

Upgrading Hikari Broadband Customer Services

A new system introduced to shorten the waiting period for obtaining Hikari broadband services.

Our new system allows us to provide a schedule for installations or repairs soon after receiving applications via our service reps or website.

The development of Hikari broadband services bolstered, and network maintenance capacity increased.

More junior employees have been assigned to our IP-based service development and maintenance divisions.

improving Customer service

Our customer centers offer more efficient responses to inquiries and applications regarding optical and IP-based services.

The repair support desk is being transformed into an integrated service center

