

27 June 2005

Statement on issue with 802SE

Vodafone K.K. announces today that it has confirmed issues with the Vodafone 802SE, which went on sale in December 2004 (manufactured by Sony Ericsson). Among other issues that have been confirmed, in some instances the power goes off and then on again (reboots). Accordingly, when preparations are in place, 802SE 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 issues and, at the same time, improve customer convenience.

1. Description

- 1) In some cases power goes off and then on again (reboots) when performing certain operations on the phonebook screen.
- 2) In some cases "Downloaded file corrupt. Could not be saved." message appears and downloads fail when downloading Chaku-Uta[®] and other content.
- 3) In extremely rare cases, when going from areas of no coverage to areas of coverage, out of range display remains
- 4) In some cases file names do not display properly.

2. Causes

Causes stem from a handset software issue

3. Affected handsets

Vodafone 802SE

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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