

Statement on Customer Information Leak

Vodafone K.K. and TOYOTSU SYSCOM Co., Ltd., a Vodafone K.K. mobile handset retailer, today announce details regarding a customer information leak.

On 8 November 2005, sales documents were stolen from inside a private vehicle of an employee of 'Vodafone Ikoma', a Vodafone shop in Ikoma city, Nara prefecture. The vehicle was parked in a bookstore parking lot in Yao city, Osaka prefecture, which the employee had stopped at on the way home from work. The Vodafone shop is operated by Think Media, Inc. for TOYOTSU SYSCOM. Think Media immediately reported the incident to the police and subsequently searched the nearby area; however, the documents have yet to be found.

The documents comprise certain daily sales reports recording customer dealings at the Vodafone shop between January 2004 and December 2004 and contain the "customer name", "mobile phone number", "handset serial number", "type/color of handset", "reason for visiting the shop", "amount received", "date of receipt" and "Vodafone Mileage Service points used" of 170 Vodafone K.K. customers. Affected customers have already been determined and there are currently no reports of damages related to this incident.

In addition to apologizing to customers individually, both companies are explaining the circumstances surrounding the incident and will continue to respond to the situation.

As companies that handle important customer information, Vodafone K.K. and TOYOTSU SYSCOM have expended their efforts to strictly manage customer information. In light of the resulting incident, both companies wish to sincerely apologize to those affected for causing great inconvenience and anxiety. Vodafone K.K. will strengthen measures for customer information management and supervision to prevent a similar event from occurring again. TOYOTSU SYSCOM and Think Media will put their full efforts into thoroughly reforming its information management system and also implement a structure to prevent similar occurrences.

Vodafone K.K. and TOYOTSU SYSCOM sincerely apologize to customers and affected parties for causing great inconvenience and anxiety.

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