

Telecommunications

Periodically, the MPT (Ministry of Posts and Telecommunications) conducts surveys looking at telecommunication services usage in Japan. The most recent results cover a number of areas such as telephone and Internet usage, privacy, and service satisfaction. The charts below show responses from 968 respondents of 1,000 surveyed in August 1999. The results give a good indication of how people in Japan make use of telecom services.

Telephone

Public telephone usage

Survey participants were asked how often they used public telephones, and how having a mobile phone may have affected their public telephone usage.

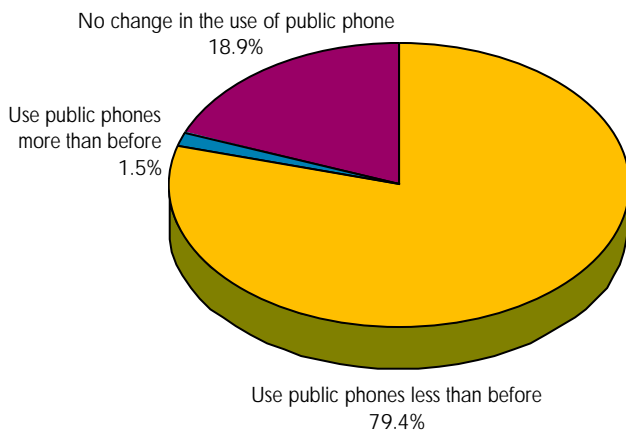
How often do you use a public telephone?

- More than 10 times a week 2.8%
- About 1-9 times a week 21.6%
- About 1-3 times a month 48.3%
- Seldom use public phones 27.2%

Do you use a cellular, car, or PHS mobile phone?

- Yes 42.0%
- No 58.0%

(Asked of those who answered "Yes" to the question above.) Do you use public phones more or less often than prior to obtaining a mobile phone?

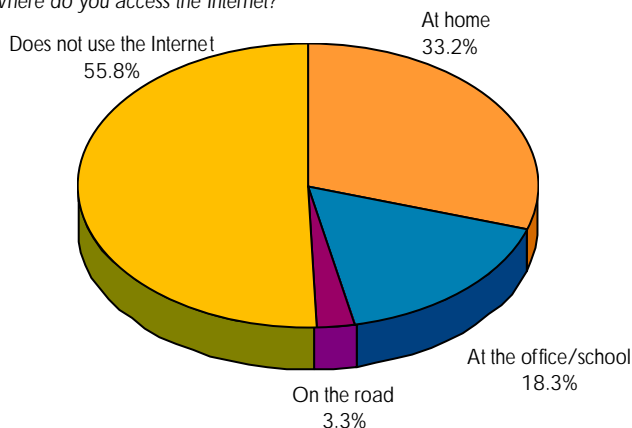


The Internet

Net access and usage

Survey participants were asked how often they use the Internet, where they access it, and what problems they had experienced.

Where do you access the Internet?



(Asked of those who use the Internet.) How often do you use the Internet?

- Almost everyday 51.8%
- About 2-3 times a week 24.9%
- About once a week 13.6%
- About 1-2 times a month 8.7%

Do you have any complaints about the Internet?

- Yes 60.4%
- No 37.4%

(Asked of those who answered "Yes" to the question above.) What are your complaints?

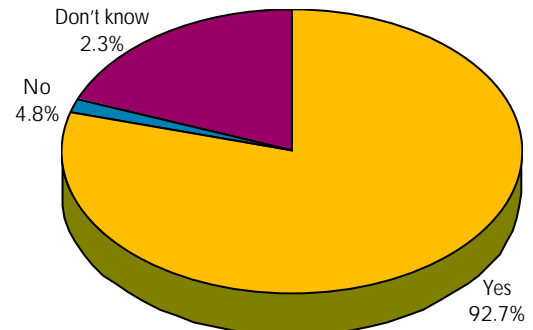
- Expensive access fees 62.2%
- Slow transmission speed 42.9%
- Complicated fee structure 28.5%
- Worried about e-commerce security 26.8%
- Busy telephone lines 26.5%

Privacy Protection

Use of private information

Survey participants were asked if they felt their personal data had ever been misused, and what sort of concerns they had about protecting private information.

Has your personal information (address, phone number, occupation, etc.) ever been misused?



(Asked of those who answered "Yes" to the question above.) How was your information misused?

- Received unsolicited direct mail 92.9%
- Received unsolicited sales calls 87.0%

Are you concerned about protecting private information?

- Very concerned 69.7%
- Somewhat concerned 24.0%
- Neither concerned nor unconcerned 3.3%
- Not so concerned 1.9%
- Not concerned at all 0.5%
- Don't know 0.2%

What kind of private information would you like to protect? (Multiple answers allowed)

- Annual income, financial situation, amount of taxes paid 83.4%
- Private information about family and relatives 76.8%
- Phone number 63.5%
- Address 50.4%
- Education, occupation 50.1%