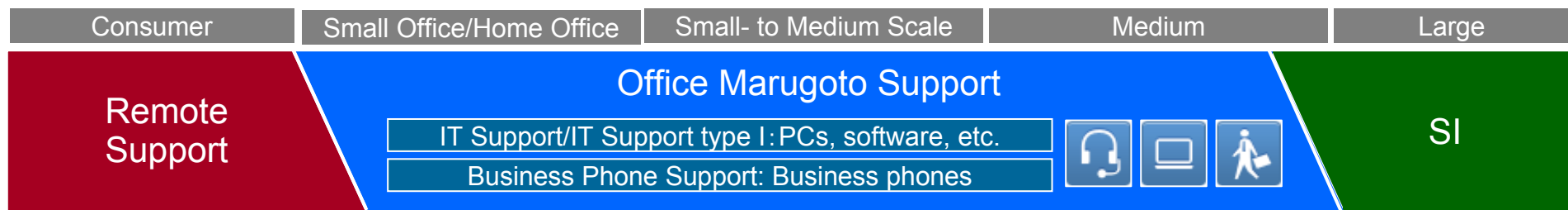


6-1. Measures Taken in the Business Market

- In addition to the “Remote Support Service” for consumers and maintenance support (SI) for individual large-scale offices, NTT East bolstered sales of “Office Marugoto Support” for small- to medium-scale businesses and for small office/home offices.
- NTT East expanded alliances with partner companies including device manufacturers and consumer electronics stores and enhanced service menus by, among other things, expanding support service coverage to users of Internet connection lines besides FLET’S Hikari.



Expansion of Partner Alliances

▶ Collaborations with Device Partners

- In March 2013, began providing one-stop services with PCs through collaborations with Microsoft Japan Co., Ltd. and Dell Japan
- Plans to gradually expand through collaborations with Hewlett Packard Japan, Ltd. and NEC



▶ Collaborations with consumer electronics stores

- Plans to further increase the number of partner electronics retail stores that offer support for PCs sold.



Service Enhancement

▶ Provide services that partner businesses find easy to use

- In May 2012, launched “IT Support type 1,” a support service that covers users of every type of Internet connection line.
- Bolstered sales by providing services that partner businesses find easy to use.

オフィスまるごとサポート