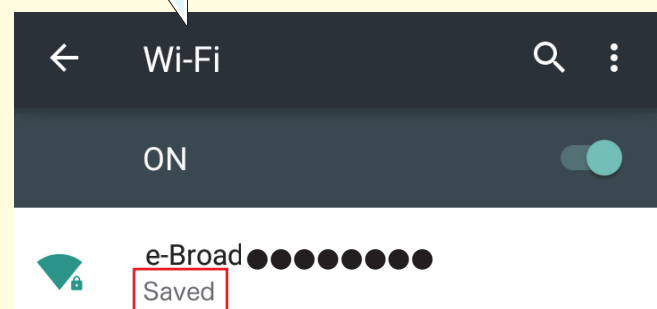
Select the SSID written in the registration completion email or that of your Wi-Fi router from the list of SSIDs displayed.
*If Wi-Fi is OFF, turn on the feature.



The window for entering the password will appear. Enter the password for connecting to the Wi-Fi network and tap "Connect."

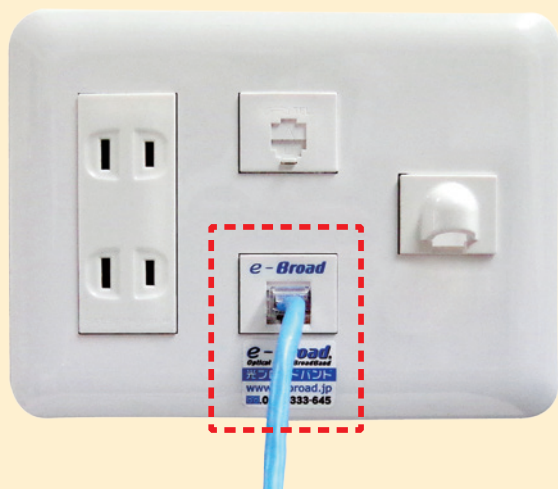



When "Saved" is displayed under the SSID, the setup is completed.



Connecting to the Internet through a wired connection

Connect your device to the port labeled “e-Broad” on the outlet with a LAN cable.

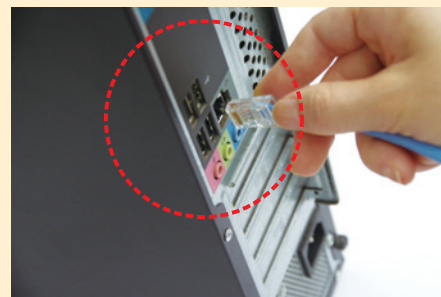


The port in the dotted frame  is the LAN port for the e-Broad service.

Be careful not to plug the cable into the telephone jack instead of the LAN port.

Prepare a LAN cable.

You can connect to the Internet by inserting one end of the LAN cable into the LAN port on the information outlet and the other end of the cable into the LAN port on your computer.



*Straight through cable of category 5e or higher

*Be careful not to mistakenly use a telephone cable instead of a LAN cable.



No equipment for the e-Broad service has been installed!?

The Internet connection service, e-Broad, is provided to all the apartments in the building as pre-installed equipment. However, the Internet equipment installation may not have been completed in some apartments. If you find that no e-Broad information outlet has been installed in your apartment, please call the following number to request installation of the outlet.

*The installation work will be conducted sometime between 9:00 a.m. and 5:00 p.m. from Monday to Saturday (excluding Sundays/national holidays/holidays specified by our company).

*Please note that the installation work may be conducted two to three weeks after you request the construction depending on the reservation status.

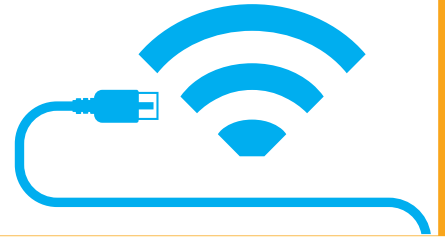
e-Broad Call Center



0120-333-645

Only for primary reception/Available 24 hours a day, 365 days a year (only reception)

Although the e-Broad wired LAN Internet connection service does not include a Wi-Fi device, you can use a commercial Wi-Fi router in access point mode to connect to the Internet through Wi-Fi.



Connecting to the Internet via a commercial Wi-Fi router

When using the e-Broad Internet connection service via a Wi-Fi (wireless LAN) router, you need to use the router as an “access point” rather than using the router functionality. Accordingly, please prepare a Wi-Fi router with access point mode (also known as bridge mode).

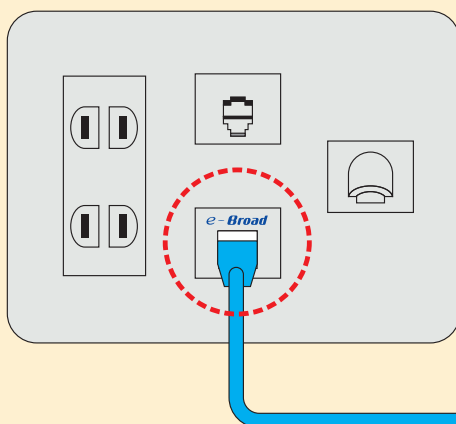
Example: Wi-Fi router with a connection mode changeover switch

CHANGE the mode to access point (AP) mode.



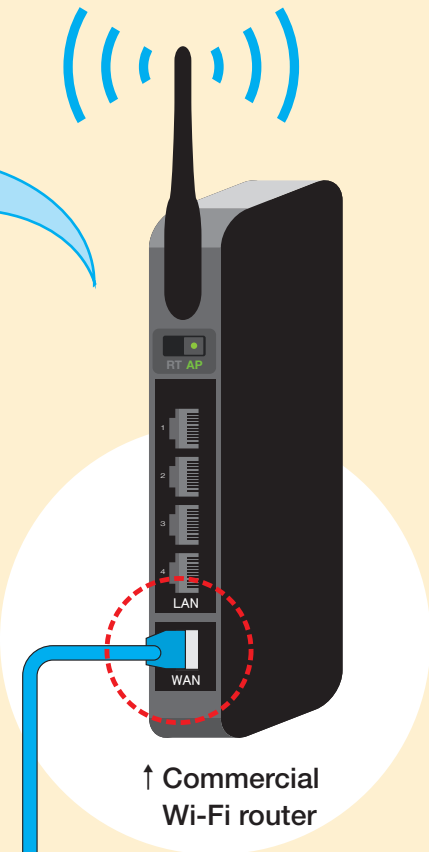
Router (RT) mode  Access point (AP) mode or bridge (BR) mode

*Alternatively, turn off the router (RT) mode.



Connect a LAN cable.

Plug in one end of the LAN cable into the LAN port labeled “e-Broad” on the information outlet and plug the other end of the cable into the specified LAN port on the Wi-Fi router.



You can access the Internet via a wireless connection provided by the e-Broad service by using the SSID and password of your Wi-Fi router or a newly-purchased Wi-Fi router.

(For the SSID and password to be used, refer to the user manual or guide of the Wi-Fi router.)

*For detailed information on how to use the Wi-Fi router, please refer to the manual of the router or contact the manufacturer or distributor.

*Please note that a wireless LAN device is not guaranteed to work when using our company's services.

The users of the e-Broad service can obtain a free email account.

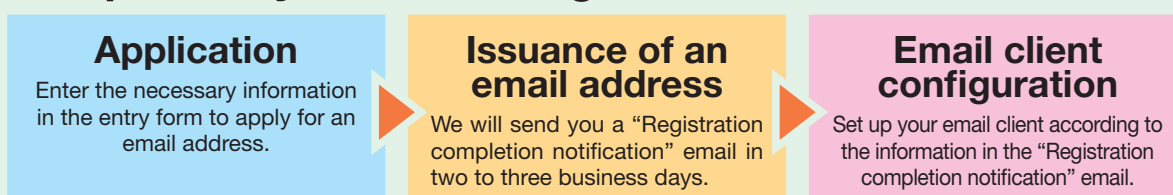


How to obtain an email address

Access the entry form (<https://e-broad-form.jp/emails/>) on the e-Broad user page or read the QR code to the right to apply for a new email address.



Steps until you start using the email address



Information that needs to be entered in your email client

Set up your email client according to your account information shown in the "Registration completion notification" email.

Name	From field display name (optional)		
①	Email address	Example) ○○○@○○.e-broad.ne.jp	
②	User name (account name)	Example) ○○○@○○.e-broad.ne.jp	
③	"Password" of the email address		
Incoming mail server (POP3)	④	Example) pop.○○.e-broad.ne.jp	
	⑤	Port No.	110
Outgoing mail server (SMTP)	⑥	Example) smtp.○○.e-broad.ne.jp	
	⑦	Port No.	587

For your password and the letters indicated as ○, refer to the "Registration completion notification" email.

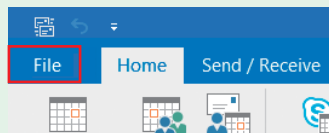
Refer to the following pages for how to set up each email client.

Outlook	p.10
Windows Mail (Email client)	p.11
Mac Mail (Email client)	p.12
Android (Gmail app)	p.13
iPhone (Email client)	p.14

This page shows configuration when using email in Outlook.

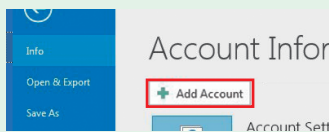
1 Open Outlook.

Open Outlook and click "File" at the top left corner.

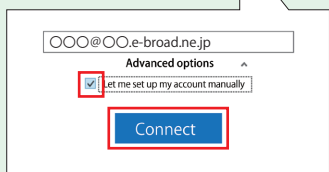
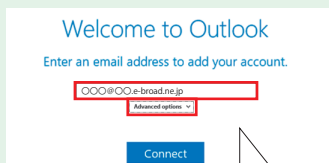


2 Add a new account.

Click "Add account" in the "Account information" pane.

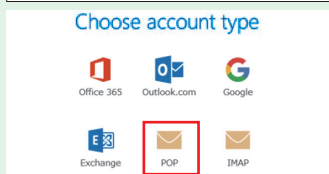


Input the email address to be set up in the input screen shown to the right and click "Advanced options." The "Let me set up my account manually" check box will appear.



Check the check box and click "Connect."

Next, the "Choose account type" screen will appear. Select "POP."



3 Enter your information.

The "POP account settings" screen will be displayed. Input Nos. ④ to ⑦ in the "Information that needs to be entered" table above, check the "Require logon using Secure Password Authentication..." check box, and click "Next."

POP Account Settings for ○○○@○○.e-broad.ne.jp

Input ④: Incoming mail server: pop.○○.e-broad.ne.jp Port: 110

Input ⑤: Port: 110

Input ⑥: Outgoing mail server: smtp.○○.e-broad.ne.jp Port: 587

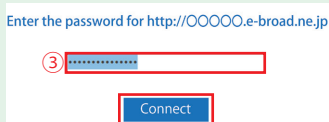
Input ⑦: Port: 587

Require logon using Secure Password Authentication (SPA)

Check the check box.

Next

The window for entering the password will appear. Enter ③ and click "Connect."



Information that needs to be entered

Name	From field display name (optional)		
①	Email address	Example	○○○@○○.e-broad.ne.jp
②	User name	Example	○○○@○○.e-broad.ne.jp
③	"Password" of the email address		
Incoming mail server (POP3)			
④	Example) pop.○○.e-broad.ne.jp	⑤	Port No. 110
Outgoing mail server (SMTP)			
⑥	Example) smtp.○○.e-broad.ne.jp	⑦	Port No. 587

For your password and the letters indicated as ○, refer to the "Registration completion notification" email.

4 Enter your information.

When the "Account setup is complete." message is displayed, click "OK" to complete the setup procedure.



■ If you cannot send or receive emails

If you cannot send or receive emails after completing the setup, check if the following information is properly entered.

- Click "File" at the left corner of the menu bar on the top of the screen.
- Select "Account settings" and click "Account settings..."
- Select the "Email" tab in the "Account settings" window.
- Click "More settings" at the bottom right corner of the "POP and IMAP account settings" screen.
- The "Internet email setting" window will appear. Click the "Outgoing server" tab.
- Click the "Advanced" tab, input the following information, and click "OK."
- The screen will return to the "POP and IMAP account settings" screen. Click "Next."
- When "Completed" is displayed in the "Test account settings" screen, click "Close."
- Click "Finish" to complete the setup procedure.



Windows Mail (Email client)

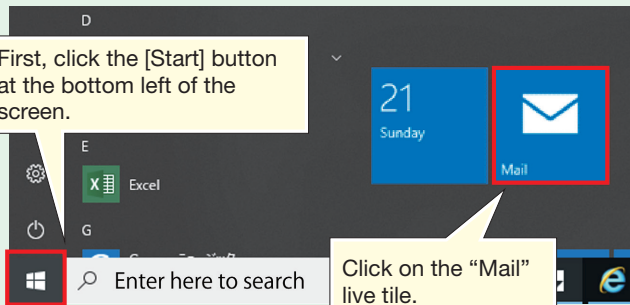
e-Broad email

How to set up

This page shows configuration when using email in Windows Mail (email client).

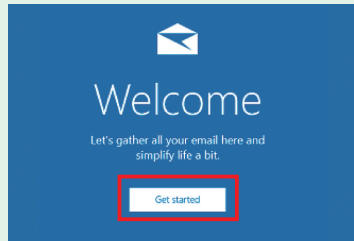
1 Open the email client.

First, click the [Start] button at the bottom left of the screen.

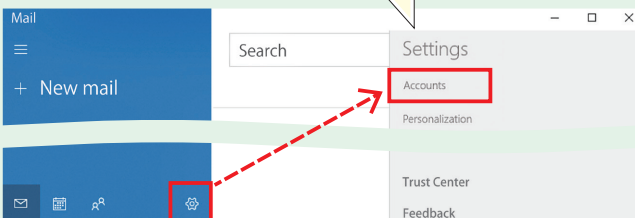


Click on the "Mail" live tile.

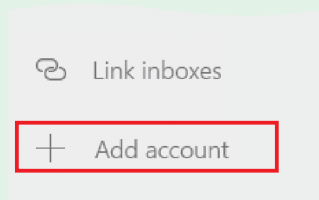
Windows Mail will open. The "Welcome" page will be displayed. Click "Get started." (When you open the app for the first time.)



From the second time onwards when you open Windows Mail, the inbox tray of the email client will appear. In this case, click the [Settings] button at the bottom of the screen.

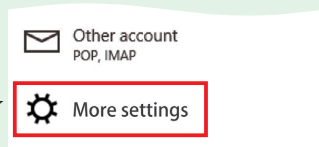


Click "Manage Accounts" → "Add account."



2 Add a new account.

The "Add an account" window will appear. Select "More settings" or "Advanced setup" at the bottom.



Next, click "Internet email."

Internet email
POP or IMAP accounts that let you view your email in a web browser.

Information that needs to be entered

Name	From field display name (optional)		
①	Email address	Example	○○○@○○.e-broad.ne.jp
②	User name	Example	○○○@○○.e-broad.ne.jp
③	"Password" of the email address		
Incoming mail server (POP3)			
④	Example) pop. ○○.e-broad.ne.jp	⑤	Port No. 110
Outgoing mail server (SMTP)			
⑥	Example) smtp. ○○.e-broad.ne.jp	⑦	Port No. 587

For your password and the letters indicated as ○, refer to the "Registration completion notification" email.

3 Enter your information.

The input screen shown to the right will be displayed. Enter the above-mentioned information that needs to be entered.

Internet email account

Email address
○○○@○○.e-broad.ne.jp

User name
○○○@○○.e-broad.ne.jp

例: kevinc, kevinc@contoso.com, domain\kevinc

Email address	Input ①. (Also enter the letters following @.)
User name	Input ②.
Password	Input ③.
Account name	Name to be displayed in the email client (optional)
Send your messages using this name	From field display name (optional)
Incoming email server	Input ④.
Account type	POP3
Outgoing (SMTP) email server	Input ⑥.
Outgoing server requires authentication	Check the check box.
Use the same user name and password for sending emails	Check the check box.
Require SSL for incoming emails	Uncheck the check box.
Require SSL for outgoing emails	Uncheck the check box.

● In the case of Windows 10, version 1607 or older (Part of the items to be input are different.)

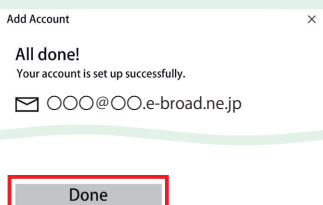
Account name	Name to be displayed in the email client (optional)
Your name	From field display name (optional)
Incoming email server	Input ④.
Account type	POP3
Email address	Input ①.
User name	Input ②.
Password	Input ③.
Outgoing (SMTP) email server	Input ⑥.
Outgoing server requires authentication	Check the check box.
Use the same user name and password for sending emails	Check the check box.
Require SSL for incoming emails	Uncheck the check box.
Require SSL for outgoing emails	Uncheck the check box.

After inputting the information, click "Sign in."



4 Complete the setup.

Click "Done" to complete the setup procedure.





Mac Mail (Email client)

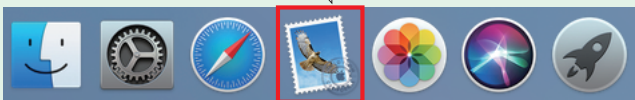
e-Broad email

How to set up

This page shows configuration when using email in Mac Mail.

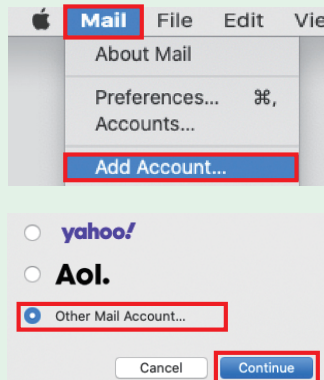
1 Open the email client.

Click on the "Mail" icon in the Dock to launch Mail.



2 Add a new account.

Select "Mail" in the menu bar at the top of the screen and click "Add Account." Select the "Other Mail Account" radio button and click "Continue."



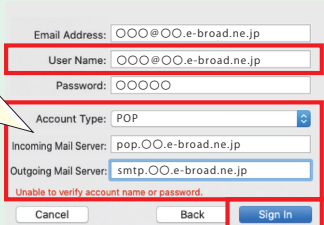
3 Enter your information.

The "Add a Mail account" window will appear. Input the following information and click "Sign in."



Name	From field display name (optional)
Email address	Input ①. (Also enter the letters following @.)
Password	Input ③.

The "Unable to verify account name or password." message will appear. Input the following information and click "Sign in."

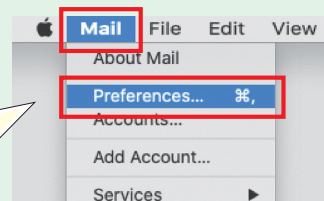


*For the Email Address and Password fields, the information input in the previous step has been entered.

User name	Input ②.
Account type	POP
Incoming mail server	Input ④.
Outgoing mail server	Input ⑥.

4 Check the detailed settings.

Select "Mail" in the menu bar at the top of the screen and click "Preferences."

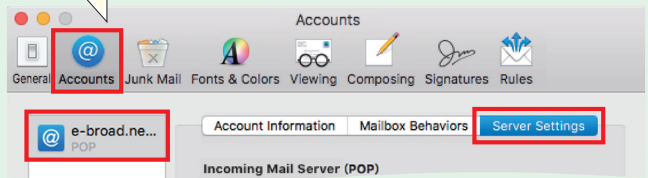


Information that needs to be entered

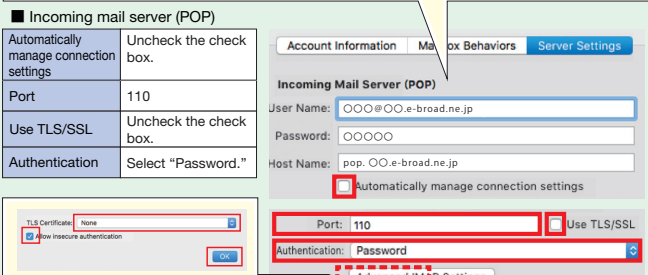
Name	From field display name (optional)		
①	Email address	Example	○○○@○○.e-broad.ne.jp
②	User name	Example	○○○@○○.e-broad.ne.jp
③	"Password" of the email address		
Incoming mail server (POP3)			
④	Example) pop.○○.e-broad.ne.jp	⑤	Port No. 110
Outgoing mail server (SMTP)			
⑥	Example) smtp.○○.e-broad.ne.jp	⑦	Port No. 587

For your password and the letters indicated as ○, refer to the "Registration completion notification" email.

After the "General" window will be displayed, click the "Accounts" tab. Select the account that you have just added from the menu on the left and click "Server Settings."



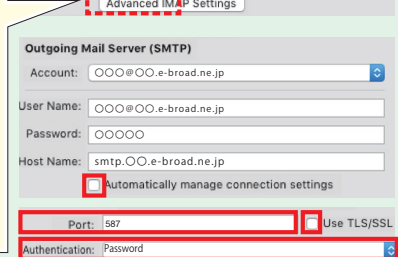
The server information will appear. Uncheck the "Automatically manage connection settings" check boxes for both the incoming and outgoing mail servers. Change the additionally displayed items to the following information.



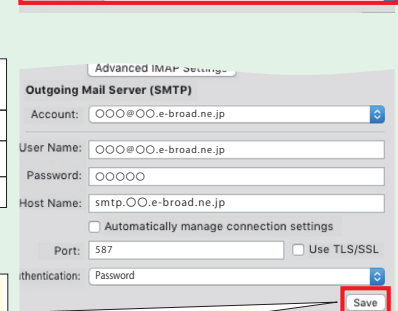
After inputting the data, click "Advanced POP settings." Select "None" for the "TLS certificate" field, check the "Allow insecure authentication" check box, and click "OK."

■ Outgoing mail server (SMTP)

Automatically manage connection settings	Uncheck the check box.
Port	587
Use TLS/SSL	Uncheck the check box.
Authentication	Select "Password."



Click "Save" at the bottom of the screen to complete the setup process.





Android (Gmail app)

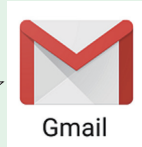
e-Broad email

How to set up

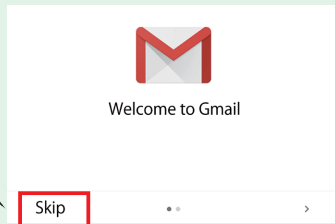
This page shows configuration when using email on Android (Gmail app).

1 Open the Gmail app.

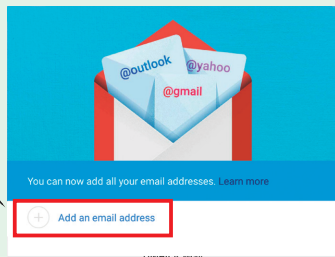
Tap the Gmail icon on the Home screen or in the application list.



Tap "Skip" at the bottom left of the screen.

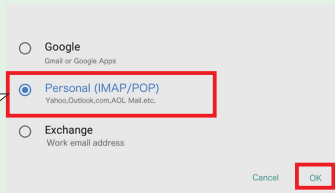


Tap on "Add another email address."

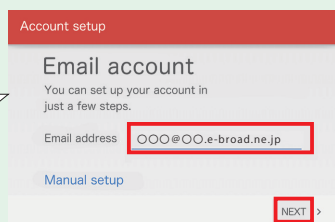


2 Add a new account.

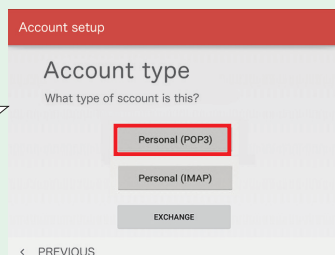
The "Add account" window will appear. Select "Personal (IMAP/POP)" and tap "OK."



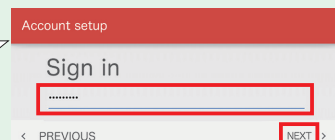
The "Account setup" window will appear. Input ① in the "Information that needs to be entered" table above and tap "Next."



After the "Account type" screen is displayed, select "Personal (POP3)."



The "Sign in" screen will appear. Enter your password for the email address and tap "Next."



Information that needs to be entered

Name	From field display name (optional)		
①	Email address	Example	○○○@○○.e-broad.ne.jp
②	User name	Example	○○○@○○.e-broad.ne.jp
③	"Password" of the email address		
Incoming mail server (POP3)			
④	Example) pop.	○○.e-broad.ne.jp	⑤ Port No. 110
Outgoing mail server (SMTP)			
⑥	Example) smtp.	○○.e-broad.ne.jp	⑦ Port No. 587

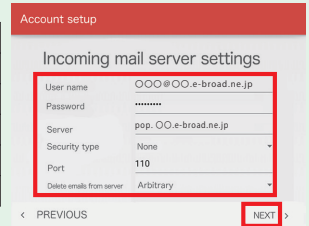
For your password and the letters indicated as ○, refer to the "Registration completion notification" email.

3 Input the details of the servers.

After the screen for inputting the incoming server information appears, input the following information and tap "Next."

Incoming mail server settings

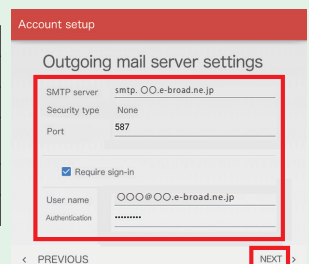
User name	Input ②.
Password	Input ③.
Server	Input ④.
Security type	Select "None."
Port	Input 110.
Delete emails from server	Arbitrary



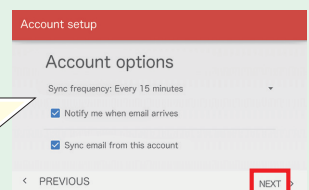
After the screen for inputting the outgoing server information appears, input the following information and tap "Next."

Outgoing mail server settings

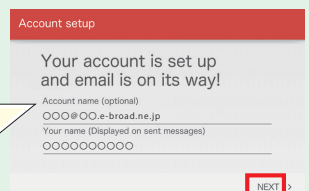
SMTP server	Input ⑥.
Security type	Select "None."
Port	Input 587.
Require sign-in	Check the check box.
User name	Input ②.
Authentication	Input ③.



The "Account options" screen will appear. Check or uncheck check boxes according to your preference and tap "Next."



The configuration completion screen will appear. Tap on "Next" to complete the setup.





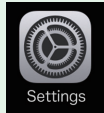
iPhone (Email app)

e-Broad email How to set up

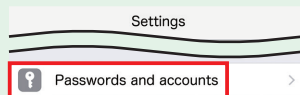
This page shows configuration when using email on iPhone (Mail app).

1 Start the Settings app.

Tap the "Settings" icon on the Home screen.

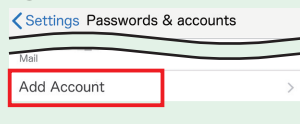


Tap "Passwords and accounts" on the "Settings" screen.

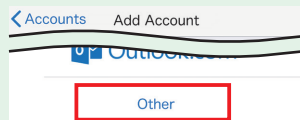


2 Add a new account.

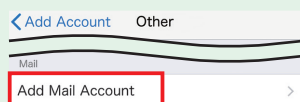
Tap "Add account."



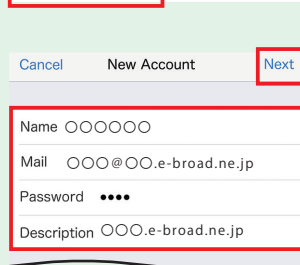
The "Add account" screen will appear. Tap on "Other."



Tap on "Add mail account."



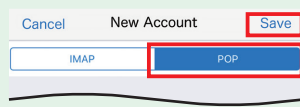
After the "New account" screen is displayed, enter the information in the "Information that needs to be entered" table above and tap "Next."



Name	From field display name (optional)
Email	Input ①.
Password	Input ③.
Description	Automatically entered.

3 Incoming and outgoing mail server settings

Tap the "POP" tab, enter the following information, and tap "Save."



■ Incoming mail server settings

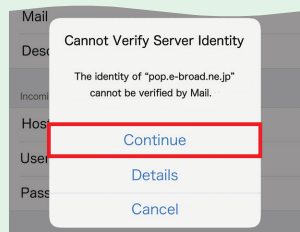
Host name	Input ④.
User name	Input ②.
Password	Input ③.

■ Outgoing mail server settings

Host name	Input ⑥.
User name	Input ②.
Password	Input ③.



When the "Cannot verify server identity" message appears, tap "Continue."



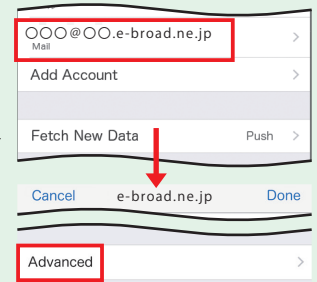
Information that needs to be entered

Name	From field display name (optional)		
①	Email address	Example)	○○○@○○.e-broad.ne.jp
②	User name	Example)	○○○@○○.e-broad.ne.jp
③	"Password" of the email address		
Incoming mail server (POP3)			
④	Example) pop.	○○.e-broad.ne.jp	⑤ Port No. 110
Outgoing mail server (SMTP)			
⑥	Example) smtp.	○○.e-broad.ne.jp	⑦ Port No. 587

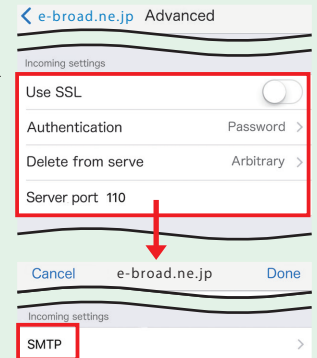
For your password and the letters indicated as ○, refer to the "Registration completion notification" email.

4 Check the detailed settings.

After the verification process, the screen will return to the Add account window and the account list will appear. Tap the email account that you have just added and then tap "Advanced."

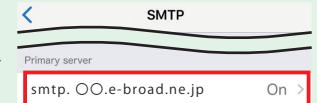


Check the "Incoming settings" section and change the data to the following information. Then, back to the previous screen and tap "SMTP" in the "Outgoing mail server" section.

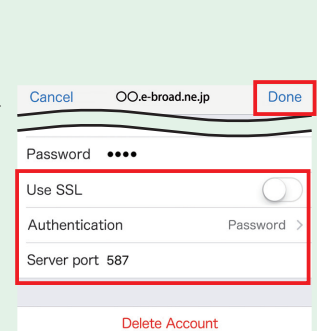


Use SSL	Disabled
Authentication	Select "Password."
Delete from server	Arbitrary
Server port	Input 110.

Tap "Primary server" to go to the outgoing server detail screen.



Check the "Outgoing mail server" section. Do not change the "Host name," "User name," and "Password" but modify the following items. Then, tap "Done."



Use SSL	Disabled
Authentication	Select "Password."
Server port	Input 587.

Finally, back to the account detail screen and tap "Done" to complete the setup procedure.



Frequently asked questions

I am planning to buy another computer. Can I use the Internet service on two different computers?

You can use two computers together by using a wireless LAN router or a switching hub.

How fast is the Internet speed?

The Internet service provided varies depending on the apartment building where you live. For detailed information, please contact our call center.

However, our Internet service plans are best-effort Internet plans and all the communication speeds we announce are theoretical values.

Please note that your Internet speed varies depending on your computer environment and settings and route traffic to the destination website.

Do I need to sign a contract to use the e-Broad service?

The owner of the apartment building has already signed a contract with us to introduce the e-Broad system as a standard service of the apartment building. Therefore, the tenants of apartments in which the e-Broad system has been introduced can use the fiber Internet service without signing a contract.

I have concluded a contract with another provider to use Internet service. Is it OK to cancel the contract?

Even if you cancel a contract that you have already made with another company, you will not have any problem in using the e-Broad Internet service. For the detailed procedure for canceling the contract with another company, please contact the company and decide if you cancel the contract at your discretion.

Can I forward ports?

e-Broad Communications provides the port forwarding service. (Only one port per customer)

*An additional service charge will be required.

*Please refrain from port forwarding for purposes that may violate copyright laws, such as file sharing.

*Please check for the port number to be forwarded and protocol (UDP/TCP) in advance. (Ports No. 0 to 1024 cannot be forwarded.)

For more information, please contact our call center.

Can I freely choose my e-Broad email address?

You can freely name the part before the @ symbol (local part).

*The number of available letters for creating the local part is two to 15.

*You can use lower-case alphabetic characters (a to z), numeric characters (0 to 9), hyphens (-), underscore signs (_), and dots (.).

*Symbols cannot be used at the head and tail of the email account or be sequentially arranged.

Can I change my email address and password?

You can change your email address and password on a chargeable basis.

If you would like to change your email address, please contact us through the application form (<https://e-broad-form.jp/emails/>). If you would like to change your password, please call our call center.

For more information, or if you have an Internet connection problem, please feel free to contact us.



Contact form

<https://e-broad-form.jp/inquiry>

Toll free number only for primary reception/

Available 24 hours a day, 365 days a year (only reception)

e-Broad Call Center  **0 1 2 0 - 3 3 3 - 6 4 5**

*After we receive your inquiry, our expert service personnel will call you.

*Please note that if we receive your inquiry out of hours or on Sunday, a national holiday, or a holiday specified by our company, the staff will call you on the next business day.