

August 7, 2017

To whom it may concern

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

TOKAI Group Enhances the Lineup of Optional Services for Low-Cost SIM Service “LIBMO”

Offering the Lowest Cost in the Industry Also for Users of Flat-Rate Calling Services

TOKAI Communications Corporation (hereinafter “TOKAI COM”), a wholly-owned subsidiary of TOKAI Holdings Corporation, launched four new option services for users of its “LIBMO” low-cost SIM services. The four new services are designed to realize the TLC (Total Life Concierge) vision pursued by the TOKAI Holdings Group for “providing comprehensive and meticulous support for customers’ comfortable living.” Through the provision of the new services, we will increase customers’ convenience and enhance the appeal of our services to further boost sales.

“LIBMO” is low-cost SIM/smartphone services launched by TOKAI COM through its full-scale entry into the MVNO business in February 2017. Under LIBMO services, we offer a competitive pricing structure and provide services that meet users’ needs, such as package discounts for users subscribing to the Company’s fiber optic Internet connection services and industry’s first^{*1} monthly iPhone rental services.

In addition to the above services, TOKAI COM will offer the following optional services designed to eliminate users’ inconvenience and worries about low-cost SIM services and launch a discount campaign.

Optional services	“10-minute unlimited voice calling service,” “device protection coverage,” “home visit support service,” and “device kitting service”
Campaign	“Voice calling discount program”

(For details of each service and campaign, please see the attachment.)

Under the TLC vision, the TOKAI Holding provides thorough community-based lifestyle infrastructure services vital for daily life, such as energy infrastructure, information and telecommunication infrastructure, and CATV networks. We currently serve 2.57 million customers. We will continue to provide products and services that are conducive to addressing issues faced by society and local communities proactively in order to improve customer satisfaction.

*1. iPhone rental service offered by MVNO excluding sub-brands of major telecommunications companies with the minimum rental period of six months.



August 4, 2017

To whom it may concern

TOKAI Communications Corporation

Service Enhancement of “LIBMO” Low-Cost Mobile Services, Offering New Services Including “10-Minute Unlimited Voice Calling Service”

TOKAI Communications Corporation (Headquarters: Shizuoka City, Shizuoka; President & CEO: Katsuhiko Tokita; hereinafter the “Company”) launched four new services for users of “LIBMO” low-cost mobile services on August 1, 2017, in order to further improve customers’ convenience and product competitiveness. The new services include “10-minute unlimited voice calling service,” with which users can make unlimited domestic calls up to 10 minutes per call.

The addition of the new services will eliminate concerns of customers about low-cost mobile services, such as customers who are switching carriers from major carriers or first-time smartphone users. We will continue striving to deliver better services to allow customers to use our services worry-free.

To coincide with the launch of the “10-minute unlimited voice calling service,” we started the “voice calling discount program” in which users will get a discount of up to 550 yen from their monthly fee for the “10-minute unlimited voice calling service.”

- New services available from August 1 * All prices are before tax.
 - 10-minute unlimited voice calling service : Monthly fee: 850 yen
(Service content) A flat-rate voice calling service that allows users to make unlimited domestic calls for up to 10 minutes per call.
 - Device protection coverage : Monthly fee: 380 yen
(Service content) Users of mobile devices with LIBMO services can get a replacement of their devices or receive compensation at the time of device trouble.
 - Home visit support service : Basic support fee: 7,800 yen at minimum
(Service content) When users have troubles with their smartphones/tablets, support staff visit their homes and provide troubleshooting support services, such as performing setup on smartphones/tablets or helping users to learn how to operate their devices.
 - Device kitting : Free of charge
(Service content) For users of mobile devices with LIBMO services, we perform device kitting services, such as installing SIM card, performing initial setup, and preinstall the app for 10-minute unlimited voice calling service before delivery of their mobile devices.

For the outline of each service, please refer to the following descriptions.

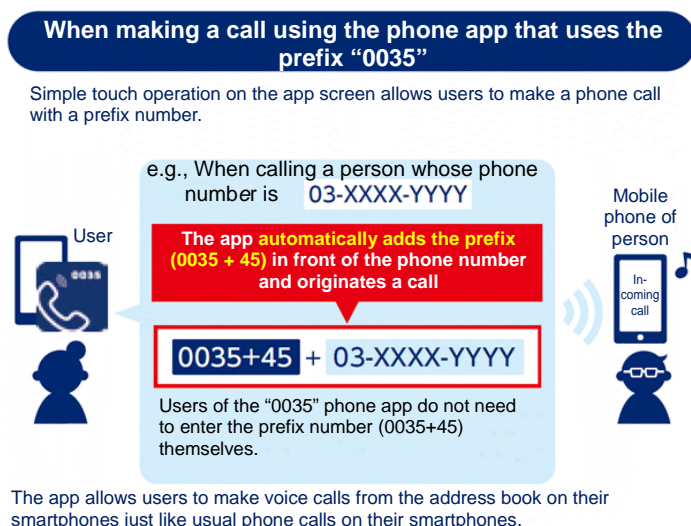
1. 10-minute unlimited voice calling service

- Monthly fee: 850 yen
- Call rates: Calls lasting 10 minutes or less: Free of charge

Calls lasting longer than 10 minutes: 10 yen per 30 seconds after 10 minutes

This is a flat-rate voice calling service that uses a prefix number when making calls. Customers subscribing to this service are allowed to make unlimited domestic calls for up to 10 minutes *1 from the phone app that uses the prefix “0035.” When calls last longer than 10 minutes, users are charged 10 yen per 30 seconds after 10 minutes. With this service, users can make a call at about half the price *2 of what they would be charged without subscribing to this service.

- Illustration depicting a voice calling using the phone app



- The outline of voice calling discount program
 - Period: Starting from August 1, 2017 (Tuesday)
 - Campaign target: Users who subscribe to the 10-minute unlimited voice calling service during the campaign period
 - Campaign perks: Users will get a discount of up to 550 yen on their monthly fees for the 10-minute unlimited calling service for 12 months.
 - Campaign application example: 1,880 yen per month *3

<Breakdown>

 - Data communication (3GB) fee: 880 yen
 - Voice function fee: 700 yen
 - 10-minute unlimited calling service fee: 850 yen
 - Voice calling discount program: -550 yen

*1 Users of the 10-minute unlimited calling service cannot call certain numbers, such as 1XX numbers (110, 118, 119, etc.), 00XX and 0XX0 numbers (0120, 0570, 0180, etc.). For details, please visit our website at <https://libmo.jp>

*2 Half the price as compared with voice calling charge applicable when making calls from the standard phone apps that comes with smartphones without adding the prefix number (20 yen per 30 seconds).

*3 Monthly fees applicable during the first year after the service start date. The monthly fees in the second year and beyond will be 2,430 yen.

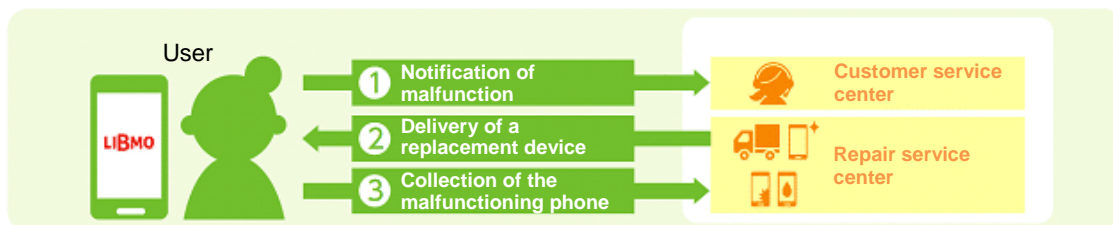
2. Device protection coverage

- Monthly fee: 380 yen
 - Deductibles: (replacement cost): 5,000 yen (first time)
8,000 yen (second time)
The amount equivalent to the cost of device (third time and thereafter)
- * Not covered by the plan

Device protection coverage is a service in which users can get a replacement of mobile device or compensation to protect against troubles, such as failure, breakage, total loss, or dropping in water, for mobile devices with LIBMO services users purchased. By paying 380 yen (excluding tax) per month, users can get a replacement of mobile device*4 only with payment of deductible (replacement cost) when they use the device protection coverage service.

When users request for replacement of mobile device, all they need to do is to call our dedicated customer service center. We will deliver a replacement of mobile device and collect the malfunctioning one.

- Illustration depicting device protection coverage service



*4 Malfunctioning, etc. due to intentional misconduct or inappropriate usage are not covered by this service.

* The maximum contract period of this service is 36 months. (The contract will be automatically cancelled on the 37th month.)

* Users can subscribe to this service only upon purchase of mobile devices with LIBMO services.

3. Home visit support service

- Basic support fee: 7,800 yen at minimum
- Optional service fee: 1,100 yen at minimum

When users who subscribe to our home visit support service have troubles with their mobile devices, support staff visit their' homes and provide troubleshooting support services, such as performing initial setup on their smartphones/tablets or helping them learn how to operate their devices. Basic support includes the following services.

- Installation of SIM card, APN setup
- Apple ID/Google account acquisition and setup
- Wi-Fi setup, etc.

Optional support services that are not included in basic support, such as transfer of address book and security settings, are available for predetermined optional support fee.

4. Device kitting

- Free of charge

For users who purchase mobile devices with LIBMO services on August 1 or thereafter, their devices will be delivered upon completion of the following pre-setup process. Users can start using their delivered devices just by turning on the devices*5.

- Initial setup: Install SIM card, check the initial failure and perform initial setup.
- APN setup: Perform APN setup for data communication.
- App installation: Pre-install the “0035” phone app to enable the 10-minute unlimited calling service and “TOKAI SAFE” app.
- Shortcut setup: Set up a shortcut to mypage on LIBMO’s home screen.

*5 Users switching from other carriers need to set up MNP on their own.

<p>[For enquiries regarding the service] Business Development Department, Mobile Communication Business Department, Consumer Sales Division TOKAI Communications Corporation E-Mail : LIBMO-SALES@tokai-grp.co.jp</p>
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