

22 June 2006

Statement on issue with Vodafone 804N

Vodafone K.K. announces today that it has confirmed issues with the Vodafone 804N, which went on sale in April 2006 (manufactured by NEC). Among other issues that have been confirmed, in rare cases various data (such as address book, mail, call history, photo/movie files, ring tones, V-appli, music data) saved on the handset is deleted. Accordingly, 804N customers will be able to exchange their handset for an 804N equipped with new software or have their current handset software upgraded at any Vodafone shop.

1. Description

- 1) In some cases various data (such as address book, mail, call history, photo/movie files, ring tones, V-appli, music data) saved on the handset is deleted
- 2) In some cases the address book cannot be used
- 3) In some cases all settings are reset

2. Causes

Causes stem from a handset software issue

3. Affected number of handsets

Approximately 23,000 handsets

4. Actions

804N customers will be able to exchange their handset for an 804N equipped with new software or have their current handset software upgraded at any Vodafone shop. Once preparations are in place, Vodafone K.K. will inform customers by direct mail and via the Vodafone K.K. website of the steps to correct the issues and the date of when Vodafone shops will begin accepting handsets for exchanges or upgrades.

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