



May 31, 2017

TOKAI Holdings Corporation  
Katsuhiko Tokita, President & CEO  
(Code No. 3167 Tokyo Stock Exchange First Section)

To whom it may concern

## **Efforts to prevent consumers' damage cooperation with the Chiba prefecture administration for the first time.**

### **Provide nuisance phone filter service of our CATV business**

ICHIHARA COMMUNITY NETWORK TELEVISION CORPORATION (Headquarters: Ichihara City, Chiba Prefecture, President and Representative Director: Hirofumi Iwamoto, hereinafter "Ichihara CNT"), a subsidiary of TOKAI Cable Network Corporation (Headquarters: Numazu City, Shizuoka Prefecture, President and Representative Director: Yasuhiro Fukuda, hereinafter "TCN"), which is responsible for the CATV business of the Group, concluded a business contract agreement and agreement on watch over elderly network with Ichihara City, Chiba Prefecture. And we will initiate efforts to prevent consumer damage in cooperation with the first administration in Chiba Prefecture, as described in the attachment.

#### **1. Contribution to solving regional and social issues through cooperation with regional administration**

The Group has developed its CATV business in the service area of 5 prefectures nationwide, and it is used by 740,000 customers totaling 510,000 for broadcasting service and 230,000 for communication service.

Last year, in collaboration with 5 municipalities\*<sup>1</sup> in Shizuoka prefecture, the "Tobila phone" service\*<sup>2</sup> provided by TCN was adopted for the prevention of consumer damage from malicious business operators.

\*<sup>1</sup> It was adopted in Yaizu City, Fuji City, Susono City, Shimada City, and Morimachi.

\*<sup>2</sup> For details of the service, please refer to "Tackling with Preventing Consumer Damage Cooperated with the Administration" released by TCN on May 31, 2017.

#### **2. Efforts to Prevent Consumer Damage by Collaboration with Ichihara City**

In Chiba Prefecture, Ichihara CNT will also cooperate with Ichihara City to implement "Recruitment of Tobila phone free monitor"\*<sup>3</sup>, "Enlightenment through CATV broadcasting etc.", and carry out "Watch over the elderly" activities.

Ichihara CNT is entrusted work that takes advantage of the strengths of its CATV businesses

that are closely tied to the community, such as Notification that 100 "Tobila phones" will be provided free of charge by Ichihara City, Awareness raising activities utilizing CATV community channel etc., and Contact with Consumer Lifestyle Center when Consumer Living Consultation is received from elderly people in daily business activities.

\*3 Tobila phone terminal fee and monthly usage fee until the end of March 2018 are free of charge.

Under the TLC (Total Life Concierge) vision, TOKAI Group comprehensively proposes various lifestyle services, including energy, information and communication, and CATV services. Currently around 2,560 thousand customers use our services. The Group will work to improve customer satisfaction, and actively offer services and products that contribute to solving challenges of local communities and society.

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May 31, 2017

TOKAI Cable Network Corporation

To whom it may concern

## On efforts to prevent consumers' damage in cooperation with the administration

ICHIHARA COMMUNITY NETWORK TELEVISION CORPORATION (Head Office: Ichihara City, Chiba Prefecture, President: Hirofumi Iwamoto, hereinafter referred to as Ichihara CNT), a group company of TOKAI Cable Network Corporation (Head Office: Numazu City, Shizuoka Prefecture, President: Yasuhiro Fukuda), receives consignment from Ichihara City in order to prevent consumers' damage from malicious commercial laws and others increasing year by year, "Recruitment for free monitors for nuisance phone prevention devices (Tobila phone)" and "Enlightenment through CATV broadcasting etc." will be carried out, and "Elderly watching over activities" in collaboration with the city consuming life center will be carried out.

### 1. Recruitment of a free monitor for the nuisance phone prevention device (Tobila phone)

Ichihara CNT is looking for a free monitor of a device (Tobila phone) that automatically shuts down a suspicious phone call to prevent damage caused by malicious commercial law etc.

"Tobila Phone" service is a service to prevent consumer troubles, which distinguishes a nuisance phone number based on the database\*<sup>1</sup> accumulated day by day from the police, the consumer agency, the municipality etc.

<Details of a free monitor for the nuisance phone prevention device (Tobila phone)>

■ Monitor Period: July 2017 (Sequentially from equipment installation) to end of March, 2018

■ Number of monitors: 100 units. \*If more than 100 apply, it will be a lottery with priority over elderly (over 65) households.

■ Application deadline: Until June 30, 2017

■ Conditions for application:

For households meeting all of the following conditions.

(1) Must be a resident of Ichihara City (one device per household)

(2) Home phones must have caller ID (such as number display) or be able to prepare till the Installation.

(3) A person who can reply a questionnaire.

## **2. Enlightenment by CATV broadcast etc.**

### (1) Enlightenment by CATV broadcast

Broadcast actual case examples of consumer damage and emergency announcement in about 1 minute within "AI channel Topix" (broadcast three times a day) broadcasted on Ichihara's community channel.

### (2) Enlightenment by TV program guide

Posting enlightenment articles on consumer damage prevention to TV channel guide (issued monthly).

## **3. Elderly watching over activities**

Ichihara CNT, based on the "Elderly Watching Network Business agreement" with Ichihara City, when receiving consultation about consumption life from elderly people etc. in daily business activities, cooperation such as contacting the consumer life center.

\*1 The provision and management of the unsolicited telephone number database is done by Tobila Systems Co., Ltd.  
(Headquarters: Naka-ku, Nagoya City, Aichi Prefecture, President: Atsushi Akida).

[For enquiries regarding the service]

TOKAI Cable Network Corporation

TEL: 0120-696-942 (Toll free number within Japan only, 9:30-18:30 JST)

<http://www.tokai-catv.co.jp/>