

Close Up

Ensuring Stable and Reliable Services as Critical Infrastructure



I hope that safe and secure communication continues to be one of the NTT Group's most important goals.

Disaster preparedness is crucial in a country like Japan that's plagued with earthquakes, and I hope the NTT Group continues to ensure that its communications services are capable of withstanding disasters.



I have great confidence in the NTT Group's disaster preparedness, based as it is on many years of experience. I'm sure they'll keep up the good work.



NTT Group initiatives

The NTT Group is committed to ensuring the safety and security of customers at all times.

Telecommunications services play a vital role as infrastructure that both supports today's information society and protects our livelihoods and safety. We are committed to preparing against disasters by providing communications services robust enough to withstand any eventuality, and securing communications when disasters occur. Focusing on the three key areas of enhancing communications network reliability, securing critical communications, and promptly restoring communications services, we pay constant

attention to our disaster readiness, and pledge to continue to provide robust communications services capable of withstanding disasters as the infrastructure supporting our livelihoods and society as a whole.

NTT Group disaster preparedness measures
<http://www.ntt.co.jp/saitai/> (in Japanese only)

Preventing fiber optic broadband system failures and enhancing disaster preparedness



In the wake of the large-scale *Hikari Denwa* (optical IP telephone service) failure that occurred in fiscal 2007, NTT West established "Hikari BB Service Quality Improvement and Enhancement Month" in fiscal 2008, and has been striving to provide communications services offering higher quality and reliability.

In the second Enhancement Month in 2008, on-site and remote training drills in information sharing, customer handling, malfunction procedures, and other areas were conducted jointly with other NTT West Group companies in the light of past malfunctions to help develop a stronger operation and maintenance framework for the expansion of NGN service areas.

To prepare for a Tokai earthquake (considered to be predictable from Japan Meteorological Agency and other seismic observations), NTT West Group companies also joined forces in February 2009 with government organizations to

conduct initial response training drills aimed at establishing information sharing systems, ensuring safety, securing communications, and establishing a wide-area support system.

NTT West will continue to enhance such measures and further improve the quality of its fiber optic broadband services.



Training drill

Tokai earthquake initial response training drills to improve Hikari BB service quality

This is the first time large-scale initial response and other training drills have been conducted jointly between headquarters, business divisions, Tokai branch offices, and other sections. The drills were led by the President and involved 122 NTT West employees. Many participants commented afterwards that they felt the training will come in really useful in the event of an actual emergency. I plan to implement further training of various types to ensure that we're thoroughly prepared for emergencies and can take swift and appropriate action to provide our customers with the best possible service.



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Making safety assurance a maximum priority and establishing Policy on Safety and Quality



In August 2009, NTT Urban Development established its Policy on Safety and Quality to set forth guidelines for maintaining and improving quality so as to provide safe and high-quality buildings and services.

Under this policy, NTT Urban Development will strive to meet the needs and wishes of its customers through continued efforts to assure safety and

quality in line with changing times. The policy also clearly frames the company's commitment to assuring the safety of its customers as a maximum priority.

NTT Urban Development is committed to further improving quality, and plans to produce manuals and other tools for the concrete implementation of the policy.

New Policy on Safety and Quality

While we have long endeavored to ensure the safety and security of our customers through providing high-quality buildings and services, this new NTT Urban Development Group policy was formulated through coordination between our main business sections to set forth our safety and quality principles and initiatives as a component of the CSR management foundation outlined in our NTT Urban Development Group Medium-Term Management Plan 2010. We are now planning educational activities to ensure that this policy becomes a part of the mindset of all of our employees.

NTT Urban Development Policy on Safety and Quality (established August 2009)

We provide comfortable environments through the creation of safe, secure, and high-quality buildings and services.

We strive to assure safety in the present, future, and in emergency situations, and maintain and improve quality in all aspects of planning, design, construction, and management processes.

Action policies

1. To meet the needs and wishes of our customers, we will strive to assure continued safety and quality in line with changing times.
2. We will implement measures based on our commitment to customer safety as a maximum priority.
3. We will endeavor to deliver maximum durability, reliability, and functionality, and also promote disaster preparedness, crime prevention, security measures, maintenance, and universal design.



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