

1 June 2005

## **Statement on issue with 902SH and 802SH**

Vodafone K.K. announces today that it has confirmed issues with Vodafone 902SH and Vodafone 802SH handsets, which went on sale in December 2004 and January 2005 respectively (both manufactured by Sharp). Among other issues that have been confirmed, in some instances received mails display sender names that differ from actual sender names. Accordingly, when preparations are in place, 902SH and 802SH customers will be contacted by direct mail regarding steps to correct the issues. Customers will be able to have their handset software upgraded or repaired at any Vodafone shop both to fix the issue and, at the same time, improve customer convenience.

### 1. Description

- 1) In some cases received mails display sender names that differ from actual sender names
- 2) Screen freezes during messaging or web operations
- 3) Handset cannot be turned on, or power goes off unexpectedly
- 4) Network optimization cannot be performed in some cases
- 5) With 'Personal Folder' settings, in some cases delivery reports do not group properly
- 6) In some cases other functions and communications are unstable

### 2. Causes

Causes stem from a handset software issue

### 3. Affected handsets

Vodafone 902SH and Vodafone 802SH handsets

### 4. Actions

Customers will be able to have their handset software upgraded or repaired at any Vodafone shop to fix the issues. Once preparations are in place, customers will be contacted by direct mail regarding the issues and the date of when Vodafone shops will begin accepting handsets for upgrades.

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