

Appendix 5: Features of Mobile Suica limited express ticket services: Feature No 2

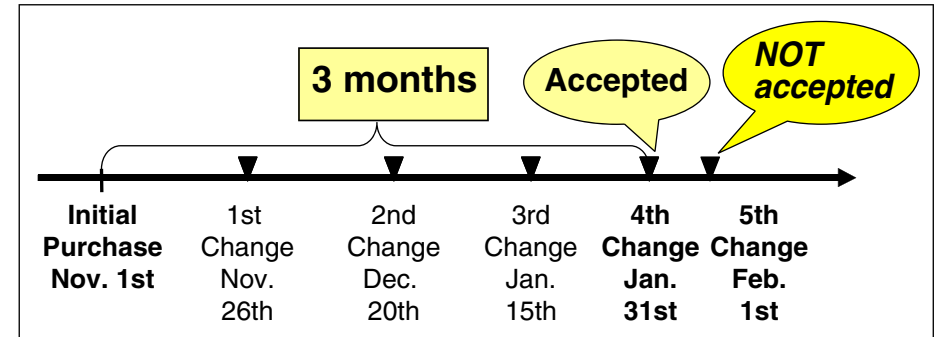


Mobile
Suica

Easily change reservations to suit your schedule!
Lost tickets can be reissued!

- (7) **Prior to departure of the reserved train, customers are free to make any changes to reservations as needed without charge. (Within 3 months from the date of initial purchase of Mobile Suica limited express tickets)**

* Reservations can be changed to any train with departure within a month from the date of changes.



- (8) **Reservations can be changed between ordinary car and Green Car seats, destinations, departures, or for the location of seating.**

- (9) **Prior to departure, tickets can be refunded (minus a 300 yen handling charge). The refunding process can be completed from the customer's cellular phone.**

* Refunds are made to the bank accounts registered with Mobile Suica services.

- (10) **In the case of a lost or broken Mobile Suica cellular phone, Mobile Suica limited express tickets will be reissued after the one day period needed for re-issuance registration (a handling charge is required).**

* For lost or broken phones, customers are required to arrange for a new cellular phone in order for lost tickets to be reissued. Tickets cannot be reissued as paper (magnetic) tickets.

* For ticket use on the day of the re-issuance registration, tickets should be purchased separately. Mobile Suica limited express tickets which were not used will be refunded free of charge.