

Notice

Vodafone K.K.

20 July 2005

Statement on incorrect billing for family discount services

Vodafone K.K. announces today that it has identified the incorrect application of family discount services for some customers in certain instances. For this reason affected customers will have their bills adjusted accordingly. Vodafone K.K. wishes to sincerely apologise to customers for causing this inconvenience and will put its full efforts into preventing a similar occurrence, while urgently rectifying the situation.

1. Description

Instances of incorrect billing for some customers using Family Discount or the former family discount services*¹ have been confirmed.

2. How the information was obtained

Customers made inquiries to customer centres, and after internal investigation, it was determined that discounts were incorrectly applied in some instances.

3. Affected regions

All regions in Japan

4. Applicable time period

From the time customers subscribed to family discount services up until the June 2005 billing month or July 2005 billing month*.

5. Number of applicable cases and overcharged amount

(total incorrectly charged amount for current contracts [overcharged amount + undercharged amount])

	Total
Cases	624
Amount	Approx. 13.0 million yen

6. Actions

Affected customers will be identified based on usage records, and basic monthly charges, call charges and mail charges. Overcharged amounts will be refunded to customers, while customers that were undercharged will not be billed additionally. Affected customers will be notified via outbound calls and bill enclosures.

7. Measures to prevent further occurrences

Vodafone K.K. will put its full efforts into strengthening and thoroughly reforming its customer registration process to prevent similar occurrences.

*1 Since the launch of 'Family Pack Go-Go' in February 1998 in the Tokai region, family discount services called 'J-Family', 'Family Pack Go-Go', 'Family Pack', 'Kazoku Marugoto Waribiki', 'Kazoku Nandesu' introduced by the former J-PHONE, the former Digital Phone Group or the former Digital TU-KA Group.

*3 Billing due dates differ by family.