

11. Telephone

(1) Connecting a New Phone

Call NTT West Information at 116 or apply for NTT Internet Reservation Service "Pittari Net" at (<http://www.ntt-west.co.jp>).

NTT West Information offers telephone information service for foreign customers. English and other language operators are available for any questions or comments regarding telephone services and the Internet.

NTT West Information TEL : 0120-364-463 (toll-free)

Service Hours: 9 am ~ 5 pm Monday to Friday

Languages Available: English, French, Spanish, Portuguese, Chinese and Korean

Telephone installation charges come in 2 types : "Analog Lite Plan" and "Analog"

Comparison of Charges

The "Analog Lite Plan" is less expensive, because it does not include a telephone installation charge (¥37,800), which is required as an initial expense for the "Analog" plan. (Tax included)

	Analog Lite Plan	Analog
Installation Charge	---	¥37,800
Contract Fee	¥840	¥840
Construction Fee	¥2,100	---
Total	¥2,940	¥38,640

Installation Charge
Contract Fee

Necessary Documents: Identification (Passport, Alien Registration Card, Insurance Card, anything that can confirm your identity)

Payment Fee

- When you are sent a bill, pay it at the bank or another financial institution, post office or convenience store.
- You can have your telephone bills automatically deducted from your account.

Go to your bank or post office with your bankbook, personal seal (inkan) used in your bankbook, and the bill or receipt you received from NTT West. Please complete any necessary procedures.

Other communication methods such as mobile cellular phones and PHS are available. Please ask at the branch offices of individual companies for more details.

Moving with your Telephone . . . Once the date and location of your move have been decided, please contact NTT West as soon as possible. The moving procedure requires advance booking.

You can have telephone service at both your old address and your new address for up to 7 days.

Upon request, a recorded announcement service is available to notify callers of your new number. This service is free of charge and lasts for about 3 months. When you No Longer Need your Phone . . . If you are leaving the country, or for whatever reason you no longer need your phone, you can transfer the rights of your phone to someone else, or return it to the phone company.

	Analog Lite Plan	Analog
Transfer of Subscription Rights	Unavailable	Available
Establishment of a Loan Guarantee	Unavailable	Available
Suspension of Phone Service	Unavailable	Available

(2) Domestic Calls

Dial the area code, city code, and subscriber's number in this order:

(Ex.) Area code - City code - Subscriber's number

0532 - 12 - 3456

You do not need to dial the area code if the person you are calling has a same area code. (Except mobile cellular phones.)

Phone numbers starting with 0120 are toll free.

Ex : 0120-987-654

(3) Public Telephones

Analog Public Telephones <green>

Telephone cards, 10 yen coins, and 100 yen coins can be used. You cannot make an international call from this type of telephone.

Digital Public Telephones <green • gray>

Telephone cards, 10 yen coins, and 100 yen coins can be used. You can make international calls at telephones indicating "For International Calls."

(Note) No change will be returned when you use a 100 yen coin.

Telephone cards can be obtained from a vending machine or at a convenience store.

(4) International Calls

Types of Telephones for International Calls

You can place an international call from home or office phones, cell phones, PHS and public phones indicating "For International Calls." There are also "Pre-paid Cards Exclusively for International Calls" available. They can be used from home phones, public phones, cell phones, and PHS. They are sold at convenience stores and come with English instructions.

(Note) There may be cases in which when you place an international call from your cell phone or PHS, you are required to request approval in advance. Contact each individual cell phone company for detailed information.

How to Make an International Call

There are 2 systems for international phone calls: "Direct Dialing" and "Operator Calls".

a) Direct Dialing

The caller dials the person abroad and speaks directly to him or her.

(Ex.) Access code - 010 - Country code - Area code - Local number

International Telecommunication Companies

Access Code	International Telecommunication Companies	Phone Number (Toll Free · English Accepted)
001	KDDI	0057
0033	NTT Communications	0120-540-033
0041, 0061	Softbank Telecom	0088-41

b) Operator Calls

Dial 0051 for KDDI. With the help of an international operator, you may make a call using a person's name or phone number, as well as collect calls, or make calls using a credit card.

Telephone Directory Assistance : 104 (Japanese and English are available for a fee)

You can search for various stores across Japan in English. Search on the Internet under "corporation," "industry" and "area."

iTOWNPAGE (English Version) ... <http://english.itp.ne.jp>

NTT: http://www.ntt.co.jp/index_e.html (English available)