

# Launch of Office and Home Network Omakase Support Service

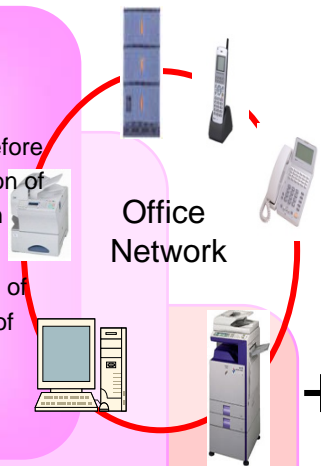
## Office Market

### Office Network Omakase Support Service

#### On-site support (Launched Sept. 2009)

##### PC, LAN Omakase

- Regular checks to prevent problems before they occur, security checks (confirmation of patch update settings), LAN connection status checks
- One-stop troubleshooting, identification of trouble spots, repair and maintenance of LAN wiring and network devices
- Settings for complex network devices



##### Data backup Omakase

- PC data backup
- PC data deletion
- PC reuse

##### Office equipment Omakase

- Full-service installation and maintenance of office equipment such as multifunction complex machines

Enhancement

#### Remote Support

(Launch planned for start of FY2010)

Security management, IT asset management, troubleshooting, etc.

Alliance with multifunction complex machine manufacturers

## Home Market

### Home Network Omakase Support Service

#### On-site support (Trial to commence Dec. 2009)

##### IP-TV, terrestrial digital Omakase

- Proposal and installation of "clean wiring" that takes aesthetics into account (between line terminal device and TV)
- Setting up Internet connection of Internet-capable home appliances such as IP-TVs



##### Game Console Omakase

- Internet connection setup for Wii and other game consoles
- One-stop troubleshooting

##### Home security, health care Omakase

- Installation and maintenance of security equipment and sensors

Enhancement

#### Remote Support

(Launch planned for FY2010)

Remote setup and control, troubleshooting, etc.

Alliance with home appliance and game console manufacturers and home builders