

Customer and Community Engagement

DOCOMO is committed to building a society in which people can live with greater security, safety, comfort, and affluence across geographic boundaries and generations. To achieve this, we will continue to deepen our engagement with different types of stakeholders, improve our products and services, and carry out our community investments.

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Responsibility for Products and Services

Basic Policies and Philosophy

DOCOMO is dedicated to maintaining product quality with due consideration for safety at every stage, from design to after-sales service. We define our own standards concerning the safety of mobile phones at the design stage, examine product safety by testing prototypes, and ultimately determine the launch of a product only after safety is assured. Our products are thoroughly examined at every stage to ensure they meet our standards. We stand by the quality of our products even after they are purchased by providing after-sales services.

In addition, we offer products and services that incorporate universal design principles so they can be used by everyone, including children and senior citizens, regardless of disability or nationality. As for current social concerns related to mobile phone use, such as criminal behavior, addiction, and ethical issues, we are partnering with Japan's Ministry of Internal Affairs and Communications as well as other relevant organizations to sincerely address these concerns as a vital corporate social responsibility.

Product and Quality Control

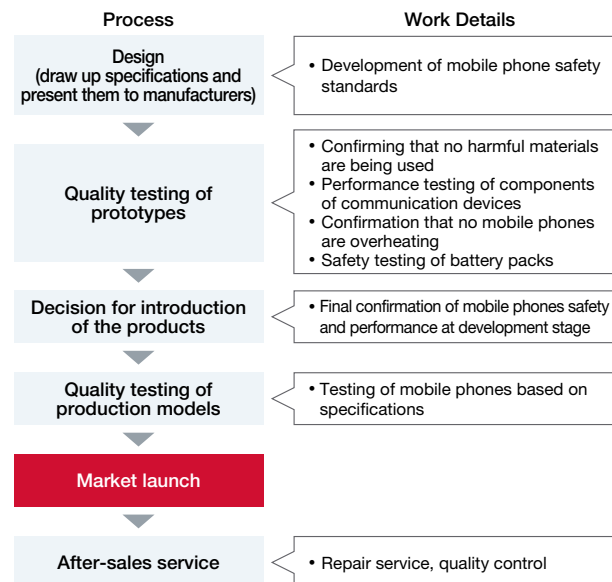
DOCOMO conducts thorough and strict quality processes to ensure that our products can be used safely, reliably, and conveniently by customers at all times. We work with communication device manufacturers to develop products that are safe and thoroughly monitor product safety under strict evaluation standards at every step of the way up to market launch. In addition, we fully comply with all regulatory requirements for labeling during shipping and delivery and use packaging materials based on our green procurement standards. Our products are delivered to customers only after fully meeting these rigorous standards for product safety.

We strive to respond to any problems with our products once they are on the market by setting up repair and service centers throughout Japan and an online system for accepting customer requests for repairs. In addition, we promptly respond to customer feedback on quality by investigating causes and exploring improvements to enhance product quality. In the event of a major malfunction, the Communication Devices Action Committee, chaired by the senior executive vice president, is convened to identify the nature of the problem, isolate its causes, and determine policies for addressing it. This ensures that customer inquiries are immediately responded to and that customers are always informed of any issues that arise.

DOCOMO's Corporate Sales and Marketing Division and two of its functional subsidiaries*1 operate their ISO 9001-certified quality management systems.

*1 DOCOMO Datacom, Inc. and DOCOMO Technology, Inc.
*2 As of March 31, 2022

[Flowchart of Standard Product Quality Flow]



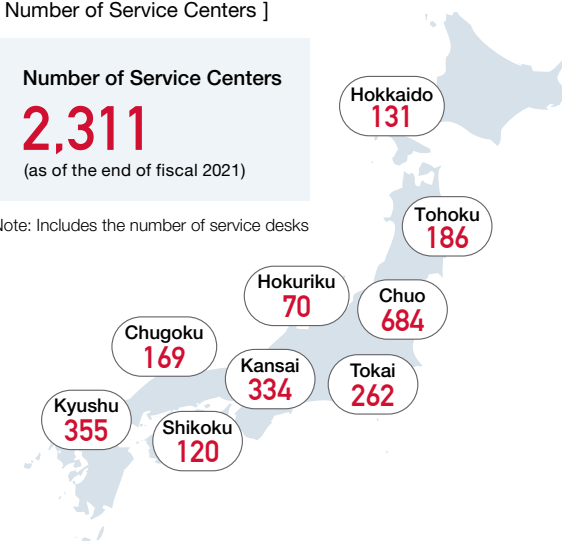
[Number of Service Centers]

Number of Service Centers

2,311

(as of the end of fiscal 2021)

Note: Includes the number of service desks



Ensuring Product Safety through Software

DOCOMO updates its software as necessary to increase product safety and user friendliness, fix software-related defects, improve usability, apply current security patches, and for other purposes. Since updates are implemented through data transmission, customers can update their devices in a timely manner, and updates can be applied to products still in the factory or in shop inventories, which enables customers to receive product improvements promptly. Models equipped with a software update function are always updated to the latest version. Software updates that follow OS upgrades will apply to the latest OS version.

[Software Update Information List \(in Japanese only\)](#)

Disclosing Information on Products and Services

To ensure the safe and convenient use of our products and services, DOCOMO strives to provide timely and relevant information to customers at docomo Shops across Japan and through our website. At docomo Shops, we assist foreign nationals with language support over the phone, and some have videophone systems in place to communicate in sign language with the hearing impaired, so those customers requiring these services can obtain information on DOCOMO's products and services.

A customer support page on DOCOMO's official website provides product support information such as device use, default settings and after-sales services, billing and discounts, and service areas. The docomo Online Procedure service on the website allows customers to select billing plans and apply for services, request repairs, and report lost or stolen phones. Apart from the website, we also provide contact points for submitting applications and queries by phone and e-mail. Moreover, customers can use our Otasuke Robot, a fault diagnostic chatbot that responds 24 hours a day to inquiries about smartphone failures and other mobile phone problems through automated chats. We also offer an online smartphone diagnostic app that allows customers to easily run diagnostic tests on their smartphones without having to visit a docomo Shop, and it provides information on suggested improvements and procedures based on the results of these tests.

Moreover, the docomo Online Shop is useful for customers living in areas where there are no docomo Shops and for those who are unable to leave their homes to purchase a smartphone or charger.

- Inquiries in Foreign Languages
- Support through Videophone
- DOCOMO Online Procedures (in Japanese only)
- Online Shop (in Japanese only)
- Fault Diagnostic Chatbot (Otasuke Robot) (in Japanese only)

Services that Ensure Device Security

» Security Countermeasure Services

We have recently observed a rising number of threats to Internet and telephone communications, such as spam mails, computer viruses, redirects to harmful apps and websites, and increases in other scam operations that take advantage of vulnerabilities in new policies and regulations as well as current social developments. More people are suffering from problems caused by such nuisances while using mobile phones and smartphones, and DOCOMO is proactively working to provide proactive countermeasures.

Anshin Security is a security service package that safeguards smartphones from a variety of threats. It includes virus detection, blocks harmful websites, provides anti-spam mail functions, as well as notifications for suspicious incoming calls, displays screen alerts for unsecured Wi-Fi connections, and has other functions as well.

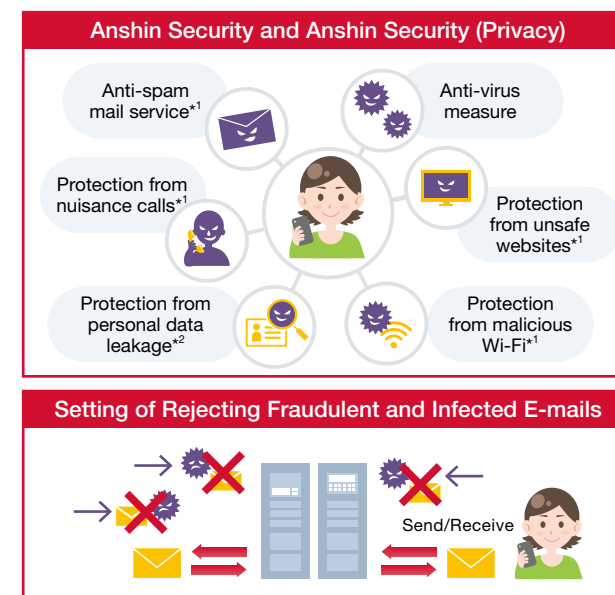
DOCOMO offers several free services to reject e-mails sent from malicious senders such as phishing scams and those containing harmful URLs, to remove viruses attached to e-mails (settings for handling scams and rejecting infected e-mails) as well as to display a verified e-mail account on "docomo mails" sent from companies and other organizations that have subscribed to the service. These services can be used together with Anshin Security to provide a safer communication environment for mobile phone and smartphone users.

Anshin Security (Privacy), launched in May 2021, is a service that enables customers to monitor unintended leakages of personal data on the Internet. If a breach is detected, it notifies the customer and offers advice on how to deal with it to reduce the risk of leaked data being misused for malicious purposes.

There has recently been an increase in illegal access to DOCOMO's services with d account IDs and passwords stolen from customers through DOCOMO-spoofed e-mails or SMS messages. In response, DOCOMO makes available

a setting called "d account password-less authentication," allowing customers to disable their password and use biometric authentication or lock screen authentication instead, thereby providing a greater sense of security and convenience.

In November 2021, we also started introducing a countermeasure for the Raku-Raku Smartphone and other smartphones not equipped with a biometric authentication app.



*1 Available only for customers under the Anshin Security plan
 *2 Available only for customers under the Anshin Security (Privacy) plan

Considerations for Children, the Elderly, and People with Disabilities

Considerations for Children

» Filtering Service to Prevent Access to Illegal or Inappropriate Websites and Use of Harmful Apps

While using the Internet, children can be exposed to illegal or inappropriate information that may be harmful to their development. The viewing of illegal or inappropriate websites and use of harmful apps also raise the risk of involvement in criminal activity. According to a survey conducted by the National Police Agency and Ministry of Education, Culture, Sports, Science and Technology*1, a record-breaking number of children became crime victims through social media in 2019. About 90 percent of these children did not use filtering. DOCOMO offers the Filtering Service to prevent these Victims and in principle requires that subscribers under the age of 18 using smartphones or mobile phones are registered with the Filtering Service*2.

Anshin Filter for docomo can permit or restrict access to individual websites and apps based on each child's school age and needs and also can limit when apps can be used depending on the time of the day*3.

*1 Based on "Juvenile Delinquency, Child Abuse, and Child Sexual Abuse in 2021" by the National Police Agency

*2 Stipulated in the Act on Establishment of Enhanced Environment for Youth's Safe and Secure Internet Use (revised on February 1, 2018)

*3 Content of the Filtering Service differs according to the requirements of each model. Functions offered by the "Anshin Filter for docomo" differ by operating system.

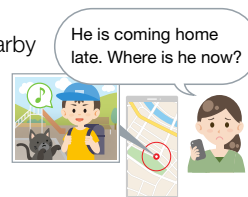
Filtering Service (in Japanese only)

» Looking after Children from a Distance with imadoco-search

To protect children from being targeting by criminal activity, which remains rife, we have been providing parents and guardians with the imadoco-search service, enabling them to locate children and remotely monitor their activities. The GPS on their Kid's Keitai (mobile phone) or smartphone allows parents to find out where their children are on a map. In addition, it incorporates an emergency buzzer that a child can press when they are in danger and a function to automatically transmit a child's whereabouts when the power is interrupted. The service can be also used to track elderly adults who live away from their families.

[Features of Imadoco-search]

- Indicates a child's location on a map as necessary
- Indicates a child's travel route on a map
- Notifies a family member about the user's location when the user presses an emergency buzzer or when the power is switched off
- Provides information about nearby incidents (Service is available in 41 prefectures as of August 2022.)
- Notifies user's location when the battery is low



Imadoco-search (in Japanese only)

Consideration for the Elderly and People with Disabilities (DOCOMO Hearty Style)

» Promoting DOCOMO Hearty Style Products and Services Based on Customer Feedback

DOCOMO Hearty Style is an activity for promoting products and services that are easy for anyone to use so that every customer is satisfied. It is based on the universal design

concept, with which we seek to make products and services easy to use for all people, regardless of culture, language, nationality, age, gender, ability, or disability. We are working on various initiatives under the three pillars in the following table.

[Three Pillars of DOCOMO Hearty Style]

Pillar of Activity	Initiatives
Promote Product and Service Development	Develop and provide products and services that are easy for all types of customers to use (1) Develop the Raku-Raku PHONE series (2) Provide smartphone apps and services such as Mieru Denwa designed for people with disabilities P.53 (3) Offer Hearty Discounts P.53 (4) Provide braille phone charge service P.54
Enhance Customer Support	Improve the environments of customer service desks, which are easy for anyone to use, and enhance response to customers (1) Make docomo Shops barrier-free P.106 (2) Operate docomo Hearty Plaza (Marunouchi) (3) Install videophones supporting sign language P.106 (4) Conduct training for docomo Shop staff P.105 (5) Provide the Telephone Relay Service P.54 Note: For details, see the Supply Chain section.
Disseminate Safe and Secure Use	Provide opportunities for all customers to use smartphones and other devices safely, securely, and conveniently (1) Organize DOCOMO Hearty Class lectures for organizations serving people with disabilities P.54 (2) Organize Smartphone and Mobile Phone Safety Classes for special-needs schools nationwide P.59 (3) Participate in events and exhibitions for people with disabilities

[Developing Universal Design Products (Raku-Raku PHONE Series)]

We are focusing on developing products with clearly recognizable functions and features, including the Raku-Raku Phone series, so that the elderly and people with disabilities can easily use them.

Easy-to-read screen with large characters
In addition to basic phone and Internet functions, the characters of down-loaded apps can also be enlarged.

Universal design font
A universal design font is used for readability.

Usage support at a Raku-Raku Phone Center

Instruction manual in braille, Raku-Raku Smartphone voice, and text

Easy touch panel
A touch panel that can distinguish between a simple touch and a press allows for activating a command as if pushing a button.

Voice output function
Tap the screen with three fingers to have the display screen read aloud. In addition, tracing the screen with two fingers allows you to recognize the position of the screen by changes in sound.

Raku-Raku Smartphone F-52B

Note: These are a few of the F-52B compatible functions. Please see the DOCOMO official website for details.

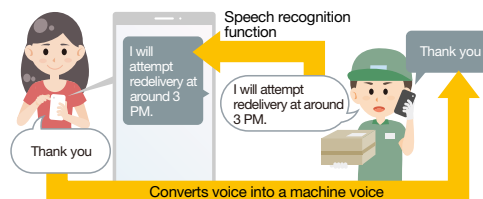
docomo Raku-Raku PHONE & Anshin Smartphone

We will continue to create products that meet the diversifying needs of our customers, such as equipping models other than the Raku-Raku Phone series with a character size enlargement function and simple menu.

» **Mieru Denwa (for People with Hearing Impairments)**

Mieru Denwa is a free smartphone app (iOS and Android) that converts spoken words received on a telephone into text, which is then displayed on the screen in real time. It can also deliver a user's message as a machine voice by converting the entered text.

It is useful for those who have difficulty listening or speaking as well as those with impaired hearing and the elderly. In March 2020, we added a function to save text history for improved convenience.

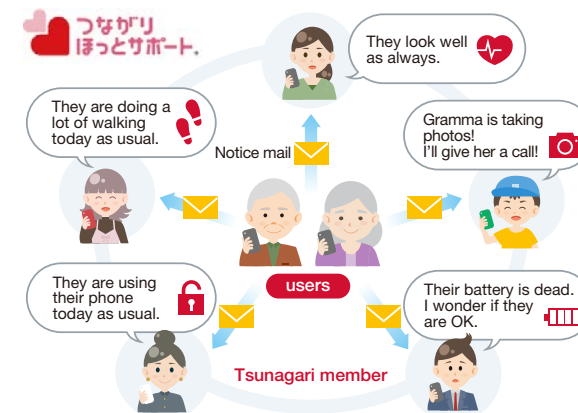


Mieru Denwa (in Japanese only)

» **Tsunagari Hotto Support**

Tsunagari Hotto Support enables Raku-Raku PHONE and Raku-Raku SMART PHONE users to inform registered members about their well-being based on mobile phone usage (number of steps, activation, or deactivation of the screen lock function and remaining battery power).

For example, the service will help users let family members living elsewhere know how they are doing and encourage conversations. Information indicating that a mobile phone or smartphone has not been on for an extended period quickly alerts family members of potential emergencies such as deteriorating health, and it has therefore been useful for looking after the elderly.



Tsunagari Hotto Support (in Japanese only)

» **Hearty Discounts**

Hearty Discounts is a service that discounts basic monthly charges and various service fees and waives a part of the administrative fees for some procedures for customers who have been issued a physically disabled certificate, nursing certificate, medical certificate for a specific disease, or similar documentation.

Details of Discounts

- (1) Discount on basic monthly charges for mobile phones
- (2) 60% discount on monthly charges for services such as answer phone
- (3) No administrative fees for new contract*, name change*, model change, or contract change
- (4) Free "initial setting support" for smartphones, etc., provided by docomo Shop staff
- (5) Free call and assistance charges for "104" directory assistance

*Applicable only if these procedures are performed at the time of applying for the Hearty Discounts service.

Hearty Discounts (in Japanese only)

» Braille Billing Statement Services

We issue braille billing statements for people with visual impairments free of charge. The statements present monthly billing amounts, statement details and other information in braille. In fiscal 2021, approximately 31,000 braille billing statements were issued.

» Accepting Applications for Telephone Relay Service

In July 2021, information centers and other telephone reception departments started accepting applications for the Telephone Relay Service* provided by the Nippon Foundation Telecommunication Relay Service.

*The service enables people with hearing or speech difficulties to communicate over the phone with others (not only with individuals but also with companies, local governments, medical institutions, emergency call centers, etc.) through interpreter operators, who translate conversations in sign language and text using their voice, and it is available 24 hours a day, 365 days a year. The service is provided by the Nippon Foundation Telecommunication Relay Service, which has been designated as a telephone relay service provider under the Act on Facilitating the Use of Telephones by the Hearing Impaired, etc. (Act No. 53 of 2020).

» DOCOMO Hearty Classes

DOCOMO Hearty Classes are held at the user's site to provide instructions on the basic operation and use of smartphones and tablets for those with disabilities.

We hold classes at the request of organizations that serve those with special needs and implement programs for each type of disability according to customer needs. The programs cover basic operations, such as receiving and making calls, introducing useful apps, and using mobile phones during a disaster.

The first class was held in 2006, and nearly 970 classes had been held by fiscal 2021, with about 12,400 participants in total. We have also participated in events and exhibitions for people with disabilities.

DOCOMO Hearty Classes (in Japanese only)

» Anshin Remote Support

This service supports customers who are not familiar with the operations and settings of smartphones or other devices by having a technical operator provide usage instructions through the remote sharing of the users smartphone or other screens. In addition to advising on operations as well as DOCOMO device and app settings, we offer support on using apps provided by operators other than DOCOMO (such as LINE, Facebook, Twitter, and Instagram) and on connecting peripheral equipment such as routers and headphones.

The service, in which the operator handles operation on behalf of the customer as if they were guiding them in person, has been well received by customers, with 21.92 million people signing up for the service as of March 2022.

Anshin Remote Support (in Japanese only)

» In-house Training

We provide training and lectures to employees in charge of product and service development and customer contact support, all areas in which having a deeper understanding of universal design is especially important. In fiscal 2021, we held a study session on reasonable accommodation.

DOCOMO will continue to develop these activities to raise employee awareness of universal design.

» Child Raising Support Discount and Child Raising Support Program

Since 2016, DOCOMO has been providing the docomo Child Raising Support Program to strengthen engagement with families with children.

Under the program, we gift d POINTs (3,000 points) once a year to families with a child of primary school age or younger. These points can be exchanged for hygiene supplies, toys, and other goods, as well as an



educational app of their choice for up to 13 months free of charge. The program also offers free use of a data storage cloud service and a way to create photobooks.

In 2021, given the recent social and economic environment, we also launched the Child Raising Support Discount, a service plan designed to financially assist single parent family customers, such as single fathers or mothers. Eligible customers receive discounts on monthly rates for their billing plan and voice options until the first March 31 after the registered child turns 18.

We will continue to stand by single-parent family customers and provide the services they need.

Customer Satisfaction**Basic Philosophy**

New technologies and services are constantly being generated in the telecommunications and ICT industries, and with equipment, such as smartphones and mobile phones evolving almost daily, new services for mobile phones are constantly under development. Advances in technology and services have been accompanied by an increase in customers contacting us to confirm or inquire about various aspects of our services, such as equipment malfunctions, billing plans and service menus, as well as to share opinions and requests. As a result, DOCOMO receives approximately 4.33 million feedback comments from customers every year through its docomo Shops, Customer Help Desk, corporate website, and other means. Also, we annually receive about 37,000 entries of employee feedback from those who are in daily contact with customers.

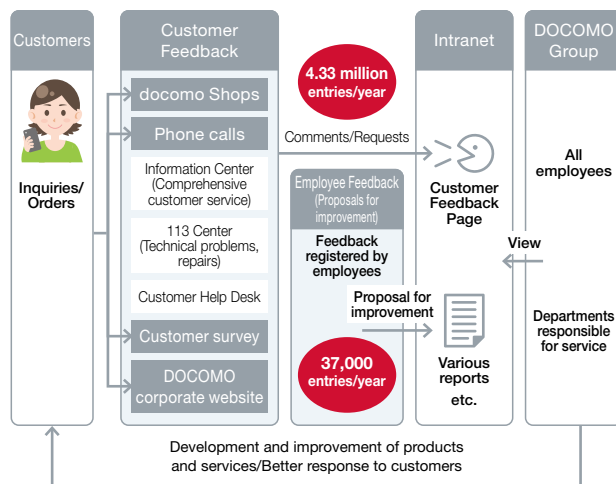
We will continue to pursue our Customer First policy and seek to create new value to exceed customer expectations. We strive to reflect customer feedback in our R&D and service

improvements to both enhance customer convenience and raise the level of their satisfaction with our products and services.

Strategies for Increasing Customer Satisfaction

DOCOMO utilizes customer feedback for such purposes as improving products and services and enhancing customer response capabilities at docomo Shops. This feedback, as well as observational feedback submitted by our staff, are communicated via our in-house system on a near real-time basis to be shared with all DOCOMO Group employees and can be viewed at any time. Moreover, we strive every day to improve customer satisfaction, always mindful that customers are at the center of our products and services.

[Improvement of Service and Response to Customers by Incorporating Customer and Employee Feedback]



» Increasing Customer Satisfaction through Customer Feedback

We collect customer feedback at docomo Shops, through phone calls to the Information Center and Customer Help Desk and through Customer Support on our website. The information is immediately shared through our inhouse system, and the Customer Satisfaction Department compiles a report for internal circulation. DOCOMO takes seriously the opinions and requests of customers regarding products and services while improving the ways it responds to customers. In addition to feedback received through customer contact points, we also conduct quantitative and qualitative research to explore relevant issues in order to enhance overall customer satisfaction.

We introduce initiatives that have incorporated customer feedback on our corporate website.

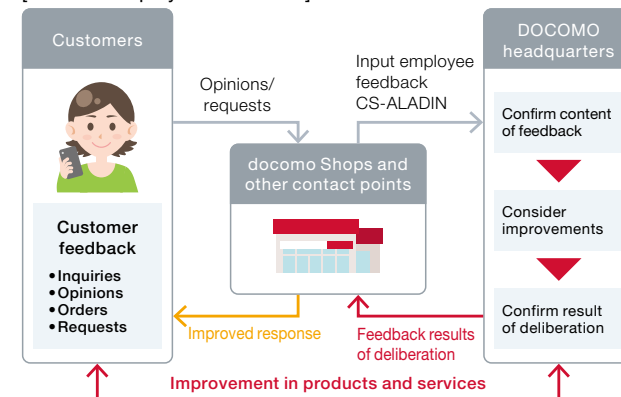
🚩 Initiatives incorporating customer feedback (in Japanese only)

» Increasing Customer Satisfaction through Employee Feedback

To further increase the level of customer satisfaction, DOCOMO has been implementing improvement strategies that incorporate employee feedback. Requests and suggestions related to product or service improvement and gathered through daily interaction with customers are collectively referred to as employee feedback.

This information comes from staffs or individual employees working at docomo Shops, phone call reception departments such as information centers, or other related offices and is sent directly to the relevant department of the headquarters through an internal system and then used to improve products, services, and administrative processes.

[Flow of Employee Feedback]



Case Studies

The following are major examples of improvements resulting from interaction between customers and DOCOMO employees in fiscal 2021.

Providing Disaster and Evacuation Information, and Other Useful Disaster Information, that Is Easy to Access with a Smartphone

We launched the d menu Disaster Information service on May 18, 2021.

With this service, customers are able to access information related to disasters, warnings and advisories, evacuation shelters, locations of DOCOMO's free charging stations, and other useful details specific to their local area.

Launch of DOCOMO Business Members, a Membership Program for Corporate Customers

We updated and renamed DOCOMO Business Premier Club, our membership program for corporate customers, on July 1, 2021. The new program, DOCOMO Business Members, offers more expanded services.

Providing Optional Steps for Maximum Data Amount for the Giga Plan Upper Limit Setting Option

We have added 3GB (Step 2) and 5GB (Step 3) to the existing 1GB (Step 1) data volume limit that can be set for the Giga Plan Upper Limit Setting Option, which started on August 30, 2021.

» Improvements through Customer Feedback

DOCOMO conducts a survey of customers who have subscribed for any of a variety of services at docomo Shops and retailers or made inquiries at our Information Center. In fiscal 2021, we received around 3.03 million comments from customers from across the nation, and all comments and evaluations were promptly sent back to docomo Shops, retailers, and information centers.

Customer feedback serves as an indicator of our customer response capability, and we seek to make good use of such information to raise the level of our customer response by further enhancing the positive aspects while improving aspects that customers have pointed out to us.

» Initiatives for Better Reception Quality

We carry out regular customer surveys on the status of network communication and strive to improve quality. We also collect customer feedback such as about weak signals that cause poor communication quality and places where data speeds are slow. This is handled via the “Support Desks for Reception Issues” page on our corporate website, which is currently also undergoing improvements.

In addition, we provide information on rental equipment for improving indoor reception, scheduled coverage areas, and available service areas.

[Support Desks for Reception \(in Japanese only\)](#)

[Flow of Employee Feedback]



» Advisory Specialists for Consumer Affairs Ensure Customer Perspectives are Reflected in Advertisements and Services

To promote customer-first management, DOCOMO has carried out initiatives led by employees qualified as Advisory Specialists for Consumer Affairs* since 2006. As of the end of March 2022, the DOCOMO Group has about 200 of these specialists, and they are applying their knowledge to enhance their responses at customer help desks and create tools for communicating with customers. Their knowledge is also being used to review the content and expressions in advertisements and pamphlets as well as products and services from the customer perspective.

Note: Advisory Specialists for Consumer Affairs contribute to society in wide-ranging areas by serving as a bridge that connects consumers with companies and government agencies. To that end, they ensure that consumer suggestions and opinions are effectively reflected in corporate management and in proposals presented to government institutions. Moreover, they offer timely, appropriate responses to customer complaints and consultation.

» Enhancing Customer Satisfaction Based on d POINT Club Surveys

Since fiscal 2015, we have been analyzing customer satisfaction levels by surveying d POINT Club members (90.38 million as of the end of June 2022).

In addition to customer feedback on perceptions and customer surveys, the d POINT Club survey facilitates analysis by segment based on subscription status of lines and services, usage status and other data. It also helps us to understand the

impact of customer satisfaction levels by survey item on their overall level of satisfaction with DOCOMO.

We plan to continue using the d POINT Club surveys for point-in-time snapshots of customer satisfaction and seek to provide greater satisfaction to customers by analyzing the relative importance they place on each aspect of our products and services when deciding whether to maintain their subscription. We also examine correlations between customer satisfaction level and their intent to continue using DOCOMO.

Services for Safety and Consumer Education

Promoting Good Manners for Mobile Phone Users and Safe Charging

» Functions and Services Relating to Mobile Phone Etiquette

DOCOMO mobile phones include the following functions designed to help customers in certain situations where use of phones are restricted. For example, when customers are driving, they can set the Public Mode (Drive Mode)* to have all incoming calls go straight to voice guidance, notifying the callers that they are unable to answer and then hang up. Also, when customers are asked to turn off their mobile phones on an airplane or in a hospital, the Public Mode (Phone OFF) informs the callers of such a situation and then hang up.

* Smartphones (except for certain models) cannot be set to Public Mode (Drive Mode).

» Preventing Smartphone-Distracted Walking

Smartphone-distracted walking has become a social problem. In addition to being inconsiderate, it is extremely dangerous and can lead to serious accidents involving not only the individual but others nearby as well. DOCOMO regards this as an issue it should address as a company and has engaged in various activities to raise awareness. These include displaying the smartphone manner mark on advertising materials and store promotional tools, providing Anshin Filter for docomo and Secure Mode apps that prevent users from using their smartphones while walking, and alerting users of the danger through TV commercials, posters, and DOCOMO's official website. We will continue to improve the safety of smartphone use.



Using a smartphone while walking is dangerous

» Promoting Safe Charging

A terminal may generate excessive heat when the connector on the phone being charged is wet or covered with foreign particles. We are therefore issuing special precautions in the manuals, on the website, and on labels displayed on mobile phones, warning users to charge their phones properly and safely.

An industry-wide effort led by the Mobile Computing Promotion Consortium is underway to promote proper charging. In addition, a video and the caution marks below have been created to alert customers to the issue.



Do Not Charge Phone When It Is Wet!



Physical Damage to a Battery is Dangerous!

» Anti-Fraud Measures

While the number of reported incidences of specific types of fraud, such as remittance-soliciting fraud, has decreased over the past five years, it still remains high*.

Due to the fact that cell phones are used in many unique scams as a communication device, DOCOMO cooperates with the government and other mobile providers to promote preventative measures against this form of fraud.

*Data on a special type of fraud from the Metropolitan Police Department's website.

[Main Measures to Prevent Remittance Soliciting Fraud]

Overview	Details
Tougher Screening upon Subscription	<p>Payment methods for usage charges for individual subscriptions are in principle limited to credit card or direct account withdrawal. Applicable credit cards and ATM cards can be confirmed at a docomo Shop or other outlets.</p> <ul style="list-style-type: none"> • Authentication of new subscribers' identity at docomo Shops or other outlets is conducted only through original identity documents. • The online identity authentication system of eKYC is introduced for new subscribers' identity authentication at the docomo Online Shop and on the ahamo or other websites. <p>Information on customers who fail to confirm their identity when requested by the police, and for whom services has been discontinued, is commonly shared among all mobile providers and utilized in screening procedures.</p> <p>In order to prevent large volumes of fraudulent subscriptions under the same name, the number of individual subscriber lines under the same name has been limited. In addition, tougher screening measures are being applied to corporate subscribers. Failure to meet the standards results in restricting the maximum number of lines they can use.</p>
Cooperation with the Police	<p>Information is provided to the police when there is suspicion of fraudulent identification, such as a fake driver's license, after informing the customer in advance.</p> <p>At the request of the police, we cancel the subscription of, or reject for a certain period, any additional subscription requested by a rental operator who is found to have violated the Act for the Prevention of Illegal Mobile Phone Use.</p>
Implementation of Network Use Restriction	<p>We use the network use restriction system* for preventing the criminal use of mobile phones that have been stolen from docomo Shops or other retail outlets or obtained through fraud or other criminal means, or by forging identification or submitting applications with false information (name, address, birthdate, etc.).</p> <p>Note: The system enables customers to restrict the use of a mobile phone, including both incoming and outgoing calls and network usage, by registering its phone number (serial number) with DOCOMO.</p>

Community Investments

Basic Philosophy

Policies for Community Investments

The DOCOMO Group seeks to engage with local communities in the public and private domains and actively bring comfort and fulfillment to them.

We also strive to eliminate the negative aspects associated with smartphones and mobile phones amid the rapid development of ICT as a company that contributes to the sound development of society.

We will specifically center our efforts on the following five priorities areas.

DOCOMO Group's Priority Areas

- (1) Safety and Security
- (2) Nurturing the Next Generation
- (3) Disaster Prevention and Response
- (4) The Environment
- (5) The Local Community

Management System

We have established a system for promoting CSR, in which DOCOMO's head office sets out the basic policies and overall direction and sustainability officers, assigned by each Group company, independently develop activities tailored specifically to the business operation and regional characteristics of the respective company.

To further enhance the effectiveness of community investment initiatives, every sustainability officer develops



activities to address the challenges and needs facing the region, and they periodically meet with other officers to obtain the results of DOCOMO Group activities as well as the annual action plan for the fiscal year.

Our community investments guideline encourages advocacy by the One-Percent Club*, which proposes a voluntarily contribution of at least 1% of the organization's ordinary profit or after-tax income to community investments.

In fiscal 2021, we spent about 5.8 billion yen for community investment. This includes making donations to humanitarian aid in Ukraine, holding smartphone and mobile phone safety classes, and providing sports sponsorships. We annually review the content of our community investment to ensure that it is closely aligned with the needs of the local communities in a broad range of areas.

The NTT Group is committed to contributing to the realization of a sustainable society, as set forth in the NTT Group Global Sustainability Charter. In line with the charter, we have established six major fields of community investment: Environmental Conservation, Social Welfare, Education and Cultural Promotion, Local Community Development and Dialogue, International Exchange Activities, and Sports Promotion. DOCOMO Group companies are promoting community investment based on their concrete activity plans for these fields.

* The One-Percent Club was established by Nippon Keidanren (Japan Business Federation) and its members are companies and individuals including DOCOMO who contribute to social activities.

[Social Investment Activities by the DOCOMO Group in Fiscal 2021]

Six Major Fields of Community Investments	Amount (million yen)	Number of Activities*1
Environmental Conservation	980	136
Social Welfare	130	143
Education and Cultural Promotion	1,779	145
Local Community Development and Dialogue	719	303*2
International Exchange Activities	26	4
Sports Promotion	2,162	42
Total	5,797	773

*1 Each monetary donation, donation of goods, and free use of facilities is counted as one activity.

*2 Aid for disaster-stricken areas in Japan is counted under the category of Local Community Development and Dialogue.

The DOCOMO Group is engaged in business activities rooted in local communities. We believe that facilitating dialogue with these communities through our community investments will eventually benefit us in the form of business opportunities and risk avoidance. We therefore proactively engage and invest in the following fields.

[Social Investment Projects]

Category	Ratio*	Major Projects
Investment in local communities	67.40%	Holding smartphone and mobile phone safety classes to teach users about safe and secure use, support for sports, implementation of the Disaster Recovery Fund By DOCOMO Group employees, initiatives through the Mobile Communication Fund, etc. P.59 P.61
Charities	2.10%	Implementation of the Online Fundraising Site (donation site) P.59
Commercial initiatives	30.60%	Holding DOCOMO smartphone classes, environmental management activities, donations from device sales, etc.

*Based on expenditure amount for the community investments

Encouraging Employees to Participate in Volunteering Activities

DOCOMO encourages its employees to take part in volunteer activities.

Every year on October 1, which is DOCOMO Day, the President's Award for Community Investments is given to employees who have become outstanding role models by steadfastly participating in community investments.

[President's Award for Community Investments over the Past Three Years]

Fiscal Year	Award Recipients	Initiatives
2019	1 initiative	• Volunteering in areas affected by the Great East Japan Earthquake and other disasters
2020	1 initiative	• Holding local disaster prevention activities (Nihonbashi, Tokyo)
2021	1 initiative	• Conducting safety awareness and youth development activities, mainly through anti-crime patrols

In addition to annual paid holidays, DOCOMO has introduced "life plan vacations (for volunteers)" and encourages employees to engage in these volunteer activities.

In fiscal 2021, 55 employees took these "vacations." In the same year, we also promoted pro bono volunteer work to help NPOs strengthen their foundations and encourage employees to volunteer. A total of 11 employees volunteered to help 3 organizations address some of the issues they were facing.

Since February 2021, we have been providing information on remote volunteer opportunities to our employees, in which they can participate even during the COVID-19 pandemic. To date, we have provided information on about 100 opportunities across the entire DOCOMO Group, with a total of more than 220 employees applying and taking part in these activities (as of June 30, 2022).

We established the TOHOKU Reconstruction Support Office in 2011 to provide help that goes beyond short-term volunteer projects and donations for areas affected by the Great East Japan Earthquake that require long-term assistance (**P.60**).

We continue to support the reconstruction of the affected areas through the TOHOKU Reconstruction Support Office, which listens to and works with local citizens to help local communities solve problems and develop a model for local revitalization.

Connecting Smiles—Rainbow Project for the Recovery and Rebirth of Tohoku (in Japanese only)

Smartphone and Mobile Phone Safety Classes

Free smartphone and mobile phone safety classes provided throughout Japan represent one of our efforts to provide safe and secure services. These classes instruct users on how to manage and prevent risks and problems related to the use of smartphones and mobile phones. The classes are arranged by level for specific types of users: an introductory class for elementary school students, advanced class for junior high and high school students as well as classes for parents and teachers, for special-needs schools and for the elderly. Many people have attended the classes since their launch in July 2004. Since fiscal 2020, we have been promoting online classes as a way to support ICT implementation in the schools and prevent the spread of COVID-19. In fiscal 2021, we held about 4,700 classes, attended by about 750,000 people.

▶ Smartphone and Mobile Phone Safety Classes

Cumulative number in the 18 years since 2004 (as of the end of March 2022)

Approx. **96,000** classes

Approx. **14.86** million participants

Art, Culture, and Sports

» 20th DOCOMO Mirai Museum, a Creative Art Contest

Since 2002, DOCOMO has been holding the DOCOMO Mirai Museum, a creative art contest for children aged three through to junior high school age to support the dreams of young people, who represent the future of our society.



"Towel Shop"
A winning entry in the 20th Minister of Education, Culture, Sports, Science and Technology Award and DOCOMO Mirai Gold Award in the preschool children's category

In fiscal 2021, the 20th year of the contest, 129,646 entries were submitted in the painting and digital painting categories, bringing the grand total of artworks entered to over 1.88 million. DOCOMO will continue to encourage children to envision a bright futures.



"House of the Rainbow Winged Beetle"
A winning entry in the 20th DOCOMO Mirai Gold Award in the digital painting category

» Supporting the Activities of Omiya Ardija and Omiya Ardija VENTUS

DOCOMO supports the activities of Omiya Ardija in the Meiji Yasuda J2 League and Omiya Ardija VENTUS in the Yobigo WE League organized by the Japan Women's Empowerment Professional Football League. Our support extends across a wide range of activities, such as the management of events and operating booths at matches. We also held DOCOMO Presents Matches for Omiya Ardija and Omiya Ardija VENTUS. Even during the COVID-19 pandemic, we were able to liven up the events by distributing giveaways to spectators, managing a booth, and greeting spectators to the match. In addition, the NTT DOCOMO Soccer School, our joint initiative with Omiya Ardija, which was launched in fiscal 2000 as a social contribution to local communities and to foster the development of young people, has been held about 300 times to date, with a total of more than 60,000 children participating. We are also dedicated to spreading and promoting sports for people with disabilities and have been sponsoring the Omiya Ardija ORANGE! HAPPY!! SMILE CUP!!!, which is Saitama Prefecture's soccer tournament for people with intellectual disabilities, held by Omiya Ardija. We will continue to help revitalize the Omiya area through soccer.



Soccer Class

Disaster Relief Provided by DOCOMO

Disaster Relief Fundraising

DOCOMO has been raising funds to support peoples' lives and to reconstruct communities of disaster-stricken areas by setting up a charity site and encouraging users to donate through DOCOMO. Our online fundraising site also accepts donations using d POINTs and d Payment to encourage more people to give. Details of our fundraising activities for fiscal 2021 are as follows.

[Disaster Relief Fundraising for Fiscal 2021]

Fundraising Campaign	Amount Raised (Yen)	Number of Donations	Average Amount*	Fundraising Period
July 2021 Western Japan Heavy Rain Relief Fund in 2021	14,425,377	19,994	721	July 9 - 30
August 2021 Western Japan Heavy Rain Relief Fund in 2021	5,746,491	10,664	539	August 23 - September 17
Total funds in fiscal 2021	20,171,868	30,658	658	

* Amount Raised/Number of Donations

Supporting Tohoku's Recovery

» Contribution to the Local Economy and Reconstruction of Industry through Business

The Great East Japan Earthquake struck in March 2011, and in December of that year DOCOMO set up the TOHOKU Reconstruction Support Office (Team RAINBOW) to construct a system for business management that would enable us to contribute more promptly to the reconstruction of affected regions. We have continued to take actions primarily in support of the recovery and rebirth of the Iwate, Miyagi, and Fukushima regions. Team RAINBOW is characterized by the way it harnesses DOCOMO's business assets as an ICT company while its members make frequent visits to these areas to think about the true needs of the region, and how it maintains its activities by exploring solutions together with the local residents.

We aspire to provide support for the recovery and rebirth of the entire region in the context of its long-term future and without having to focus on resolving only the issues at hand. Moreover, we seek to ensure the continuity and sustainability of our activities by offering support through our business.

In fiscal 2021, we shifted the management structure to the Tohoku Branch to better promote local activities closely related to regional issues, including reconstruction, and continue our efforts to contribute to the local community.

Vision of the TOHOKU Reconstruction Support Office

Connecting People and Society for Tohoku Smile

Mission

- We will stay close to the local community as we connect them through mobile and ICT to create services for Tohoku smile.
- We will use the know-how acquired in Tohoku to provide solutions to the problems that Japanese society faces.

[Three Action Themes for Creating a Future Homeland]

Action Theme	Main Initiatives in Fiscal 2021
Agriculture that moves people, work and nature into the future	<p>Promoting ICT-based agriculture</p> <ul style="list-style-type: none"> • Demonstrate cultivation of rice without any fertilizer or pesticide, mainly in Miyagi and Fukushima Prefectures (fifth year) • Promote the spread of natural farming by adopting ICT-based smart agriculture through projects such as the Project for the Stable Supply of Organic Agricultural Products in 2020, Ministry of Agriculture, Forestry and Fisheries (demonstration project to address production technology issues)
Solutions that move the Tohoku region into the future	<p>Measures against crop damage by wild animals</p> <ul style="list-style-type: none"> • Launch commercial sales of Kagatta, a GPS trap monitoring device <p>Managing Forestry Safety</p> <ul style="list-style-type: none"> • Develop a prototype communication system that transmits an alert when workers are in danger
Stay close to the local community and think about the future together	<p>Reviving the community</p> <ul style="list-style-type: none"> • Offer a hometown community system using tablets in one municipality of Fukushima Prefecture, hold community gatherings 30 times a year for maintaining and reviving the community and to serve as a place where users can informally interact <p>Increasing interaction as well as the number of people who maintain some connection to the region without residing there</p> <ul style="list-style-type: none"> • Conduct employee training in Naraha Town in Fukushima Prefecture on the themes of addressing social issues and thinking about local revitalization, as in the previous fiscal year. Since fiscal 2020, this has been a joint public-private training program. <p>Urban development</p> <ul style="list-style-type: none"> • Conclude partnership agreements with Nishiaizu Town and Futaba Town respectively to achieve urban development using 5G and advanced technologies <p>Shop to boost the local economy</p> <ul style="list-style-type: none"> • Hold a Tohoku Marche online to support reconstruction by bringing together local producers in Tohoku and DOCOMO employees across the country

Case Study Learning from Disaster-Stricken Areas in Tohoku: A Joint Public-Private, Field-Oriented Training Program to Develop Problem-Solving Skills

In 2015, we started an employee training program at a reconstruction site in Minamisanriku-cho, Miyagi Prefecture. Since 2018, we have been conducting the program in Narahamachi, Fukushima Prefecture.

During this training, participants actually visit the site, discuss local issues with residents, and come up with and present solutions to the town as proposals.

During the fiscal 2021 training, held in a mixed format of online and onsite visits in response to the COVID-19 pandemic, a joint public-private team of DOCOMO employees and town hall officials engaged in extensive discussions over a four-month period and ultimately presented proposals to town officials.

The training gives employees the opportunity to learn the importance of thinking from a real-world perspective. In addition, it has been highly regarded by the town in which it takes place as an opportunity to gain new insights by experiencing corporate thinking and processes that are different from what they are used to. Several proposals made by the trainees in fiscal 2019 were adopted by the town. In 2021, we also introduced a mentor system to support the career development of junior high school students.

📌 Connecting Smiles—Rainbow Project for the Recovery and Rebirth of Tohoku (in Japanese only)



Naraha Machi Mayor Yukihide Matsumoto listening attentively to the final presentation



Naraha Machi Junior High School student participating in an online meeting with DOCOMO's "Young Employee Mentor"



Responsibility for Products and Services

Considerations for Children, the Elderly and Persons with Disabilities

Customer Satisfaction

Services for Safety and Consumer Education

Community Investments

Disaster Relief Provided by DOCOMO

NPO Mobile Communication Fund (MCF)

» Creating a Purpose to Live and Contributing to Reviving Local Communities

To contribute to the revival and revitalization of local communities as well as the psychological and emotional wellbeing of the evacuees of the Great East Japan Earthquake, the DOCOMO Group has been providing opportunities for social interaction among the evacuees, such as offering free cooking classes in community centers and reconstructed housing near temporary housing.

We have not been able to hold these events since fiscal 2020 due to the impact of COVID-19, so we made donations to the Collaborative Reconstruction Centers in the disaster-stricken areas to be used to hold events for revitalizing local communities in disaster recovery public housing and other facilities.

In addition, we established the Disaster Recovery Fund* for employees of the DOCOMO Group in fiscal 2012 to support the reconstruction of the areas affected by the Great East Japan Earthquake as well as the victims of other natural disasters in Japan. We collect a monthly donation of 311 yen from each employee who wants to help and donate it with an equivalent matching donation from DOCOMO. In fiscal 2021, about 6,000 DOCOMO Group employees participated in this initiative.

DOCOMO will continue to undertake disaster relief initiatives that will contribute to the recovery of the disaster-stricken areas.

* We expanded the Tohoku Relief Fund that had operated up to fiscal 2020 into the Disaster Recovery Fund in fiscal 2021.

NPO Mobile Communication Fund (MCF)

Supporting Activities in Academia, Welfare and Other Civic Fields

DOCOMO established an NPO, the Mobile Communication Fund (MCF), in July 2002, as a means to commemorate its

tenth anniversary and contribute to society by supporting projects across a wide range of fields, including academia and social welfare. As a member of the NTT DOCOMO Group, MCF contributes to the advancement of information and mobile communication technologies and the realization of thriving and healthy communities in the information society of the 21st century through its nationwide projects, including the DOCOMO Mobile Science Awards, DOCOMO Scholarship Program (for Asian students and those from orphanages), and DOCOMO Civic Action Group Grant Program.

DOCOMO Mobile Science Awards

The DOCOMO Mobile Science Awards was established to encourage young researchers and promote further technological development of mobile and other information communications. The awards are presented to researchers who have contributed to the development of industry, society, and culture through the publication of outstanding research outcomes, papers, and books and have made achievements that may lead to solving social problems.

The awards are presented under the categories of advanced technology, basic science, and social science.

In fiscal 2021, the 20th year of the awards, we presented one Excellence Award in each of the three categories (with a 6 million yen prize, 18 million yen in total). To date, MCF has given a total of 68 awards from 2002 to 2021 (49 Excellence Awards and 19 Honorable Mention Awards).

DOCOMO Scholarship Programs

» Scholarships for Asian Students

To deepen understanding of Japan and help maintain sound relations with other Asian countries, the MCF grants scholarships to international students from Asia who are studying in master's degree programs in Japan at their own expense and engaged in research related to information and

communications technology. The scholarship program provides 1.44 million yen a year per person for two years. It was awarded to 16 international students in fiscal 2021, amounting to 23.47 million yen, and the total number of students that the MCF has supported from 2002 to 2021 is 353.

» Scholarships for Students from Orphanages

To help students from orphanages or foster homes realize their future dreams and gain self-reliance, the MCF has been providing financial support through scholarships and counseling by case workers since fiscal 2018. The scholarship provides 600,000 yen per year for the minimum length of study at universities, junior colleges, or vocational schools (one to four years).

In fiscal 2021, a total of 30 students received the scholarship, which amounted to 17.82 million yen.

DOCOMO Civic Action Group Grant Program

The MCF provides grants to community groups that support the healthy development of children as the future leaders of the world, including support for kids who need financial assistance, and with a particular focus on initiatives to prevent child abuse, a pressing social concern in Japan.

The grant per organization is up to one million yen for one year. In fiscal 2021, the MCF provided a total of 39.84 million yen to 48 organizations. The total number of grant organizations to which the MCF has provided grants between 2003 and 2021 was 1,022, for a total of 567.80 million yen.

 NPO Mobile Communication Fund (MCF) (in Japanese only)