

**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.

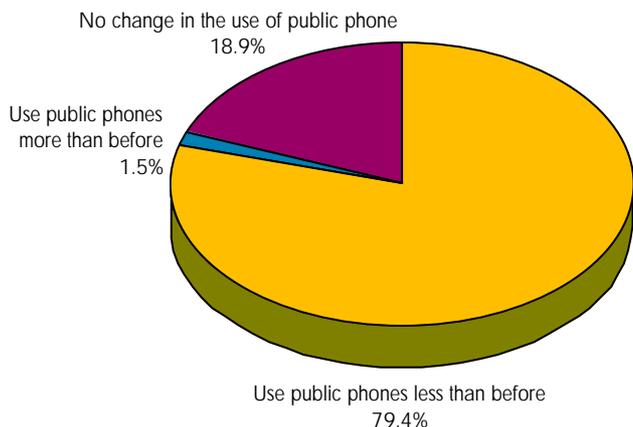
*How often do you use a public telephone?*

- 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?*



*(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?*

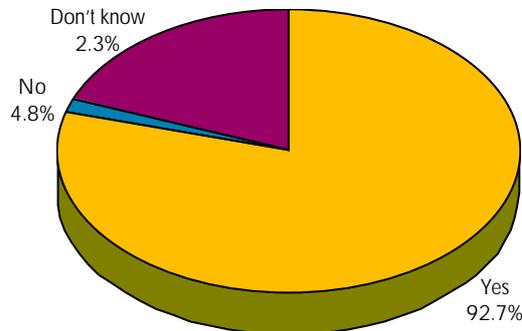
- Expensive access fees 62.2%
- Slow transmission speed 42.9%
- Complicated fee structure 28.5%
- Worried about e-commerce security 26.8%
- Busy telephone lines 26.5%

**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%

**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?*

