

Terms of Use (DEN.Ai Service)

Updated June 1, 2026

These Terms of Use (the "Terms") set forth the matters that all applicants for use must comply with when using the DEN.Ai service (the "Service") provided by DcodingX Corporation (the "Company"), as well as the rights and obligations between the Company and all applicants for use. Any person who intends to use the Service as a Service User must read the entire text carefully before agreeing to these Terms.

Article 1. Application

1. These Terms are intended to define the rights and obligations between the Company and users of the Service (as defined in Article 2) in connection with use of the Service, and shall apply to all relationships between Service Users and the Company relating to use of the Service.
2. Any rules, regulations, or other provisions concerning the Service that the Company posts from time to time on the Company Website (as defined in Article 2) shall constitute part of these Terms.

Article 2. Definitions

The following terms used in these Terms shall have the meanings set forth below:

- (1) "Recorded Information" means the "Recorded Information" defined in Article 23.
- (2) "Intellectual Property Rights" means copyrights, patent rights, utility model rights, trademark rights, design rights, and all other intellectual property rights, including the right to acquire such rights or to apply for registration or other protection of such rights.
- (3) "Company Website" means the website operated by the Company whose domain is "https://denai.dcodingx.co.jp/" (including any successor website if the domain or content of the Company website is changed for any reason).
- (4) "User" means the "Service User" defined in Article 3.
- (5) "User Information" means the "Service User Information" defined in Article 3.
- (6) "User" means a corporation or individual registered as a user of the Service pursuant to Article 3.
- (7) "Service" means the telephone automated response tool service named DEN.Ai provided by the Company (including any successor service if the name or content of the service is changed for any reason).
- (8) "Service Agreement" means the "Service Agreement" defined in Article 3, Paragraph 3.

Article 3. Registration

1. A person who applies to use and uses the Service (a "Service User") may apply to the Company for registration to use the Service by agreeing to comply with these Terms and providing the Company, in the manner prescribed by the Company, with certain information specified by the Company ("User Information").
2. The Company may refuse registration if an applicant under the preceding paragraph falls under any of the following circumstances. If item (3) or item (5) applies, or where otherwise required by law, the Company may notify police or other law-enforcement authorities of registration information, including but not limited to company name, personal name, address, and telephone number:
 - (1) Any information provided to the Company is false, inaccurate, or incomplete.
 - (2) The Company determines that the applicant is an Anti-Social Force (meaning an organized crime group, member of an organized crime group, associate member, organized-crime-related company, corporate racketeer, or any other group or individual that pursues economic benefit through violence, force, or fraudulent means; the same applies below), or has any interaction or involvement with an Anti-Social Force, including cooperation or involvement in its maintenance, operation, or management through funding or otherwise.
 - (3) The Company determines that the applicant may use the Service to conduct business regulated under the Act on Control and Improvement of Amusement Business, conduct a similar business, or allow a third party to view or receive information concerning such business.
 - (4) In order to prevent criminal acts or similar conduct through use of the Service, the Company receives a request from a police authority, made in the prescribed manner, not to approve the registration.

(5) The Company otherwise determines that registration is inappropriate.

3. The Company shall determine whether to approve an applicant's registration in accordance with the preceding paragraph and other Company standards. If registration is approved, the Company shall notify the applicant. Upon such notice, registration as a registered user is completed, and a contract for use of the Service in accordance with these Terms (the "Service Agreement") is formed between the Service User and the Company.

4. If any Registration Information changes, the applicant shall promptly notify the Company of the change in the manner prescribed by the Company and submit any materials requested by the Company.

5. During the term of the Service Agreement, a Service User may use the Service in accordance with these Terms and the methods prescribed by the Company.

Article 4. Use of the Service

During the term of the Service Agreement, a Service User may use the Service in accordance with these Terms and the methods prescribed by the Company.

Article 5. Management of Passwords and Accounts

1. A Service User shall manage and retain its password and account at its own responsibility and shall not permit any third party to use them, or lend, transfer, rename, sell, or otherwise dispose of them.

2. The Service User shall be responsible for any loss or damage arising from inadequate management of a password or account, errors in use, use by a third party, or similar circumstances, and the Company shall bear no liability.

3. If a Service User discovers that its password or account has been stolen or is being used by a third party, the Service User shall immediately notify the Company and follow the Company's instructions.

Article 6. Prohibited Conduct

1. In using the Service, a Service User shall not engage in any of the following acts:

(1) Any act that infringes the Intellectual Property Rights, portrait rights, privacy rights, reputation, or other rights or interests of the Company, another user of the Service, or any other third party, including any act that directly or indirectly causes such infringement.

(2) Any act related to criminal activity or contrary to public order or morals.

(3) Transmitting information concerning dating or relationships with members of the opposite sex.

(4) Transmitting information that contains computer viruses or other harmful computer programs.

(5) Any act reasonably considered likely to interfere with operation of the Service by the Company.

(6) Using a single account at multiple business establishments, including another company, subsidiary, branch office, store operated by the same company, or any similar corporation or individual.

(7) Any other act reasonably determined by the Company to be inappropriate.

2. If the Company reasonably determines that transmission of User Information through the Service falls under, or is likely to fall under, any item of the preceding paragraph, the Company may delete all or part of such information without prior notice to the User. The Company shall bear no liability for any damage incurred by a Service User as a result of measures taken under this paragraph.

Article 7. Suspension of the Service

1. The Company may suspend or interrupt all or part of the Service without prior notice to Users in any of the following circumstances:

(1) Inspection or maintenance of computer systems related to the Service is conducted periodically or on an emergency basis.

(2) Computers, external servers, communication lines, or other equipment related to provision of the Service stop operating due to an accident or other cause.

(3) Operation of the Service becomes impossible due to force majeure, including fire, power outage, or natural disaster.

(4) The Company otherwise reasonably determines that suspension or interruption is necessary.

2. The Company may terminate provision of the Service at its reasonable discretion. In such case, the Company shall notify Service Users in advance.
3. The Company shall bear no liability for any damage incurred by a Service User as a result of measures taken by the Company under this Article.

Article 8. Equipment and Related Responsibilities

1. Preparation and maintenance of computers, software, other devices, communication lines, and any other communications environment necessary to receive the Service shall be performed at the expense and responsibility of the Service User.
2. A Service User shall, at its own expense and responsibility, implement security measures suitable for its Service environment, including measures to prevent computer-virus infection, unauthorized access, and information leakage.
3. If, when beginning or continuing use of the Service, a Service User installs software or other items on its computer by downloading them from the Company Website or through another method, the Service User shall exercise sufficient care to prevent loss or alteration of information in its possession and to prevent malfunction of or damage to its equipment.

Article 9. Ownership of Rights

1. All ownership rights and Intellectual Property Rights relating to the Company Website and the Service belong to the Company or to persons who license such rights to the Company. Permission to use the Service based on registration under these Terms does not constitute a license to use any Intellectual Property Rights of the Company or any licensor relating to the Company Website or the Service.
2. The Company may freely use, without charge, any text, images, video, or other data posted or otherwise transmitted by a Service User on the Company Website or through the Service, including by reproducing, copying, modifying, sublicensing to third parties, or otherwise using such data in any manner.

Article 10. Cancellation of Registration

1. If a Service User falls under any of the following circumstances, the Company may, without prior notice or demand, temporarily suspend the Service for that Service User or cancel its registration as a Service User:

- (1) The Service User violates any provision of these Terms.
 - (2) Any Registration Information is found to be false.
 - (3) The Service User suspends payment or becomes insolvent, or a petition is filed for commencement of bankruptcy proceedings, civil rehabilitation proceedings, corporate reorganization proceedings, special liquidation, or any similar proceeding.
 - (4) The Service User has not used the Service for three months or more and does not respond to communications from the Company.
 - (5) Any item of Article 3, Paragraph 2 applies.
 - (6) The Company otherwise reasonably determines that continued registration as a Registered User is inappropriate.
2. In order to prevent criminal acts or similar conduct, if the Company receives a request from a police authority in the prescribed manner to suspend a Registered User's use of the Service or cancel its registration as a Service User, the Company may suspend use of the Service or cancel registration based on that request. In such case, or where otherwise required by law, the Company may notify police authorities of information concerning the Service User, including but not limited to company name, personal name, and address.
 3. If any item of Paragraph 1 or any circumstance in the preceding paragraph applies, the Service User shall automatically lose the benefit of time with respect to all obligations owed to the Company and shall immediately pay all such obligations to the Company.
 4. The Company and the Service User may each cancel the Service User's registration by notifying the other party in the manner prescribed by the Company at least 30 days in advance.
 5. The Company shall bear no liability for any damage incurred by a Service User as a result of actions taken by the Company under this Article.

Article 11. Disclaimer of Warranties and Limitation of Liability

1. The Company makes no warranty of any kind regarding the Service. The Service is provided on an “as is” basis, and the Company makes no warranty whatsoever, including as to fitness for a particular purpose, commercial usefulness, completeness, or continuity.
2. Even if a Service User obtains information, directly or indirectly, from the Company concerning the Service, the Company Website, other Registered Users, or any other matter, the Company makes no warranty beyond those expressly set forth in these Terms.
3. A Service User shall, at its own responsibility and expense, investigate whether use of the Service violates any applicable law, regulation, or internal rule of an industry association. The Company does not warrant that a User’s use of the Service complies with any law, regulation, or internal industry rule applicable to that Service User.
4. Any transaction, communication, dispute, or other matter arising between a Service User and another Registered User or third party in connection with the Service or Company Website shall be handled and resolved at the Service User’s responsibility. Except where attributable to the Company, the Company bears no responsibility for such matters.
5. Except where attributable to the Company, the Company shall bear no liability for any damage suffered by a Service User in connection with the Service, including interruption, suspension, termination, unavailability, or modification of the Service; deletion or loss of messages or information of a Registered User; cancellation of registration; loss of data; malfunction of or damage to equipment; or any other matter related to the Service.
6. Even if links are provided from the Company Website to another website or from another website to the Company Website, the Company shall bear no liability, except where attributable to the Company, for any website other than the Company Website or for any information obtained from such website.
7. If the Company is unable to perform any obligation under the Service Agreement due to circumstances beyond its reasonable control, including fire, power outage, hacking, computer-virus intrusion, earthquake, flood, war, epidemic, trade suspension, strike, riot, inability to secure materials or transportation facilities, intervention, instruction, or request by a national or local government authority, or enactment, amendment, or repeal of domestic or foreign laws, the Company shall not be liable to a Registered User for non-performance during the period in which such circumstances continue.
8. Even if the Company is liable to a Service User for damages due to application of the Consumer Contract Act, another mandatory law, or any other reason, the Company’s aggregate liability shall be limited to the total Service fees actually received from that Service User during the one-month period immediately preceding the date on which the cause of damage arose.

Article 12. Liability of the Service User

If a Service User causes damage to the Company by violating these Terms or in connection with use of the Service, the Service User shall compensate the Company for such damage.

Article 13. Payment of Fees

1. System usage fees, line usage fees, and other charges relating to use of the Service shall be separately determined by the Company and posted on the Company Website ([link here](#)). A person who registers for and contracts to use the Service shall be deemed to have agreed to that fee structure and shall pay the applicable fees by the due date set forth in Paragraph 2. Under no circumstances will the Company refund any fees received.
2. On the first business day of each month, the usage fee for that month shall be calculated and charged to the credit card registered when the Service Agreement was concluded. If an application is made during a month, unless otherwise determined by the Company, the usage fee for that month shall be calculated on a daily prorated basis and charged when use of the Service begins. Any transfer fees and other costs associated with payment shall be borne by the Service User.
3. The Company may change the fee structure set forth in Paragraph 1 at any time.
4. If the Company changes the fee structure pursuant to the preceding paragraph, the Company shall notify Service Users by email or by changing the content posted on the Company Website.
5. If a Service User continues to use the Service after receiving notice under Paragraph 4, the Service User shall be deemed to have agreed to the change in the fee structure.

6. If a Service User delays payment of any fee, the Registered User shall pay the Company late-payment damages at the rate of 14.6% per annum.
7. A change to the fee structure under this Article shall apply beginning with the first payment due after notice of the change is given by the Company to the Service User.

Article 14. Confidentiality

1. In these Terms, "Confidential Information" means all information concerning the Company's technology, sales, business, finance, organization, or other matters that a Service User receives, is shown, or otherwise learns from the Company in writing, orally, through a recording medium, or otherwise in connection with the Service Agreement or the Service. Confidential Information does not include information that: (1) was already publicly known or already known to the Service User when provided, disclosed, or learned; (2) became publicly known through a publication or otherwise after being provided, disclosed, or learned, through no fault of the Service User; (3) was lawfully obtained, without any confidentiality obligation, from a third party authorized to provide or disclose it; (4) was independently developed without relying on Confidential Information; or (5) was confirmed by the Company in writing as not requiring confidential treatment.
2. A Service User shall use Confidential Information solely for the purpose of using the Service and shall not provide, disclose, or leak the Company's Confidential Information to any third party without the Company's prior written consent.
3. Notwithstanding Paragraph 2, a Service User may disclose Confidential Information pursuant to an order, demand, or request of a law, court, or governmental authority. In such case, the Service User shall promptly notify the Company of the order, demand, or request.
4. At any time upon request by the Company, a Service User shall promptly return or destroy, in accordance with the Company's instructions, all Confidential Information, all documents and other recording media containing Confidential Information, and all copies thereof.

Article 15. Term

The Service Agreement shall remain in effect during the period in which the Service is provided, from the date registration of the Service User is completed pursuant to Article 3 until the date such registration is cancelled.

Article 16. Termination of the Service Agreement

1. If a Service User wishes to terminate the Service Agreement, the Service User shall notify the Company by email to the Company's sales representative requesting termination no later than 6:00 p.m. on the last day of the final month of use.
2. Upon termination of the Service Agreement, the Company may delete all data, including the Service User's Registration Information, history data, and Recorded Information. Registration Information and data cannot be restored after termination.

Article 17. Changes to the Service and These Terms

1. The Company may freely change the content of the Service.
2. The Company may amend these Terms, including rules and other provisions concerning the Service posted on the Company Website. If the Company amends these Terms, it shall announce the content of the amendment and the effective date in the manner prescribed by the Company before that effective date. If a Service User uses the Service after the announced effective date or does not complete the cancellation procedure within the period prescribed by the Company, the Service User shall be deemed to have agreed to the amended Terms.

Article 18. Assignment of These Terms

1. A Registered User may not assign, transfer, create a security interest in, or otherwise dispose of its status under the Service Agreement or any right or obligation under these Terms to a third party without the Company's prior written consent.
2. If the Company transfers the business relating to the Service to another company, the Company may transfer to the transferee, in connection with that business transfer, its status under the Service Agreement, its rights and obligations under these Terms, and Registration Information and other customer information of Service Users. Each Service User

agrees in advance to such transfer. A business transfer under this paragraph includes not only an ordinary business transfer but also a company split and any other transaction through which the business is transferred.

Article 19. Severability

If any provision of these Terms, or any part thereof, is held invalid or unenforceable under the Consumer Contract Act or any other law or regulation, the remaining provisions of these Terms and the remaining portion of the provision held invalid or unenforceable shall remain in full force and effect. The Company and the Service User shall endeavor to amend the invalid or unenforceable provision or portion to the extent necessary to make it lawful and enforceable and to preserve its intent and an equivalent legal and economic effect.

Article 20. Survival

Article 5, Paragraph 2; Article 6, Paragraph 2; Article 7, Paragraph 3; Article 8; Article 9; Article 10, Paragraphs 2, 3, and 5; Article 11; Article 12; Article 13, but only to the extent any amount remains unpaid; Article 14; Article 16, Paragraph 2; and Articles 19 through 25 shall survive termination of the Service Agreement. However, Article 14 shall survive only for three years after termination of the Service Agreement.

Article 21. Handling of Personal Information

1. The Company's handling of personal information of Service Users (meaning "personal information" as defined in Article 2, Paragraph 1 of the Act on the Protection of Personal Information) shall be governed by the Company's separately established Privacy Policy. Each Service User agrees that the Company may handle the Service User's personal information in accordance with that Privacy Policy.
2. The Company may, at its discretion, use and disclose information and data provided by a Service User to the Company as statistical information in a form that does not identify any individual, and the Service User shall not object to such use or disclosure.

Article 22. Deletion of Information

In any of the following circumstances, the Company may delete, without prior notice, information registered by a Service User in the Service and any other information recorded through the Service as a result of the Service User's use of the Service, including information concerning persons with whom the Registered User communicated through the Service (collectively, "Recorded Information"):

- (1) The storage capacity, available call minutes, or available recording minutes for Recorded Information exceeds the limit prescribed by the Company.
- (2) The Company determines that deletion is necessary for operation or maintenance of the Service.
- (3) The content of Recorded Information violates, or may violate, these Terms.
- (4) The Company otherwise reasonably determines that deletion of the information is necessary.

Article 23. Entire Agreement

These Terms constitute the entire agreement between the Company and the Registered User concerning the matters contained herein and supersede all prior agreements, representations, and understandings, whether oral or written, between the Company and the Service User concerning such matters.

Article 24. Governing Law and Jurisdiction

These Terms shall be governed by the laws of Japan. The Tokyo District Court shall have exclusive agreed jurisdiction as the court of first instance over any dispute arising out of or relating to these Terms.

Article 25. Resolution through Consultation

If any matter is not provided for in these Terms or any question arises regarding interpretation of these Terms, the Company and the Service User shall promptly seek to resolve the matter through good-faith consultation.

English translation of the Japanese DEN.AI Terms of Use. In the event of inconsistency, the original Japanese text should be reviewed by qualified legal counsel.