

News Release

IIJ to Update Identity Verification Procedures for Personal MVNO Service IIJmio, Supporting JPKI Use and Combination of IC Chip and Facial Image matching

TOKYO -October 30, 2025 - Internet Initiative Japan Inc. (TSE Prime: 3774), one of Japan's leading Internet access and comprehensive network solutions providers, today announced changes to the procedures for verifying customer identity when signing up for its personal MVNO service IIJmio. Starting in mid-January 2026, verification will be available via the Japanese Public Key Infrastructure (JPKI) service^{*1} using the customer's Individual Number ("My Number") card, and by matching the digital data in the IC chip on ID cards with the facial image.^{*2} A new smartphone application, "ID verification for IIJmio" will also be provided to facilitate the procedures.

These changes are being instituted to comply with FY2026 revisions to the "Act on Identity Confirmation, etc. Performed by Mobile Voice Communications Carriers for their Subscribers, etc. and Prevention of Wrongful Use of Mobile Voice Communications Services." In response to the revisions, the current method for verifying identity when newly signing up for IIJmio, of uploading identification documents, will be discontinued and replaced by more secure procedures using the JPKI service or by reading the IC chip on ID cards and matching with facial images. The changes are intended to prevent fraud such as third-party identity theft or document falsification.

The smartphone application "ID verification for IIJmio" will be made available for reading the IC chip of My Number cards or other identification cards. This application adopts the LIQUID eKYC platform, provided by Liquid, Inc., for identity verification.

^{*1} JPKI (Japanese Public Key Infrastructure): An identity verification service, based on public key encryption, using the digital certificate embedded in a My Number card IC chip for online verification of the user or for preventing falsification of contracts or other documents.

^{*2} Matching the digital data in the IC chip on ID cards with the facial image: Online identity verification by first reading an IC chip in a driver's license or other forms of ID, then capturing the customer's appearance (face) and matching it with the facial image data stored on the IC chip.

■ Date of effect

Mid-January 2026 (planned)

■ Changes to identity verification procedures^{*3}

	Before change	After change
Items needed for identity verification	• Personal identification document	• Personal identification document • Smartphone with NFC functionality • "ID verification for IIJmio" application
Personal identification document (any one of the following documents)	• Individual Number ("My Number") card • Driver's license • Residence card • Certificate of Insurance (national health insurance/other health insurance)^{*4} • Japanese passport and supporting documentation	• Individual Number ("My Number") card • Driver's license • Residence card • Special Permanent Resident Certificate • A copy of certificate of residence^{*6} • Other - Driving Record Certificate (only through

	• Other - Special Permanent Resident Certificate - Basic Resident Registration Card^{*5} - Driving Record Certificate - Physical Disability Certificate - Certificate of Mental Disorder - Rehabilitation Certificate - Identification card issued by Ministry of Foreign Affairs	March 2026)
Identity verification method	• Upload of document image for later delivery • Document image and facial image	• Use of JPKI service • Reading IC chip and facial image • Sending a copy of the certificate of residence for later delivery^{*6} • Document image and facial image (only through March 2026)
SIM types requiring identity verification *No change	• SIM/eSIM with voice call functionality • SIM with SMS functionality	
Applications requiring identity verification *No change	• New contract • SIM replacement/exchange • Change of subscriber's name • Purchase of handsets, etc.	

*3 These changes do not apply to the identity verification performed in person at an electronics store, etc., when obtaining on-the-spot activation. The change of in-person identity verification will be announced separately in compliance with future law implementation, scheduled by April 2027.

*4 The Certificate of Insurance will be discontinued as of December 1, 2025.

*5 The Basic Resident Registration Card will be discontinued as of December 28, 2025. IJmio will no longer accept this card after December 1, 2025, the date of Certificate of Insurance discontinuation.

*6 The method of sending a copy of the certificate of residence for later delivery is scheduled to begin in March 2026. The procedures are expected to take more time than other identity verification methods. An additional fee for this method will also be charged. Details will be announced by the date it comes into effect.

➤ Please see the IJmio website for details of the identity verification procedures.

<https://www.ijmio.jp/hdc/visitors/en/verify.html>

■ About the “ID verification for IJmio” application

“ID verification for IJmio” is a smartphone application necessary for My Number card and IC chip reading. It will be available from the App Store or Google Play Store. (in Japanese)

Changes to the identity verification procedures for corporate mobile services are planned as of April 2026 and will be announced in due course.

IJ will continue endeavoring to improve services so that customers can use them safely and securely.

About LIQUID eKYC

LIQUID eKYC is an online identity verification service with an extensive track record, provided by Liquid, Inc. Verification methods supported include imaging of driver's license, My Number card or other personal ID document, matching of self-taken photos to images read from an ID chip, and Public Key Infrastructure service (JPKI/smartphone JPKI). Applying original AI, biometric authentication, and OCR technology, the verification procedures are carried out seamlessly.

Website: <https://liquidinc.asia/global/kyc-application/>

About IIJ

Founded in 1992, IIJ is one of Japan's leading Internet-access and comprehensive network solutions providers. IIJ and its group companies provide total network solutions that mainly cater to high-end corporate customers. IIJ's services include high-quality Internet connectivity services, systems integration, cloud computing services, security services and mobile services. Moreover, IIJ has built one of the largest Internet backbone networks in Japan that is connected to the United States, the United Kingdom and Asia. IIJ was listed on the Prime Market of the Tokyo Stock Exchange in 2022. For more information about IIJ, visit the official website: <https://www.iij.ad.jp/en/>.

The statements within this release contain forward-looking statements about our future plans that involve risk and uncertainty. These statements may differ materially from actual future events or results.

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