

11 March 2005

Statement on issue with 902SH and 802SH

Vodafone K.K. announces today that it has confirmed an issue with the Vodafone 902SH and Vodafone 802SH handsets, which went on sale in December 2004 and January 2005 respectively (both manufactured by Sharp), where in rare instances applications (V-applis) that access the network may shut down when used in areas of weak reception. The issue applies only to 902SH and 802SH handsets in the Japanese market.

Both the 902SH and 802SH have two versions of application activation software according to shipment periods, and the occurrence has been found in the former version software of handsets manufactured up until January 2005. Once preparations are in place, customers with handsets that use the former version software will be contacted by direct mail regarding steps to correct the issue. Accordingly, customers will be able to have their handset software upgraded at any Vodafone shop both to fix the issue and improve customer convenience.

The issue does not occur in any way with handsets that have the new version of software.

1. Description

In rare instances applications (V-applis) that access the network may shut down when used in areas of weak reception

2. Cause

Cause stems from a handset software issue

3. Affected handsets

Vodafone 902SH and Vodafone 802SH handsets manufactured up until January 2005 which use former version software

4. Actions

Once preparations are in place, customers with handsets that use former version software will be contacted by direct mail regarding steps to correct the issue. Accordingly, customers will be able to have their handset software upgraded at any Vodafone shop both to fix the issue and improve customer convenience. Software upgrades are scheduled to begin on 25 March 2005 at Vodafone shops nationwide.

- ends -