

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

VII-2 Mobile Phone

You can make a contract at mobile phone agents or distributors (such as electric appliances stores and other businesses).

In order to make a new contract to use a mobile phone, you will need documents verifying your identity including Residence Card with address, Driver's License Card or My Number Card, and registered personal seal (hanko) to your financial institution and passbook (or bank card) or credit card for payment.

Here are just a few of the many mobile phone service providers. Inquire to each for details.

<Major Mobile Phone Companies>

	TEL	
NTT DoCoMo	0120-005-250 (Customer Center in Foreign Languages)	Hours: 9am – 8pm (Free Dial) Available languages: English, Portuguese, Chinese, and Spanish
	0120-800-000	URL http://www.nttdocomo.co.jp/
Softbank	0800-919-0157 (toll free)	URL http://www.softbank.jp/mobile/ * Support in English (Opening hours: 9am – 8pm) Press 8 after dialing (Free Dial)
au	0120-959-472 (English) 0120-959-473 (Portuguese) 0120-959-476 (Chinese) 0120-959-478 (Korean) 0120-933-952 (Tagalog) 0120-933-961 (Vietnamese) 0077-7-111 / 157 (Japanese)	URL http://www.au.com/ Hours : 9am - 8pm (Free Dial)

VII-3 How to Make an International Call

International calls can be made from a subscribed telephone such as that in your home (separate contract may be required), some public phones and mobile phones (additional charges may apply). Call the respective international telephone company for more details. (Service available in English)

<Major International Telephone Companies>

	TEL	URL	Code Number
KDDI	0057 or 0120-977-097	http://www.001.kddi.com/	001
Softbank	0120-03-0061	https://tm.softbank.jp/consumer/0061_intphone/	0061
NTT Communications	0120-506506	https://www.ntt.com/personal/services/phone/international.html	0033

<How to Make an International Direct Call>

International Call Company Number + 010 + Country Code + Number of person you are calling.

VII-4 Media

1. TV

NHK Television (Channel 1)

Some news programs offer bilingual broadcasting in Japanese and English. However, televisions must be equipped with a dual channel sound system.

Program Name	Broadcast times
NHK News 7	Everyday 19:00-19:30 (30 min)
News Watch 9	Monday – Friday 21:00-22:00 (60 min)

NHK World Television (Satellite Broadcasting: NHK BS)

News program broadcast for the world by NHK World Television. Some programs are broadcast in English.

Program Name	Broadcast times
NEWSLINE	BS1 Every day, top of the hour

*** About NHK Broadcasting Viewing Fees ***
The law stipulates TV owners must pay a usage fee.

	For 2 months	For 6months lump-sum payment in advance	For 12 months lump-sum payment in advance
Contract for Terrestrial Broadcasting	2,620 yen	7,475 yen	14,545 yen
Contract for satellite broadcasting (including terrestrial one)	4,560 yen	13,015 yen	25,320 yen

(The fee differs based on payment methods.)

Contacts for the NHK Viewing Fees (Contract):

URL <http://pid.nhk.or.jp/jushinryo/>

TEL0120-151515 (Daily 9:00-20:00)

TEL:050-3786-5003 (Daily 9:00-20:00)

<Satellite Broadcasting>

Subscription to Broadcast Satellite TV allows you to watch news, movies and other programs in English. There are also some channels that broadcast news from all over the world.

Contact the respective companies for more details.

	TEL	URL
NHK BS	0570-066-066	http://www.nhk.or.jp/digital/satellite/index.html To make a contract: TEL 0120-151515
SKY PerfecTV	0120-039-888	https://www.skyperfectv.co.jp/eng/
WOWOW	0120-580-807	http://www.wowow.co.jp/

<CATV>

By subscribing to CATV services you can watch various types of channels including some in English. For more details, inquire at your local CATV company.

2. Radio

NHK Radio 2 (828kHz)

News program made and broadcast for the world by NHK World Television. You can listen to some programs in Japan.

Program Name	Coverage Time	
	Mon - Fri	Sat and Sun
News in English	14:00-14:15 (15 min)	14:00-14:10 (10 min)
News in Chinese	13:00-13:15 (15 min)	13:00-13:10 (10 min)
News in Korean	13:15-13:30 (15 min)	13:40-13:50 (10 min)
News in Spanish	13:50-14:00 (10 min)	13:50-14:00 (10 min)
News in Portuguese	22:45-23:00 (15 min)	23:25-23:35 (10 min)
News in Vietnamese	13:30-13:40 (10 min)	No service
News in Indonesian	13:40-13:50 (10 min)	No service

FM COCOLO (76.5MHz) [URL](https://www.cocolo/) <https://www.cocolo/>

FM COCOLO also has broadcasting in English, Korean, Chinese and other languages.

3. Internet

With the internet, you can collect and exchange information by browsing homepages and corresponding with email, etc. From a mobile phone, you can use the internet, but a computer is more useful for full and convenient access.

You cannot connect to the internet by simply by purchasing a computer. You need to make a contract with an Internet Service Provider.

Many providers are available, and their fee structures and services are different.

<Major Internet Service Providers>

	TEL	URL	Business Group
OCN	0120-506-506	https://www.ntt.com/personal/ocn.html	NTT Communications
BIGLOBE	0120-56-0962	http://join.biglobe.ne.jp/	Electric-Appliance Maker
@nifty	0120-50-2210	http://setsuzoku.nifty.com/	Electric-Appliance Maker
Yahoo! BB	0120-33-4546	http://bbpromo.yahoo.co.jp/	Softbank
Eo Hikari	0120-34-1010	http://eonet.jp/go/	Power Supply
ZAQ	Please inquire to your CATV provider.	http://zaq.ne.jp/	CATV

* Many other providers are available.

NHK World, Radio Nippon Online [URL](http://www3.nhk.or.jp/nhkworld/) <http://www3.nhk.or.jp/nhkworld/>

Audio news in 18 languages is available through internet broadcasting.

Also written news in 8 languages is available.

4. Newspapers and Magazines

You can subscribe to (daily or weekly) newspapers or magazines in foreign languages, and you

can read most of them also online.

Foreign newspapers and magazines can be purchased at large bookstores or from the Overseas Courier Service (OCS).

Overseas Courier Service (Import Service for Subscribers)

TEL 0120-627-012 <https://www.ocs.co.jp/>

<Foreign Newspapers, Magazines>

	Publication	TEL	URL
English Newspaper (Daily or Weekly)	The Japan Times	050-3646-0123	http://www.japantimes.co.jp/
	The Japan News	0120-431-159	http://www.the-japan-news.com/
English Magazine and Information Magazine	KANSAI Scene	06-6539-1717	https://www.kansaiscene.com/
Chinese	Chunichi Shinpou	06-6569-6093	http://www.chunichishinpou.com/
	Chubun Douhou (Weekly)	03-4579-7866	http://www.chubun.jp/index.php
	Newspaper for International Students (twice a month)	03-5458-4173	http://www.mediachina.co.jp/
Information magazine in Filipino	Philippines Digest	070-5010-0459	http://phildigest.jp/
Information magazine in Vietnamese	Hoasen	03-5368-0194	http://gmcinc.co.jp/hoasen
Information magazine in Portuguese	Alternativa	050-6860-3660	http://www.alternativa.co.jp
Information magazine in Spanish	Mercado Latino	06-6342-5211	http://www.mercadolatino.jp

5. Libraries Offering Foreign Language Books and Magazines

Library Name	Address, TEL	Closed	URL
Osaka Prefectural Central Library	1-2-1 Aramotokita, Higashiosaka-shi TEL 06-6745-0170	Monday, and second Thursday of every month	http://www.library.pref.osaka.jp/site/central/
Osaka Municipal Central Library	4-3-2 Kitahorie, Nishi-ku, Osaka-shi TEL 06-6539-3300	every first and third Thursday of every month	http://www.oml.city.osaka.lg.jp
Center for International Children's Literature	1-2-1 Aramamoto-kita, Higashiosaka-shi TEL 06-6745-0170	Monday, and second Thursday of every month	https://www.library.pref.osaka.jp/site/jibunkan (magazines in various foreign languages)

Osaka University Foreign Language Library	*Minoh Campus 8-1-1 Aomadanihigashi, Minoh-shi TEL 072-730-5126	Please check the website.	http://www.library.osaka-u.ac.jp/gaikoku (Books, magazines and newspapers in various foreign languages)
JETRO Osaka Material Viewing Corner	Osaka Kokusai Building 29th floor, 2-3-13 Azuchi-cho, Chuo-ku, Osaka-shi TEL 06-4705-8604	Saturday, Sunday, Public Holidays and year-end & New Year holidays	https://www.jetro.go.jp/jetro/japan/osaka/lib.html (International business materials)

* Local libraries or international cultural centers in your municipality may store foreign books and magazines.