

14 January 2005

Statement on issue with software bundled with 702MO and 702sMO

Vodafone K.K. announces today there is an issue with the 'Mobile Phone Tools' utility software that comes bundled on a CD-ROM with the Vodafone 702MO and 702sMO handsets, both manufactured by Motorola and released in December 2004. Vodafone K.K. has determined that, in rare instances, shortcut icons and files may be deleted from a customer's PC when the utility software is installed.

While the cause of the issue is currently under investigation, to minimise the effect for customers, Vodafone K.K. will inform 702MO and 702sMO owners about the issue and ways to avoid it when preparations are in place.

1. Description

In rare instances, shortcut icons and files may be deleted from a customer's PC with the installation of PC link tools for synchronising contacts and schedules using utility software, an accessory CD-ROM bundled with the Vodafone 702MO and Vodafone 702sMO.

2. Cause

The cause is currently under investigation.

3. Actions

Via SMS, direct mail and its website, Vodafone K.K. will advise customers using the 702MO and 702sMO handsets to not install the utility software.

Vodafone K.K. will inform customers again about the cause of the issue and method of solving it once it has been determined.

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