

August 7, 2017

To whom it may concern

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

## **Service Agreement Entered with Susono City, Omaezaki City Shizuoka Pref. Our efforts to prevent consumers' damage expanded to 10 cities in Shizuoka prefecture**

TOKAI Cable Network Corporation (Headquarters: Numazu City, Shizuoka; President & CEO: Yasuhiro Fukuda; "TCN"), a wholly owned subsidiary of TOKAI Holdings Corporation that handles the Group's CATV business, has entered into a service agreement with Susono City and Omaezaki City Shizuoka Pref. and will launch measures to prevent consumers' damage as described in the attachment.

### **1. Helping to Solve Regional and Social Issues in Partnership with Local Authorities**

The TOKAI Group has expanded its CATV business to cover five prefectures in Japan, with a total of 740 thousand customers: 510 thousand customers for its broadcasting services, and 230 thousand customers for its communications services\*1.

Since last fiscal year, as a regional CATV operator, in collaboration with local authorities\*2 in Shizuoka prefecture, we began initiating efforts utilizing the nuisance call filtering service "Tibila phone"\*3 to prevent consumers' damage.

\*1 Number as of the end of June 2017

\*2 Yaizu City, Fuji City, Susono City, Shimada City and Morimachi.

\*3 For details of the service, please refer to "Automatically Block Suspicious Calls. -Also Susono and Omaezaki City, started initiatives that utilize "Tobila Phone"- released by TCN on August 7, 2017.

### **2. Efforts to prevent consumer damage by collaboration with 10 cities in Shizuoka prefecture**

Even in this fiscal year, TCN will collaborate with 10 cities\*4 in Shizuoka prefecture, which added the current two cities following the 8 cities announced on July 6, and implemented measures to prevent consumer damage prevention using the "Tobila phone" service.

TCN will undertake operations that make use of its position as a CATV operator with strong regional ties, such as handling enquiries regarding the free installation, receiving applications, installing equipment, and conducting post-installation maintenance when Susono City and Omaezaki City provide the "Tobila phone" with free of charge\*5.

\*4 Mishima City, Fujinomiya City, Kosai City, Fukuroi City, Shimada City, Gotemba City, Yaizu City, Fujieda City, Susono City and Omaezaki City.

\*5 Tibila phone terminal fee and monthly usage fee will be free until the end of March, 2018 (Omaezaki City until the end of February).

Under the TLC (Total Life Concierge) 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.

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## Automatically Block Suspicious Calls

Also Susono and Omaezaki City, started initiatives that utilize "Tobila Phone"

TOKAI Cable Network Corporation (Headquarters: Numazu City, Shizuoka; President & CEO: Yasuhiro Fukuda; hereinafter the "Company") has entered into a service agreement with Susono City and Omaezaki City regarding using the "Tobila Phone" nuisance call filtering service.

Our efforts with regional authorities aimed at preventing damage such as billing fraud in this fiscal year become 10 cities together with Mishima City, Fujinomiya City, Kosai City, Fukuroi City, Shimada City, Gotemba City, Yaizu City, and Fujieda City, that already implemented.

Damage due to such as billing fraud aimed at the elderly is a major social problem.

Under such circumstances, as part of our contribution to the local community, we are offering the "Tobila phone" service to prevent nuisance phone calls.

### 1. About Tobila Phone

The Tobila Phone service helps prevent consumer trouble by determining whether a call from an unknown number is from a nuisance caller, based on a list of nuisance call numbers updated daily using information provided by police, the Consumer Affairs Agency, local governments, etc.\*1.

### 2. Cooperation with Local Authorities

Going forward, the Company will actively work with local authorities to provide the Tobila Phone service in order to prevent consumer trouble, contributing to local communities.

<<Cooperation between the Company and local authorities in FY2017>>

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◇ Susono City, Shizuoka Prefecture

“FY2017 Susono City Consumer Harm Prevention Initiative”

To prevent damage to its residents such as from billing fraud, Susono City will offer 60 Tobila Phone devices for free to households wishing to use the Tobila Phone service.\*2

The Company has entered into a service agreement with Susono City to provide the Tobila Phone service, and to handle the process from applications to installations of the devices in 60 homes.

<Details of Tobila Phone Service in Susono City>

■ Application period: August 18, 2017

■ Number of households: 60 households. If more than 60 households apply, priority will be given to households with elderly people.

■ Conditions for application:

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

\* Those who used this service in FY 2016 should withhold.

(2) Home phones must have caller ID (such as number display). Or those who can start using such equipment until installation.

(3) Those who can contribute to the questionnaire about Tibila phone service.

◇ Omaezaki City, Shizuoka Prefecture

“FY 2017 Omaezaki City Elderly, etc. Consumer Damage Prevention Research work”

To prevent damage to its residents such as from billing fraud, Omaezaki City will offer 50 Tobila Phone devices for free to households wishing to use the Tobila Phone service.\*3

The Company has entered into a service agreement with Susono City to provide the Tobila Phone service, and to handle the process from applications to installations of the devices in 50 homes.

<Details of Tobila Phone Service in Susono City>

■ Application period: Thursday, August 10, 2017 to until applicant limit reached

■ Number of households: 50 households. If more than 50 households apply, the following households will take precedence.

(1) Elderly (over 65) single household

(2) Household with only elderly

(3) Household with elderly

■ Conditions for application:

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

(2) Home phones must have caller ID (such as number display). Or those who can start using such equipment until installation.

\*1 The nuisance caller number database is provided and managed by Tobila Systems, Inc. (Headquarters: Naka-ku, Nagoya City, Aichi; President & CEO: Atsushi Akita).

\*2 The Tobila Phone device will be provided for free, and there are no monthly usage fees for the service until March 2018.

\*3 The Tobila Phone device will be provided for free, and there are no monthly usage fees for the service until February 2018.

**For standard fees and service details please see the following link (Japanese only).**

<http://www.thn.ne.jp/tobiraphone/>

[For enquiries regarding the service]

TOKAI Cable Network Corporation

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