Steps to further improve the quality of Hikari broadband services

Emergency Response

To improve the level of security,

◇ Establish interim capacity standards for network facilities factoring in a safety margin that allows a flexible response to traffic fluctuations.

Expand subscriber line facilities based on the interim standards.

◇ Hold subscriber lines based on areas in order to limit the extent of any impact caused by system failures.

◇ Provide priority connections for emergency call numbers such as 110 and 119.

Full-scale countermeasures

◇ In addition to the programs implemented by the "Hikari Broadband Quality Improvement Project,"

establish three new major initiatives to enhance the structural framework and promote endeavors to bring about even higher reliability and a speedier response to system failures.

(1) Performance reassessment of network facilities

(2) Study into how to increase network resilience

(3) Establishment of a high level quality control system

◇ Expand staffing, including young employees, in the area of technological development, to foster IP technicians at the earliest date.