NTT Group's Response to the COVID-19 Pandemic

In response to the global COVID-19 pandemic, in addition to ensuring the health and safety of all stakeholders, including customers, partners, and employees, we have endeavored to ensure stable availability of information and communication services, as they are crucial for people's lives and corporate activity.

Ensuring Stable Provision of Telecommunication Services as a Designated Public Institution

NTT and its major subsidiaries operating in the telecommunications business have established business plans designed to help prevent the spread of COVID-19 in the interest of fulfilling their responsibilities as designated public institutions and protecting human life.

Data Traffic Volume

The outbreak of COVID-19 has driven up Internet usage and demand for teleworking, leading to a spike in data traffic (telecommunications load) largely on landline communications, and weekday daytime traffic in particular. NTT Group companies typically design their networks to accommodate peak traffic volumes, and at present they are able to ensure sufficient capacity across the network. We will continue to expand facilities as may be required to provide stable communication services.

Telecommunications Network Operation

We will continue to provide network operation, monitoring, and troubleshooting 24 hours a day, 365 days a year as usual. We will also continue to provide line installation work and repairs upon customer request and we will take ample care to ensure safety while providing such services.

Customer Service

While truncating business hours and limiting reception services at our customer service branches as well as running our call centers with reduced staff, we will maintain efforts to provide stable telecommunication service by encouraging the use of our online customer services to handle procedures as well as providing remote consultations using ICT tools to keep our customers' telecom lines up and running and provide the services required to maintain business operations.
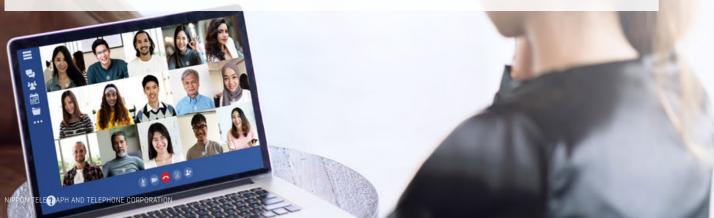
Customer Support Initiatives

Billing

In March 2020, NTT Group companies extended payment deadlines upon requests from customers facing difficulty paying service fees by the normal deadline.

In addition, given the constricted ability to use *d POINTs* due to shelter-in-place policies, NTT DOCOMO has re-awarded *d POINTs* that expired during March (or thereabouts), essentially extending the expiration date.

Support for Teleworking and Online Schooling

In light of schools' use of remote learning and online schooling, in April 2020, NTT DOCOMO and NTT Communications have partially waived data communications fees to customers under the age of 25 to support smartphone-based online learning.

In addition, as part of its support for teleworking, education, and health, NTT Group companies are deploying a variety of measures such as opening consultation desks and providing certain services free of charge. In conjunction with these measures, we have been using mobile handset data to analyze how populations have changed as a result of government response to COVID-19, and we provide that analysis to central and local governments as well as the media.

In the post-COVID-19 era, there may be dramatic changes in the way people conduct their daily lives and in corporate activities. NTT Group aims to solve social issues in this era by helping to establish new social systems that use digital technologies and through other innovations such as technology development.

Also, there has been a rapid increase in working from home, remote healthcare, remote education, and other measures that look to ensure social distancing. NTT Group will accelerate provision of services that promote a remote-type society and will drive the advancement of technologies such as authentication control technology. By introducing digital technology and AI into work that relies on manpower, such as agriculture, manufacturing, and construction, we aim to expand smart operations and contribute to solving the social issue of labor shortages. In addition, by building connected value chains in various fields, such as logistics, we will work to make industry more efficient, leading to optimizing the movement of people and things and the provision of energy.

NTT Group will contribute to the realization of a smart society along with our partners all over the world by leading innovation, such as the development of technology that looks toward a data-driven society which may be possible in the post-infection period.

New Services for Realization of Remote World

- **Online work space *NeWork***
  (Available from NTT Communications free of charge[1] since August 2020)
  Provides a virtual office environment, complete with light-hearted chit-chat-like banter features

- **Business chat *ELGANA***
  (Available from NTT Neomeit since April 2020)
  Upgraded corporate security features such as prevention of unauthorized usage

- ***AceReal for docomo***
  (Available from NTT DOCOMO since June 2020)
  Solution service to support work and 3D design collaboration in remote environments

- **Smart local government platform *NaNaTsu***
  (Available from NTT Data on a trial basis[2] since August 2020)
  Automation of tasks commonly performed by local governments (revenue and expenditure management, etc.) with shared-use RPA / AI-OCR

- ***Window Talk***
  (Scheduled for commercialization by NTT Group companies during 2020)
  Enables discussion through closed windows of vehicles or buildings just as if there were no windows

- **Use of *Smart City Solutions***
  (Provided to the City of Las Vegas by NTT, Inc. since August 2020)
  Uses analysis of camera images to warn of or predict crowding; uses sensors to detect people with high body temperatures

- **Interactive robot *Jibo***
  (English version available on a paid-for trial basis from NTT Disruption since March 2020)
  Support for business communication in hospitals, remote medical care, welfare,and public spheres using AI.

*1 We plan to add features gradually, and offer a high-spec version on a for-pay basis
*2 We plan to offer the service for commercial use starting in October 2020