

# Status of Recovery from the 2016 Kumamoto Earthquake **NTTWEST**

- Although the earthquake caused damage to telecommunications equipment, NTT West was able to keep the impact on its service provision to customers at a minimum by leveraging measures based on past experiences with large-scale disasters
- Rapidly provided free Wi-Fi, disaster alert dialing, special public telephones and other means of communicating safety status and disaster information

## Disaster Conditions

Telephone Poles: **approx. 1,200**

Cables: **9** (relay points), **approx. 600** (access points)

Corporate Buildings without Power: **45**



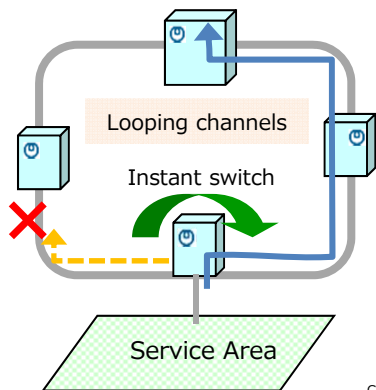
## Status of Recovery of Telecommunications Services<sup>※</sup>

By enhancing disaster recovery measures based on past disaster experiences, we were able to promptly restore telecommunications services in the disaster areas.

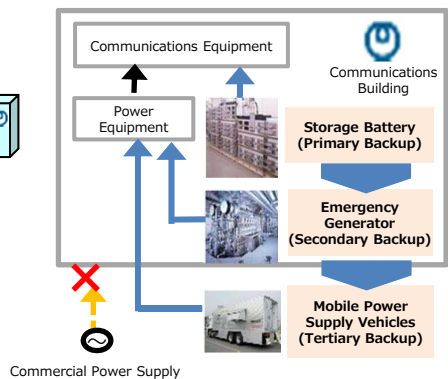
While routes were disconnected in both directions in certain areas, service was restored in three days by securing detour routes.

### Disaster-Resistant Telecommunications Equipment

#### Improve Network Redundancy



#### Power Storage during Long-Term Power Outages



### Combined NTT Group Efforts

Broad support from other areas, leading to reduced recovery time

1,000 people days



## Support Efforts in Disaster Areas

- Provision of free Wi-Fi
- Provision of disaster alert dialing
- Installation of special public phones, portable satellite phones, etc.
- Free usage of public phones (Kumamoto Prefecture and Oita Prefecture)

### Visual Representation of Free Wi-Fi Provision

#### ■ Opening of Public Wireless LAN



#### ■ Installation of Special Public Wi-Fi in Evacuation Centers

#### NTT Group Cooperation

ISP  
(NTT Communications)

Wi-Fi Wireless AP  
Management  
(NTT Media Supply)

Access Lines  
(NTT West)

#### Evacuation Centers

Wireless for  
Disaster  
Counter-Measures

or

Fiber optic  
cables/ metal  
cables



<sup>※</sup> Restoration of our communications buildings is complete, and restoration of services between our communications buildings and customers' homes, or of communications environments within customers' homes, are currently underway, with the exception of restricted areas.