

VII Information and Telecommunications

VII-1 Land-Line Telephone

1. Applying for a New Telephone Service

When you require a new telephone line to your home, you can apply for it to NTT either by dialing 116 from a public phone or 0800-2000-116 from your mobile phone (service available in Japanese). You can also apply online through the NTT website. You are required to show personal identification (Passport or Resident Card) and pay the following lump-sum payments:

< Lump-sum payments (excl. tax) >

| | Basic Service Fee | Telephone Line Installation Fee | Installation fee | Total | |
|---|-------------------|---------------------------------|------------------|-----------------------------|---|
| Subscribed Telephone (Purchased subscription right) | 800 yen | 36,000 yen | Not Necessary | <u>36,800</u> <u>yen</u> | For long-term use (lowest monthly basic rate) |
| Subscribed Telephone/Light Plan (Rented subscription right) | 800 yen | Not Necessary | 2,000 yen | <u>2,800</u> <u>yen</u> | For short-term use (lowest initial cost) |

2. Payment of Fees

Monthly telephone bills consist of basic monthly charges and usage.

You can pay the mailed monthly bill at your nearest convenience store, financial institution and other locations. It is also possible to have the charge automatically taken from a credit card or your account at a bank or post office (application required). If you do not pay your bill, service may be terminated.

3. Inquiry and Telephone Service

For matters regarding application, fee and other services, please contact NTT WEST.

<http://www.ntt-west.co.jp/>

| | TELEPHONE NO. | Hours |
|--|--|---|
| NTT West Information (Customer Center in Foreign Languages) | 0120-064-337 | Mon - Fri 9am - 5pm Available languages: English, Spanish, Korean, Portuguese, and Chinese |
| Install or transfer telephone line Apply for various services etc | (mobile phone/PHS) 116 0800-2000-116 | 9am - 5pm ※Weekdays, Sat, Sun and Public Holidays |
| Telephone Service Disruptions | 113 (mobile phone/PHS) 0120-444-113 | 24 hours a day (Calls will be handled by recorded voice guidance) |
| Operator Service (fee applicable) | 104 | 24 hours a day |
| Phone number search website in English | <input type="text" value="URL"/> http://English.itp.ne.jp | |
| Voice mail service, dial in times of natural disasters | 171 | In operation when a disaster occurs |