

# Enriched Fiber-optic and Related Services (2/3)

## “Makasete Anshin (dependable security) Service”<sup>\*1</sup>

• Provide Internet users with full support **24 hours a day, 365 days a year**

- Not sure how to set up PCs and Internet connection
- Unable to connect peripheral equipment, etc.



**Support via phone**

Provide support to customers via phone to fix problems with setup, operation, etc.

**Remote support**



Operators provide support by sharing the customer's PC screen and operating their computer (manipulating mouse and keyboard)

Home PC



<sup>\*2</sup> FLET'S  
Hikari Premium

Hikari Denwa



Operator



**PC environment (security) diagnosis**



Install a special-purpose tool into the customer's PC to allow diagnosis of basic security environments of the OS and application software, and ensure security by periodically fixing vulnerabilities

**On-site support**

<sup>\*3</sup>

Visit customer's home, and provide support face to face

(<sup>\*1</sup>) “Makasete Anshin Service” is provided by NTT NEOMATE CORPORATION.

(<sup>\*2</sup>) The line connection is an example, and the service is also available to customers using services other than FLET'S HIKARI PREMIUM (NTT West).

(<sup>\*3</sup>) On-site support services are separately charged (at special rates).