

Realizing the NTT West Group Mid-Range Vision ③

Helping to build a safe and secure society

Live up to customer trust in NTT as the company that can be counted on at all times.

(1) Further impetus to “customer first” activities

- Real-time sharing of “voice of customers” on Web enables fast assessment of service issues and speedy improvements
- Extended service hours of call center (116) and improved repair service (113) in response to customer demand

(2) Concerted efforts to prevent network system trouble

- Performed total facilities inspection and carried out improvements
- Set up **emergency number for equipment trouble** (single contact point for reporting facilities trouble, resulting in quicker and better response).

(3) Prompt recovery from disaster, drawing on total group capabilities

- Provided Disaster Emergency Denson Dial 171 (emergency messaging service) and broadband disaster message board (used a total of around 120,000 times, for Typhoon Nabi, etc.)
- Assisted with recovery from Typhoon Nabi damage (total of 400 person-days (9/12-9/15)).

(4) Protection of the earth’s environment

- Carrying out and promoting measures against global warming (participation in “Team Minus 6%”).
- Working to reduce industrial waste and promote recycling