

Providing Stable Communication Services

- Maintain stable network quality even while data communication traffic has increased by up to 60%* during the daytime on weekdays
*Comparison between the week of April 20, 2020 and the week of February 25, 2020
- Although there have been partial call center reductions, network operation, monitoring, and troubleshooting are continuing 24 hours a day, 365 days a year

Initiatives to Support Local Customers

- Extending payment deadlines for various service charges until the end of June 2020
- Implemented various support measures for the introduction of teleworking to meet the increasing needs of remote societies
(Established Telework Counseling Service on March 18, 2020)
- Implementation of support measures for building an environment for remote learning, etc. in collaboration with universities