

Confidential MPHPT Communications Usage Trend Survey in 2002-- Households

This survey is being conducted in accordance with the Statistical Reports Coordination Law. As your responses on this questionnaire will be used only for statistical analysis, please be truthful in completing each question.

**Entire Household - Questions concerning the entire household are directed to the head of the household.**

Q1. Information and Telecommunications Devices

(1) **Do you own any of the devices listed in (1) through (13) below?**

**Enter the number of each device owned** in your household. If none are owned, write in "0".

Notes

1. If you own a certain device but have not used it even once **in the past year** or purchased it with funds from your workplace, please treat it as a device you do not own.
2. If you own a device that can use both cell phone and PHS services, indicate that you own both a cell phone and a PHS.

Device	No. Owned
(1) Cell phone (Other than (2))	units
(2) Internet compatible cell phone	units
(3) PHS (other than (4))	units
(4) Internet compatible PHS	units
(5) Mobile data terminal (PDA)	units

Device	No. Owned
(6) Personal computer	units
(7) Internet compatible fixed telephone	units
(8) Word processor	units
(9) Facsimile	units
(10) Car navigation system	units

Device	No. Owned
(11) Internet compatible television	units
(12) Internet compatible TV game device	units
(13) Other electronic device that connects to the Internet	units

(2) **For households that own two or more PCs**  
**Are the PCs connected by a wired or wireless system (a household LAN)?**  
**Please circle the number of the appropriate response.**

1. They are connected.    2. They are no connected.
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Q2. Internet Usage

(1) Has anyone in your household (excluding persons five years old and younger) used the Internet in the past year **(including sending or receiving e-mail)? Please circle the number of the appropriate response.**

In addition to Internet access from a PC, also includes access from a cell phone, PHS, mobile data terminal, game device, etc.

1. No one has used the Internet.	2. At least one person has used the Internet.
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(2) This question is for households that access the Internet "at home" from a "PC."

(If no one uses the Internet at home from a "PC", then skip this question and proceed to questions 3.)

**What type of line do you use to connect to the Internet "at home" from a "PC."**

**Please circle the number of all responses that apply.**

1. Dial-up (telephone line)	6. Cable TV line
2. ISDN -- dial up	7. Optical line (fiber optics)
3. ISDN -- always on connection	8. Wireless (FWA, etc.)
4. Cell phone*	9. DSL
5. PHS*	10. Other

\* Cell phone and PHS include only when used to connect to a PC, and do not include direct connections to the Internet.

Q3. Cable Television and Satellite Broadcasting

Does your family watch any of the television broadcast types listed in (1) through (4) below **at home**?

**Please circle one response for each type.**

Type of TV Broadcast	At Home	
(a) Cable television	1. Yes 2. No	
(b) BS analog broadcasts	1. Yes, NHK only 2. Yes, for-pay programs only 3. Yes, both NHK and for-pay programs 4. No	Responses other than 4 Do you watch using cable TV? 1. Yes    2. No
(c) BS digital broadcasts	1. Yes, NHK and free programs only 2. Yes, for-pay programs only 3. Yes, NHK, free, and for-pay programs 4. No	Responses other than 4 Do you watch using cable TV? 1. Yes    2. No
(d) CS broadcasts	1. Yes 2. No	Response Do you watch using cable TV? 1. Yes    2. No

Q4. Terrestrial Digital Broadcasting

(1) **Circle the number of all items of which you were aware.**

- |   |  |
|---|--|
| 1. Digital broadcasts began in three major cities in 2003.            | 4. Even after the start of digital broadcast, it will be possible to watch analog broadcasts for the time being. |
| 2. Digital broadcasts will be launched in other locations in 2006.    | 5. A digital TV of a special tuner is necessary to watch digital broadcasts.                                     |
| 3. The analog broadcasts currently in use will be terminated in 2011. |  |

(1) This question is for persons who circled at least one of items (1) through (4) above. Through what media did you obtain that information? **Circle all that apply?**

- |                       |                            |   |
|-----------------------|----------------------------|---|
| 1. Newspaper          | 4. MPHPT or other Web site | 6. Municipal announcement, magazine, etc. |
| 2. Television         | 5. Event venues            | 7. Other                                  |
| 3. Poster or pamphlet |                            |   |

(3) What features of terrestrial digital broadcasts do **you have expectations for?** **Circle all that apply.**

- |  |
|--|
| 1. Ability to watch programs with high picture and sound quality   |
| 2. Broadcasts suitable for the elderly or physically challenged through enhanced subtitled and ability to change the speed of the dialog |
| 3. Ability to obtain the latest news through enhanced data broadcasts  |
| 4. Searching for programs using on-screen guides   |
| 5. Ability to answer questions on quiz shows and to make requests for drama programs and movies  |
| 6. Automatic storage, scene searching, and digest viewing using server-type broadcasts   |
| 7. Ability to receive stable broadcasts from mobile terminals  |
| 8. Ability to watch TV shopping and make bank transfers via the Internet   |
| 9. Nothing in particular   |

(4) **How much** would you pay for a digital TV? Circle one response.

- |                       |                     |                         |
|-----------------------|---------------------|-------------------------|
| 1. More than ¥500,000 | 3. ¥300,000 or less | 5. ¥100,000 or less     |
| 2. ¥500,000 or less   | 4. ¥200,000 or less | 6. I would not buy one. |

Q5. Questions Concerning Your Household

(1) **How many people** are there in your household? Please **write the number.**  persons

(2) How much is your household income (income for the previous year including taxes)?

Circle one response.

- |                                      |  |  |
|--------------------------------------|--|--|
| 1. Less than ¥2 million              | 4. ¥6 million - less than ¥8 million   | 7. ¥15 million - less than ¥20 million |
| 2. ¥2 million - less than ¥4 million | 5. ¥8 million - less than ¥10 million  | 8. ¥20 million or more                 |
| 3. ¥4 million - less than ¥6 million | 6. ¥10 million - less than ¥15 million |  |



Q2(1)

Have you used the Internet in the past year (including e-mail)?  
Circle one response.

1	2	3	4	5	6	7	8
---	---	---	---	---	---	---	---

1. Yes
2. No

1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2

\* Not limited to use at home, but also including use at work, school, etc.

\* Not limited to use from a PC, but also including use from a cell phone, PHS, game device, etc.

(2)

This question is directed to persons who answered "Yes" to part (1) above. In the past year, at what locations and what devices did you use to access the Internet?  
Circle one response.

1. A PC at school
2. A PC at work
3. A PC at home or other location
4. An Internet-compatible TV at home or other location
5. An Internet-compatible fixed phone at home or other location
6. An Internet-compatible household, game device or other device at home or other location
7. An Internet-compatible cell phone, PHS or mobile information terminal (PDA)

1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7

\* School refers to Internet use by children or students taking courses at an elementary, middle, or high school, university, or graduate school.

\* Work refers to persons who use the Internet for their work (including persons who work at home and use the Internet and educators who use the Internet at a school).

\* Home or other location refers to persons who access the Internet for personal use.

(3)

This question is directed to persons who answered "Yes" to part (1) above. When you access the Internet from a PC at home, do you use a broadband connection\*?  
Circle one response.

1. Yes
2. No

1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2

\* Includes cable connections, FTTH (fiber optics), wireless (FWA, etc.), and DSL connections.

(4)

This question is directed to persons who answered "Yes" to part (1) above. Have you ever used an Internet connection service such as a wireless LAN provided in a public space including hotels, restaurants, airports, or stations?  
Circle one response.

1. Yes
2. No

1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2



(4) Have you purchased any goods or services on the Internet in the past year? Circle on response.	1	2	3	4	5	6	7	8
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1. Yes	1	1	1	1	1	1	1	1
2. No	2	2	2	2	2	2	2	2

(5) This question is directed to persons who answered "Yes" to part (4) above. What goods or service did you purchase? Circle all that apply for both "PC" and "cell phone."	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone
---	----	------------	----	------------	----	------------	----	------------	----	------------	----	------------	----	------------

1. Computer-related goods (PC, peripheral devices, software, etc.)	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2. Reading materials (books and magazines) and CDs (excluding digital receipt of content)	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3. Clothing, accessories, and jewelry (clothing, footwear, accessories, etc.)	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4. Foodstuffs (foods, beverages, alcohol)	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5. Furniture, household appliances, household goods	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6. Hobby items and miscellaneous (toys, musical instruments, sporting goods, stationary items, etc.)	6	6	6	6	6	6	6	6	6	6	6	6	6	6
7. Gifts (mid-year or year-end gifts, Christmas gifts, etc.)	7	7	7	7	7	7	7	7	7	7	7	7	7	7
8. Tickets (transportation, concert, theater, restaurant, hotel, etc.)	8	8	8	8	8	8	8	8	8	8	8	8	8	8
9. Package tours and travel goods	9	9	9	9	9	9	9	9	9	9	9	9	9	9
10. Financial products (stocks, insurance, mutual funds, etc.)	10	10	10	10	10	10	10	10	10	10	10	10	10	10
11. Real estate (including rental housing)	11	11	11	11	11	11	11	11	11	11	11	11	11	11
12. Automobile	12	12	12	12	12	12	12	12	12	12	12	12	12	12
13. Cosmetics, health items, medical goods	13	13	13	13	13	13	13	13	13	13	13	13	13	13
14. Other	14	14	14	14	14	14	14	14	14	14	14	14	14	14

(6) This question is directed to persons who answered "Yes" to part (4) above. How much did you spend total on goods and services purchased on the Internet in the past year (including consumption tax)? Circle one response.	1	2	3	4	5	6	7	8
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1. ¥5,000 or less	1	1	1	1	1	1	1	1
2. ¥5,000 - ¥10,000	2	2	2	2	2	2	2	2
3. ¥10,001 - ¥15,000	3	3	3	3	3	3	3	3
4. ¥15,001 - ¥20,000	4	4	4	4	4	4	4	4
5. ¥20,001 - ¥25,000	5	5	5	5	5	5	5	5
6. ¥25,001 - ¥30,000	6	6	6	6	6	6	6	6
7. ¥30,001 - ¥50,000	7	7	7	7	7	7	7	7
8. ¥50,001 - ¥100,000	8	8	8	8	8	8	8	8
9. ¥100,001 - ¥200,000	9	9	9	9	9	9	9	9
10. ¥ 200,001 - ¥500,000	10	10	10	10	10	10	10	10
11. ¥500,001 - ¥1,000,000	11	11	11	11	11	11	11	11
12. ¥1,000,001 or more	12	12	12	12	12	12	12	12





(3) This question is directed to persons who answered "Yes" with respect to a PC or cell phone.  
How much did you spend total in the past year to purchase digital content in the past year (including consumption tax)? Circle all that apply for both "PC" and "cell phone."

1	2	3	4	5	6	7	8
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P C	Cell phone	P C	Cell phone	P C	Cell phone	P C	Cell phone	P C	Cell phone	P C	Cell phone	P C	Cell phone
--------	---------------	--------	---------------	--------	---------------	--------	---------------	--------	---------------	--------	---------------	--------	---------------

- 1. ¥500 or less
- 2. ¥1,000 or less
- 3. ¥2,000 or less
- 4. ¥5,000 or less
- 5. ¥10,000 or less
- 6. More than ¥10,000

1	1	1	1	1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6	6	6	6	6

Q5 What concerns or areas of dissatisfaction do you have concerning the Internet, or what are the reasons why you do not use the Internet? Circle all that apply.

- 1. I am concerned about protecting my privacy (personal information).
- 2. I am concerned about the reliability of electronic payment methods.
- 3. I am concerned about protecting intellectual property rights.
- 4. I am worried about computer viruses.
- 5. I am concerned about the reliability of certification technology.
- 6. There are disclosures of unlawful and dangerous information.
- 7. Information searches are difficult.
- 8. Connection speeds are slow.
- 9. PCs and other devices are expensive.
- 10. It is difficult to use a PC and other devices.
- 11. Communications charges are high.
- 12. I don't know if e-mail I sent arrived.
- 13. There is no information I need.
- 14. I have no need to use the Internet.
- 15. Other
- 16. I have no particular areas of dissatisfaction.

1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9
10	10	10	10	10	10	10	10
11	11	11	11	11	11	11	11
12	12	12	12	12	12	12	12
13	13	13	13	13	13	13	13
14	14	14	14	14	14	14	14
15	15	15	15	15	15	15	15
16	16	16	16	16	16	16	16

Q6(1) This questions is directed to persons who use the Internet.  
What type of harm have you incurred while using the Internet in the past year?  
Circle all that apply for both "PC" and "cell phone."

P C	Cell phone	P C	Cell phone	P C	Cell phone	P C	Cell phone	P C	Cell phone	P C	Cell phone	P C	Cell phone
--------	---------------	--------	---------------	--------	---------------	--------	---------------	--------	---------------	--------	---------------	--------	---------------

- 1. Infection by a computer virus
- 2. I discovered a computer virus but computer was not infected.
- 3. Receipt of nuisance e-mail
- 4. Harm from unauthorized access.\*
- 5. Unauthorized use or disclosure of personal information
- 6. Slander on the Web (BBS, etc.)
- 7. Other (copyright violation, etc.)
- 8. I did not incur any harm.

1	1	1	1	1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8	8	8	8	8

\* Unauthorized access refers to access to a computer systems without permission to cause problems to the system or to use it without permission.

(2) This question is directed to persons who use the Internet.  
 Do you take any countermeasures against computer viruses or unauthorized access?  
 Circle all that apply.

1	2	3	4	5	6	7	8
---	---	---	---	---	---	---	---

- |                                  |
|----------------------------------|
| 1. Installed anti-virus software |
| 2. Use an anti-virus service     |
| 3. Back up files and data        |
| 4. Changed e-mail software       |
| 5. Use a firewall                |
| 6. Other                         |
| 7. Do not take any measures      |

1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7

**This concludes the questions.**  
**Please place the answers in the return envelope provided and mail them back.**  
**Postage is not required**  
**Thank you very much for your cooperation.**

## Glossary

Term	Definition
Cell phone/PHS	A small, mobile telephone. There are models that can only be used for voice and others that can be used not only for voice but the Internet as well (see "Internet-compatible mobile telephones/PHS").
Internet-compatible cell phones and PHS	A cell phone or PHS with Internet connection functions. Can be used for voice communications, sending and receiving e-mail, and use of Internet services.
Internet-compatible fixed phone	A fixed telephone with Internet connection functions.
Internet-compatible TV	A television with Internet connection functions.
Internet-compatible home computer game device	A home computer game device with Internet connection functions.
Car navigation system	A system that determines the position of the vehicle using a satellite signal and displays directions on a map using software from a CD-ROM or DVD-ROM
Mobile data terminals (PDA)	A small computer that has "electronic secretarial functions for managing personal information such as scheduling, address book and memos" and "functions for accessing the company LAN remotely and accessing electronic mail and Internet using a mobile telephone or PHS". A computer the size of a date book or smaller. Also called PDAs (personal digital assistants). This does not include notebook computers.
ISDN line	Abbreviation for Integrated Services Digital Network. General name for a digital communications network providing integrated telephone, facsimile, telex and data services.
FTTH (fiber to the home) (fiber optics)	A cable made of glass fiber used for optical communications. Has lower attenuation compared to copper lines used for general telephone communications and can be used to transmit large data volumes.
Wireless (FWA)	Abbreviation for Fixed Wireless Access. An antenna is installed on the subscriber's building and wireless communications is enabled with a base station antenna on the telecommunications carrier side. Services use the 2.4 GHz and 2.6 GHz bandwidths.
DSL line	Technology that allows high speed transmissions using existing telephone lines and allows for high-speed Internet connections (ADSL etc. are called DSL lines).
ADSL	Abbreviation for Asymmetric Digital Subscriber Line. The line is stretched from the telephone office to each home and office. This is a communications format that uses copper subscriber telephone lines and achieves high speed data transmissions of between a few Mbps and 20~30 Mbps.  With ADSL, the speeds of the different transmission directions (as seen from the user, sending is "uplink" and receiving is "downlink") are different.
Cable Television (CATV)	This refers to television broadcasting using cable. In addition to the normal (terrestrial) programs, the viewer is able to see a high number of channels including specialized programs such as the programs independently created for that specific region, sports, music and news, and satellite broadcasting. This does not include cable television intended solely to alleviate poor reception.
BS analog broadcasting	BS analog broadcasting is analog broadcasting using broadcasting satellites.  This includes the public programs for the three channels provided by NHK (NHK1, NHKII, high-definition TV) and service provided by WowWow. To view these programs, direct reception from a parabola antenna, tuner and specialized decoder or subscription to a re-transmission cable television service is necessary.
BS digital broadcasting	BS digital broadcasting is digital broadcasting that uses broadcasting satellites.  These are free broadcasting programs, such as the three public broadcasting programs provided by NHK, BS Nippon Television, BS Asahi, BS-i, BS Japan and BS Fuji, and programs such as WowWow and Star Channel. To view these programs, direct reception from a parabola antenna, tuner and specialized decoder or subscription to a re-transmission cable television service is necessary after signing on with pay-TV broadcasters.
CS broadcasting	These are television and radio broadcasts that use communications satellites, broadcasting specialized channels such as movies, overseas news, sports and music. To view these programs, direct reception from a parabola antenna and tuner or subscription to a re-transmission cable television service is necessary.
Electronic mail (e-mail)	The electronic version of the postal system. In the same way as postal mail, the addressee is specified and the document sent to the other party.
Bulletin board	An electronic bulletin board. Not a one-to-one communications measure like email, but a software system that makes a one-to-many data transmission possible. It is also possible to write responses to messages.
Chat	A service that allows conversation with other parties in real time using PC communications. This allows simultaneous conversation by multiple participants, with each sender's message (text) viewable by all parties.
Online auction	An auction system over the Internet in which the buyer (of among multiple potential buyers) who offers the highest price in response to the price set by the seller of the product gains the right to purchase that product.
Online banking	Various banking procedures or transactions carried out on the Internet.

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**Confidential** MPHPT Communications Usage Trend Survey in 2002-- Enterprises

This survey is being conducted in accordance with the Statistical Reports Coordination Law. As your responses on this questionnaire will be used only for statistical analysis, please be truthful in completing each question.

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Address label goes here	Department of the individual who filled out this survey	
	Name of the individual who filled out this survey	
	Telephone number	

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Q1. Installation and use of communications networks and the Internet at your company

(1) Has a communications network been installed at your company? Circle the number of each of the following that applies.

Company Communications Network	Installation status and plans for future installation
(a) Intra-company communications network (LAN, Intranet)	1. A company-wide network is installed. 2. A network is installed in some work sites or divisions. 3. No network is installed, but there are plans to install one in the future. 4. No network is installed and there are no specific plans to install one in the future.
(b) Inter-company communications network (WAN, extranet)	1. A company-wide network is installed. 2. A network is installed in some work sites or divisions. 3. No network is installed, but there are plans to install one in the future. 4. No network is installed and there are no specific plans to install one in the future.

(2) This question is directed to companies that responded that a network is installed in part (1) above.

How did your company install your intra-company or inter-company communications network? **Circle one response.**

1. All of the work is done in-company. 2. Part of the work is in-company and part was outsourced. 3. All of the work is outsourced.
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(3) Can a PC, cell phone, or mobile communications terminal (PDA) be used to connect to the company intra-company or inter-company communication network from outside the company? **Circle one response.**

1. Yes    2. No, but there are plan to allow such connections.    3. No, and there are no specific plans to allow such connections.

(4) Does your company use the Internet? **Circle one response.**

1. It is used company-wide.    3. It is not used, but there are plans for use in the future.  
2. It is used at some work sites or in some divisions    4. It is not used, and there are no plans for use in the future.

(5) How many employees per terminal that can be used to connect to the intra-company or inter-company network or the Internet does your company have? **Circle one response.**

1. One person per terminal    3. Three people per terminal    5. Five or more people per terminal  
2. Two people per terminal    4. Four people per terminal    6. No terminals are installed

(6) Does your company have a Web site? **Circle one response.**

1. Yes    2. No

(7) What are the problems of which you are aware concerning the use of information and communications networks (intra-company or inter-company networks or the Internet)? If your company does not use such networks, what are the persons preventing such use? **Circle all responses that apply.**

1. It is difficult to take security measures.    8. It is difficult to measure quantitatively the results of installation.  
2. Operating and management costs are high.    9. Concerns about the reliability of certification technologies  
3. Lack of operating and management personnel    10. Concerns about the reliability of electronic payment methods  
4. Recovery procedures after the system goes down are difficult.    11. Communications charges are expensive.  
5. Concerns about protecting copyrights and intellectual property rights    12. Connection speeds are slow.  
6. Concerns about computer viruses    13. Other  
7. It is difficult to achieve the expected results of installation.    14. No specific problems

(8) This questions is directed to companies that selected response "3" in part (7) above. What is the degree of the personnel shortage in your company? **Circle one response.**

1. One person    3. Three people    5. 10 people  
2. Two people    4. Five people    6. More than 10 people

Q2. This questions, concerning electronic commerce, is directed at all companies.

(1) Does your company conduct procurement or sales on the Internet\*? **Circle all responses that apply.**

1. We use the Internet for procurement from other companies.    3. We use the Internet for sales to consumers.  
2. We use the Internet for sales to other companies.    4. We do not use the Internet for procurement or sales.

\* Includes not only procurement on the Internet using public lines, but also procurement using TCP/IP (a commonly used communications protocol).

(2) This question is directed to companies that selected response "1" in part (1) above. How much did your company procure from other companies using the Internet in 2001? **Circle one response.**

Approx.	Yen
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(3) This question is directed at companies that chose response "2" or "3" in part (1) above. How much did you company sell to companies and consumers on the Internet in 2001. **Circle one response.**

Approx.	Yen, of which _____ % was to consumers
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(4) This question is directed to all companies.

**What problems are you aware of concerning the use of electronic commerce? Or what are the reasons that prevent these of electronic commerce? Circle all responses that apply.**

<ol style="list-style-type: none"> <li>1. System installation requires specialized knowledge.</li> <li>2. Communications protocols differ among industries.</li> <li>3. Forms and data formats differ among industries.</li> <li>4. Security measures are inadequate.</li> <li>5. Capital investment costs are high.</li> <li>6. Operating costs of information systems are high.</li> <li>7. There is no adequate legal framework and regulations concerning electronic commerce.</li> <li>8. Business partners lack adequate IT systems.</li> </ol>	<ol style="list-style-type: none"> <li>9. Electronic commerce does not suit traditional business practices.</li> <li>10. Connections speeds are slow.</li> <li>11. Communications charges are expensive.</li> <li>12. There are no suitable payment methods.</li> <li>13. There is no need.</li> <li>14. Other</li> <li>15. No problems in particular</li> <li>16. Don't know</li> </ol>
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Q3. This questions, concerning telecommuting, is directed to all companies.

Does your company use **telecommuting**\*? **Circle one response.**

1. Yes.	2. No, but we plan to use it in the future.	3. No, and we do not plan to use it in the future.
---------	---	--

\* Telecommuting refers to a form of working whereby communications networks are used to create an environment at a location outside the office that allows employees to work as if they were in the office. Telecommuting includes work at home, mobile work (e.g., working at various locations while conducting marketing), and work in satellite offices (work sites at locations other than the company's offices).

This questions is directed to companies that responded "Yes" above.

(a) What are the objectives of using **telecommuting** at your company? **Circle all that apply.**

<ol style="list-style-type: none"> <li>1. Increase the efficiency (productivity) of standardized work</li> <li>2. Increase the creativeness of work that creates added value</li> <li>3. Create a more comfortable and healthier lifestyle for employees</li> <li>4. Reduce office expenses</li> <li>5. Reduce employee commuting times</li> <li>6. Increase customer satisfaction</li> <li>7. To be able to hire outstanding employee</li> </ol>	<ol style="list-style-type: none"> <li>8. Response for persons who have difficulty commuting (physically challenged, senior citizens women with children, etc.)</li> <li>9. Don't know</li> <li>10. Other</li> </ol>
---	--

(b) Have there been any results from the introduction of telecommuting? **Circle one response.**

1. It has been extremely effective.	2. It has been somewhat effective.	3. It has not been effective.
-------------------------------------	------------------------------------	-------------------------------

Q4. This questions, concerning IT training for employees, is directed to all companies. Which measures does your company take? **Circle all that apply.**

- |  |   |
|--|---|
| 1. Internal IT-related training programs                                       | 5. Time-related support for employees who undergo independent IT-related training |
| 2. Participation in external IT-related training programs                      | 6. Testing of IT-related technical and other skills                               |
| 3. Financial support for employees who undergo independent IT-related training | 7. Other training   |
| 4. Financial benefits for employees who acquire IT-related qualifications      | 8. No training conducted  |

Q5. This question concerns security measures taken by companies that use information and communications networks (intra-company or inter-company communications networks or the Internet)?

(1) What type of harm has your company incurred in the past year concerning the use of information and communications networks? **Circle all that apply.**

- |   |   |
|---|---|
| 1. Infection by a computer virus                              | 6. Slander on the Web (BBS, etc.)                     |
| 2. Computer virus discovered a but computer was not infected. | 7. Tampering with Web site                            |
| 3. Harm from unauthorized access.*1                           | 8. Intentional or negligent disclosure of information |
| 4. Relay use of spam e-mail or unauthorized use of system     | 9. Other  |
| 5. DOS attack *2  | 10. No specific harm incurred                         |

\*1. Unauthorized entry to a corporate or other computer system to cause problems to the system or engage in unauthorized use.

\*2. An attack intended to interfere with the provision of services by, for example, sending large volume of e-mail to a mail server to cause the system to go down.

(2) What measures does your company take concerning the security of data on information and communications networks? **Circle all that apply.**

- |  |   |
|--|---|
| 1. Adoption of security policies   | 8. Security audits                                  |
| 2. Access control using IDs and passwords                                  | 9. Outsourcing security to an external organization |
| 3. Authorization of users through installation of certification technology | 10. Installation of intruder detection systems      |
| 4. Encryption of data and of networks                                      | 11. Employee training                               |
| 5. Line monitoring   | 12. Other   |
| 6. Installation of firewalls   | 13. Don't know                                      |
| 7. Use of agent servers  | 14. None in particular                              |

(3) What anti-virus measures does your company take? Circle all that apply.

- |   |                       |
|---|-----------------------|
| 1. Installation of anti-virus software in PC and terminals (OS, software, etc.) | 5. Other              |
| 2. Installation of anti-virus software on servers                               | 6. Don't know         |
| 3. Construction of a virus wall when connecting externally                      | 7. None in particular |
| 4. Creation of anti-virus manuals and employee training                         |                       |

(4) This question is directed to companies that chose response "2" or "3" in part (3) above.

How often does you company update the virus definition files of its anti-virus software? Circle one response.

- |                                    |                                      |  |
|------------------------------------|--------------------------------------|--|
| 1. Every day                       | 5. More than once every three months | 9. Have not updated since installation |
| 2. More than once per week         | 6. More than once every six months   | 10. Don't know                         |
| 3. More than once per month        | 7. More than once every year         |  |
| 4. Once than once every two months | 8. Less than once every year         |  |

(5) What measures does your company take to protect personal information? **Circle all that apply.**

- |  |   |
|--|---|
| 1. Introduction of a privacy mark system                                   | 6. Internal training  |
| 2. Adoption of a privacy policy  | 7. Strict conditions for selection of outside contractors (e.g., acquisition of a privacy mark) |
| 3. Appointment of a person responsible for protecting personal information | 8. Other  |
| 4. Narrowing the scope of necessary personal information                   | 9. None in particular   |
| 5. Reconstruction of systems or structures                                 | 10. Don't know  |

(6) Does your company have a Chief Information Officer (CIO)\*?

If yes, what is the CIO's position? **Circle one response.**

	Position	Title
CIO	1. Full-time CIO 2. Not a full-time CIO, but the majority of work is IT related 3. Not a full-time CIO, and only a part of the work is IT-related 4. No CIO now, but there are plans to appoint one in the future 5. No CIO now and no plans to appoint one in the future	1. President class 2. Vice president class 3. Senior managing or managing director class 4. Executive officer (general manager) class 5. Other

\* An officer who coordinates and oversees management strategies and information and communications strategies

**Q6. Impact of IT on Corporate Management**

(a) In the past year, has you company invested in IT including PCs, intra-company or inter-company networks, the Internet etc.? **Circle one response.**

- |        |       |
|--------|-------|
| 1. Yes | 2. No |
|--------|-------|

(b) This question is directed to companies that chose "Yes" in part 1 above. What has been the purpose of IT investment made in the past year? **Circle all that apply.**

- |   |  |
|---|--|
| 1. Reduce procurement and inventory expenses            | 6. Increase efficiency and speed of work |
| 2. Reduce management costs such as personnel expenses   | 7. Other ( )                             |
| 3. Enhance marketing and sales capabilities             | 8. To match other companies              |
| 4. Enhance product and service development capabilities | 9. Don't know                            |
| 5. Streamline and increase efficiency of organizations  | 10. No clear purpose                     |

(c) Has IT investment in the past year has an effect on management of your company?

**Circle one response.**

- |                          |                              |  |               |
|--------------------------|------------------------------|--|---------------|
| 1. It has had an effect. | 2. It has not had an effect. | 3. It has had a negative effect (increased costs only) | 4. Don't know |
|--------------------------|------------------------------|--|---------------|

(d) This question is directed to companies that selected "It has had an effect" in part (3) above. What type of impact has it had? **Circle all that apply.**

- |   |   |
|---|---|
| 1. Streamlined and increased efficiency of organizations      | 8. Reduced materials and components procurement costs |
| 2. Increased efficiency and speed of work                     | 9. Lower management expenses                          |
| 3. Advanced sharing of management information and expertise   | 10. Higher sales revenues                             |
| 4. Higher customer satisfaction                               | 11. Entry into new business areas                     |
| 5. Reduced order taking and placement times and payment times | 12. Other   |
| 6. Improved corporate image and recognition                   | 13. Specific effects unclear                          |
| 7. Optimized inventories (lower inventory costs) )            |   |



Finally, please provide background information about your company.

If the information is the same as in your annual report, you may attach a copy of the relevant portion of the report and not fill in the information on this form. In that case, please underline the relevant portion of the report.

F1. What industry is your company in? **Circle one response.**

1. Construction	5. Information and communications	9. Dining and hotel
2. Manufacturing (IT-related)	6. Transport	10. Service industry
3. Manufacturing (IT)	7. Wholesale or retail	11. Other
4. Electric, gas, heat supply, water	8. Finance or insurance	

F2. What is the capital of your company? **Circle one response.**

1. Less than ¥10 million	4. ¥50 million - less than ¥100 million	7. ¥1 billion - less than ¥5 billion
2. ¥10 million - less than ¥30 million	5. ¥100 million - less than ¥500 million	6. ¥5 billion or more
3. ¥30 million - less than ¥50 million	6. ¥500 million - less than ¥1 billion	

F3. What are your company's annual sales revenues? Write in the amount in million yen.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Million yen
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\* Please indicate sales revenues in fiscal 2001 (April 2001-March 2002). If it is difficult to indicate revenues for this period, please indicate the amount for the most recent earlier on-year period.

F4. What is your company's operating income\*? Write in the amount in million yen.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Million yen
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\* Please indicate operating income in fiscal 2001 (April 2001-March 2002). If it is difficult to indicate revenues for this period, please indicate the amount for the most recent earlier on-year period.

F5. How many employees does your company have? Write in the number of employees.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Persons
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	---------

\* Indicate the number of full-time employees on November 1, 2002 or on the last day of the nearest pay period. Include temporary, day workers, and part-time employees who have a contract for more than one month or who worked 18 or more days in both September and October and are currently employed by the company.

**This concludes the questions.**  
**Please place the answers in the return envelope provided and mail them back.**  
**Postage is not required.**  
**Thank you very much for your cooperation.**

MPHPT approval No.23190
Approval period: by Mar.31,2003

Submission deadline: Jan.17,2003
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Confidential MPHPT Communications Usage Trend Survey in 2002-- Business Establishments

This survey is being conducted in accordance with the Statistical Reports Coordination Law. As your responses on this questionnaire will be used only for statistical analysis, please be truthful in completing each question.

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Address label goes here	Department of the individual who filled out this survey	
	Name of the individual who filled out this survey	
	Telephone number	

Q1. Installation and use of information and communications devices at your company

Does your company have the devices listed in (1) through (9) below? Circle one response for each type of device. If your company has a particular type of device, write in the number owned. If none, write in "0". If your company rents or leases the devices, answer "yes." If you own a device that can use both cell phone and PHS services, indicate that you own both a cell phone (1) or (2) and a PHS (3) or (4).

(1) Cell phone (Other than (2))	1. Yes	No. owned	units
	2. No		
(2) Internet compatible cell phone	1. Yes	No. owned	units
	2. No		
(3) PHS (other than (4))	1. Yes	No. owned	units
	2. No		
(4) Internet compatible PHS	1. Yes	No. owned	units
	2. No		
(5) Mobile information terminal (PDA)	1. Yes	No. owned	units
	2. No		
(6) Wireless pager	1. Yes	No. owned	units
	2. No		
(7) PC	1. Yes	No. owned	units
	2. No		

\* Internet compatible cell phone and PHS: A cell phone or PHS with Internet connection functions. Can be used for voice communications, e-mail, and accessing Internet services.

\* Mobile data terminal: (PDA) A computer with personal information management functions such as scheduling, contacts, and memo and e-mail, Internet, or intra-company LAN remote access functions via a cell phone or PHS that is date book size or small. Does not include notebook PCs.

(8) Word processor	1. Yes	No. Owned	units
	2. No		
(9) Facsimile	1. Yes	No. Owned	units
	2. No		

Q2. This question concerns use of communications media.

Which of the following communications media indicated below does your business site use in business activities (1) through (8)? Circle all that apply for each business activity.

Companies that do not conduct any of the activities in (1) through (8) need not answer this question.

	Which media are currently used? (multiple responses possible)					
	Postal service	Telephone	Facsimile	Web site	E-mail	Other
(a) Introduction of products and events, publicity	1	2	3	4	5	6
(b) Provision of periodic information	1	2	3	4	5	6
(c) Billing and notice of usage details	1	2	3	4	5	6
(d) Dispatch of documents (receipts, etc.)	1	/	3	/	5	6
(e) Company guides, recruiting	1	2	3	4	5	6
(f) Soliciting opinions and information	1	2	3	4	5	6
(g) Receipt of application and notices	1	2	3	4	5	6
(h) Surveys	1	2	3	4	5	6

Q3. This question concerns Internet usage.

(1) Does your business site use the Internet for business purposes? **Circle one response.**

1. Yes	3. No, and there is no need to use it in the future.
2. No, but there are plans to use it in the future.	

At your business site, how do you connect to the Internet? Circle all that apply.

1. Dial-up	7. Wireless (FWA, etc.)
2. ISDN (dial-up)	8. Dedicated line (64 kb/s)
3. ISDN (always on)	9. Dedicated line (128 kb/s)
4. Cable line	10. Dedicated line (198-384 kb/s)
5. DSL connection	11. Dedicated line (512 kb/s or higher)
6. Optical connection (fiber optics)	12. Other

\* DSL: A technology that allows the use of existing telephone lines. Makes high-speed Internet connections possible. Includes ADSL (Asymmetric Digital Subscriber Line)

How many terminals that can connect to the Internet are there at your business site? Please write in the number.

No. of terminals	units
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