

## About influences of the Major Earthquake in Northeastern Japan

KDDI Corporation would like to express its deepest sympathy and condolences to the victims of the Major Earthquake in northeastern Japan that occurred on March 11, 2011.

We would also like to apologize for trouble mainly in the Tohoku region. We ask our customers to remain patient as we are doing our utmost efforts to recover our services.

The amount of loss and influences on company's business results deriving from the earthquake is still unknown. We will announce if there is a major effect on our business results.

The effects on our telecommunication services are as follows. Further effects we have confirmed shall be announced on our homepage <[http://www.kddi.com/index\\_text.html](http://www.kddi.com/index_text.html)>.

### NOTE

#### 1. Effects on Telecommunication Services and Areas [Mobile Communication Services]

-There are some areas in the Tohoku and Kanto regions where the networks are not in function due to problems with au mobile phones and au base stations.

<Affected areas> Aomori Prefecture, Iwate Prefecture, Akita Prefecture, Miyagi Prefecture, Yamagata Prefecture, Fukushima Prefecture, Niigata Prefecture, Ibaraki Prefecture, and Kanagawa Prefecture

\*There are cases where communications become difficult at times and areas where voice calls and data communication services such as EZweb, IS NET, and e-mail are congested.

-We have provided services with base station vehicles at the following areas.

- Iwate Prefectural Government Kamaishi Office (Kamaishi City, Iwate Prefecture)
- Ofunato City Government Office (Ofunato City, Iwate Prefecture)
- Kesenuma City Government Office (Kesenuma City, Miyagi Prefecture)
- Tagajou City Government Office (Tagajou City, Miyagi Prefecture)
- Ishinomaki-haguro Town Base station (Ishinomaki City, Miyagi Prefecture)

#### [Fixed-line Communication Services]

-There are no restrictions on communications at the moment. There may be troubles in connection at times and in area where communication services are congested.

-Cable-plus Phone have recovered at 1:25, Tuesday, March 15, 2011.

-Following services may be out of service in some areas and depending upon conditions of telecommunication operator networks.

\*Fixed-line phone, Internet services such as auone net, IP-VP, WVS, and Ether-VPN

\*au Hikari and Hikari direct

<Affected areas> Some areas in Miyagi Prefecture and Fukushima Prefecture

\*Metal-Plus

<Affected areas> Some areas in Iwate Prefecture, Miyagi Prefecture and Fukushima Prefecture

[International Communication Services]

-Internet has recovered almost normal.

-International Leased line has recovered at 15:09. Tuesday, March 15, 2011.

-International IP-VPN has recovered at 15:09, Tuesday, March 15, 2011.

## 2. Usage of Disaster Message Board.

We are currently running the Disaster Message Board nationwide.

Disaster Message Board URL: <<http://dengon.ezweb.ne.jp/>>

Please use the board to confirm the safety of au mobile phone users.

## 3. Temporal Closure of Some au Shops

There are some au shops temporally closed in the Tohoku and Kanto regions.

\*There are shops in other areas temporally closed depending upon the effects of the earthquake.

\*Shops may be closed at different days and times from the information posted on "au shop search" at the au homepage.

## 4. Lease of mobile phones, satellite mobile phones and data communication terminals.

We are currently leasing terminals to institutions related to earthquake-countermeasures.