

4. Support status of Nippon Telegraph and Telephone West Corporation (“NTT West”)

Immediately after the earthquake struck, telephone calls to some parts of Eastern Japan, primarily the affected areas, became difficult, but this was resolved by March 12. The day after the incident, NTT West promptly deployed mobile power-supply vehicles to secure the power supply at communication facilities, and assisted in setting up special public telephones using portable satellite mobile phone and other equipment to secure a means of communication for the affected people. At the same time, NTT West continued to work at on-site surveys and restoration of communication cables, etc. with the aim of restoring customer circuits. To date, approximately 1,000 employees have provided this support.

Support for securing communication means in the affected areas and securing power supply at communication facilities	
Transfer of mobile power-supply vehicles (to secure power supply at communication facilities in the affected areas)	28 vehicles * Approximately 280 engineers on-site
Transfer of portable satellite mobile phone equipment	47 devices * Approximately 320 engineers on-site
Provision of satellite mobile phone handsets (as contingent means of communication at evacuation shelters etc.)	Approximately 140 handsets
Provision of terminals for special public telephones (for special public telephones set up at evacuation shelters, etc. or in temporary housing)	Approximately 5,100 terminals * Telephone terminals not requiring commercial power supply
Support for restoring telephone poles and communication cables, etc. in the affected areas (restoration support for customer circuits)	
Support for restoring customer circuits (restoration support, primarily in the Iwate area)	Approximately 200 employees (including employees of cooperating companies) * Construction vehicles, such as those for elevated work: 48 vehicles
Logistic support for on-site restoration work team at the affected areas (mobile power-supply vehicles/portable satellite phones/restoration support)	Approximately 150 employees * Logistic support team at NTT West headquarters (Osaka) involved with employees conducting restoration support in the affected areas
Dispatch of staff for the purpose of coordinating information with NTT East’s Disaster Countermeasures Office	Approximately 50 employees * Dispatch of employees who serve as the contact points when communicating with NTT

	East's Disaster Countermeasures Office
Free basic charges and installation charges due to relocation (monetary support to customers who have suffered damage from the earthquake)	Free basic charges for the periods when telephones, etc. were not available - Extension of telephone charge payment deadlines - Free installation charges for relocation to temporary housing, etc. (including moves from Eastern Japan), and others

* The number of people in the table indicates a gross number of people, including standby workers.