Strategies for Future Business Operations **NTTWEST**

I. Strengthen earning power in the business market

- Promote ICT solutions that aim to solve social challenges
- Concentrate resources in high-potential markets, increase efficiency of behind-thescene operations

II. Expand the Group's growing businesses

- Expand the comprehensive OS business centered on contact center businesses
- Expand real estate and contents businesses

III. Expand Hikari services and generate profits

- Expand the number of Hikari Collaboration Model providers in business areas (promote the B2B2X model)
- Enhance support for Hikari Collaboration Model providers