(Confidential)   **MPHPT   Communications Usage Trend Survey in 2003-- 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.

(Please bear in mind the following when filling in this questionnaire)

1. This survey is intended to determine how you (the person named on the sticker below) and your household use information and communications equipment and services in your daily lives.

2. If necessary, please refer to the "Glossary" appearing on the final page for an explanation of the terms used in the questionnaire.
3. Please make your answers as of December 31, 2003
4. Submit questionnaire to:
     Direct inquiries to
       Telephone:
5. This survey is being implemented by the above-mentioned research company based on a commission from MPHPT.

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

Q1. Ownership and Use of Information and Telecommunications Devices

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

Do you own any of the following devices in your household? **Enter the number of each device owned**. 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	Device	No. Owned	Device	No. Owned
(1) Cell phone (Other than (2))	units	(6) Personal computer	units	(11) Internet compatible television	units
(2) Internet compatible cell phone	units	(7) Internet compatible fixed telephone	units	(12) Internet compatible TV game device	units
(3) PHS (other than (4))	units	(8) Word processor	units	(13) Other electronic device that connects to the Internet	units
(4) Internet compatible PHS	units	(9) Facsimile	units		
(5) Mobile data terminal (PDA)	units	(10) Car navigation system	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 with a wire LAN   2. They are connected with a wireless LAN   3. They are not connected

(3)   Does your household **use an IP telephone? Circle one response.**

1. Yes	2. No

(4)   **If your household uses an IP telephone, have you experienced any problems with usage?**
       If your household does not use an IP telephone, why not? **Circle all that apply.**

1. Service fee is not much less	7. Service content and mechanisms
2. Connection and setting are complicated and troublesome	are difficult to understand
3. Poor sound quality	8. Not necessary
4. Special IP telephone number is required	9. Do not know about IP phones
5. Cannot call emergency services or cell phones using IP phones	10. Other
6. IP phone numbers cannot receive calls from fixed-line or cell phones	11. No particular problems

Q2. Internet Usage

(1)   **Has anyone in your household (excluding persons five years old and younger) used the Internet (to view websites, send/receive e-mail) in the past year? 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.

* Refers to Internet use for private purposes. Applies to Internet use in all places, including the home, outside areas, etc.

* Includes use of the Internet through devices not owned in the household, such as those in libraries, Internet cafes, etc.

1. No one has used the Internet.	2. At least one person has used the Internet.

(2)   This question is for households that access the Internet "at home" from a "PC."

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

* Cell phone and PHS are to be answered only when said device is used to connect to a PC; they 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 (5) 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
(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

For responses other than 4

Do you watch using cable TV?
1. Yes   2. No

For responses other than 4

Type of devices used to watch programs
1. TV with built-in BS digital tuner
2. Recording device with built in BS digital tuner (VCR, hard-disk recorder, DVD, etc.)
3. External BS digital tuner
4. Other

Do you watch using cable TV?
1. Yes   2. No

(d) CS broadcasts	1. Yes 2. No		For response 1
			Do you watch using cable TV? 1. Yes 2. No
(f) Terrestrial digital broadcasting	1. Yes 2. No		For response 1
			Type of receiver used
			1. TV with built-in terrestrial digital tuner 2. External terrestrial digital tuner 3. Other
			Do you watch using cable TV? 1. Yes 2. No

Q4. Terrestrial Digital Broadcasting

(1) **Circle the number of all items (1-5) of which you were aware**.

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

(2) 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
2. Television
3. Poster or pamphlet
4. MPHPT or other website
5. Event venues
6. Municipal announcement, magazine, etc.
7. Other

(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 subtitles 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
2. ¥500,000 or less
3. ¥300,000 or less
4. ¥200,000 or less
5. ¥100,000 or less
6. ¥50,000 or less
7. Would not buy one
8. Already bought 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
2. ¥2 million - less than ¥4 million
3. ¥4 million - less than ¥6 million
4. ¥6 million - less than ¥8 million
5. ¥8 million - less than ¥10 million
6. ¥10 million - less than ¥15 million
7. ¥15 million - less than ¥20 million
8. ¥20 million or more

For Household Members -- These questions are directed to each member of the household.

* Please answer concerning all household members age six and older. In the case of elementary school students and others who have difficulty writing on their own, the head of the household may answer for them.

* If there are nine or more household members age six or older, please contact us so that we may send you additional survey sheets.

Please indicate the gender and age of each household member who is aged six or over.	1 (head of household)	2	3	4	5	6	7	8
Gender (circle one)	M / F	M / F	M / F	M / F	M / F	M / F	M / F	M / F
Age (write in age)	yrs	yrs	yrs	yrs	yrs	yrs	yrs	yrs
	Please answer concerning each family member.							

All household members aged six and older are requested to answer questions 1 and 2.
Only members aged 15 and older are requested to answer question 3 and later questions.

Q1 (1) Which information and communications devices have you used in the past year?
(Circle all that apply.)

1. Cell phone (excluding 2 below)	1	1	1	1	1	1	1	1
2. Internet-compatible cell phone	2	2	2	2	2	2	2	2
3. PHS (excluding 4 below)	3	3	3	3	3	3	3	3
4. Internet-compatible PHS	4	4	4	4	4	4	4	4
5. Mobile information terminal (PDA)	5	5	5	5	5	5	5	5
6. PC	6	6	6	6	6	6	6	6
7. None	7	7	7	7	7	7	7	7

(2) How much do you use an Internet-compatible cell phone or PHS for voice and for Internet access (for viewing websites, sending/receiving e-mail, etc.)? Circle one response.

1. Only for Internet	1	1	1	1	1	1	1	1
2. Of 10 uses, 7-9 times are for Internet access.	2	2	2	2	2	2	2	2
3. Of 10 uses, 4-6 times are for Internet access	3	3	3	3	3	3	3	3
4. Of 10 uses, 1-3 times are for Internet access.	4	4	4	4	4	4	4	4
5. Only for voice communications.	5	5	5	5	5	5	5	5
6. Don't own Internet-compatible cell phone or PHS.	6	6	6	6	6	6	6	6

Q2 (1) Have you used the Internet in the past year (for viewing websites, sending/receiving e-mail, etc.)? Circle one response.

	1	2	3	4	5	6	7	8
1. Yes	1	1	1	1	1	1	1	1
2. No	2	2	2	2	2	2	2	2

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

* Includes not only private use but also job-related use, 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 all that apply).	1	2	3	4	5	6	7	8
	1. A PC at school	1	1	1	1	1	1	1	1
	2. A PC at work	2	2	2	2	2	2	2	2
	3. A PC at home or other location	3	3	3	3	3	3	3	3
	4. An Internet-compatible TV at home or other location	4	4	4	4	4	4	4	4
	5. An Internet-compatible fixed phone at home or other location	5	5	5	5	5	5	5	5
	6. An Internet-compatible household, game device or other device at home or other location	6	6	6	6	6	6	6	6
	7. An Internet-compatible cell phone, PHS or mobile information terminal (PDA)	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 and who use the internet from the home. When you access the Internet from a PC at home, do you use a broadband connection*? (Circle one response)								
	1. Yes	1	1	1	1	1	1	1	1
	2. No	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	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). Where do you use the Internet? (Circle all that apply)								
	1. Public spaces, such as airports and train stations	1	1	1	1	1	1	1	1
	2. Eating establishments, such as restaurants and coffee shops	2	2	2	2	2	2	2	2
	3. Hotels and other lodgings	3	3	3	3	3	3	3	3
	4. Shops other than those mentioned in 2 and 3 above	4	4	4	4	4	4	4	4
	5. Other	5	5	5	5	5	5	5	5

(6)	This question is directed to persons who answered "Yes" to part (4).How often do you use the Internet at such locations? (Circle one response)								
	1. Almost every day	1	1	1	1	1	1	1	1
	2. At least once a week	2	2	2	2	2	2	2	2
	3. At least once a month	3	3	3	3	3	3	3	3
	Less frequently than once a month	4	4	4	4	4	4	4	4

This question is for persons age 15 and older. If you have not used the Internet in the past year, please skip questions 3 and 4 and proceed to question 5.

Q3 (1)

How often do you use the Internet, regardless of the location or device use for access? Circle one response.	1	2	3	4	5	6	7	8
1. At least once per day	1	1	1	1	1	1	1	1
2. At least once per week (not every day)	2	2	2	2	2	2	2	2
3. At least once every month (not every week)	3	3	3	3	3	3	3	3
4. Less often (at least once per year)	4	4	4	4	4	4	4	4

(2)

What is the average duration of use per time when accessing the Internet from a PC at home? Circle one response.								
1. Less than 10 minutes	1	1	1	1	1	1	1	1
2. 10 minutes to less than 30 minutes	2	2	2	2	2	2	2	2
3. 30 minutes to less than 1 hour	3	3	3	3	3	3	3	3
4. 1 hour to less than 2 hours	4	4	4	4	4	4	4	4
5. 2 hours or more	5	5	5	5	5	5	5	5

* Please do not include time when you are simply connected to the Internet as use time.

(3)

In the past year, what has been the purpose of your Internet use? 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	PC	Cell phone
1. Purchasing* products or services (excluding Internet auctions)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2. Search for information on products & services	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3. E-mail	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4. Web site design	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5. Bulletin boards and chat	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6. E-mail magazines	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
7. Job search	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
8. Entering quizzes and contests, answering surveys	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
9. Obtaining news, weather forecasts, and other information (restaurants, etc.)	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
10. Obtaining government and local government information	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
11. Online courses (e-learning)	11	11	11	11	11	11	11	11	11	11	11	11	11	11	11	11
12. Online games	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12
13. Bank access through online banking	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13
14. Online banking for investing	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14
15. Online auctions	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15
16. Downloading and watching videos	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16
17. Downloading images (including wallpaper)	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17	17
18. Downloading and listening to music (including cell phone rings)	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18

* Including payment

(4)

This question is directed to persons who answered "1. Purchasing goods and services" in (3). What goods or services did you did you purchase? (Circle all that apply for both "PC" and "cell phone.")	1		2		3		4		5		6		7		8	
	PC	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	1	1
2. Reading materials (books and magazines) and CDs and DVDs (excluding digital receipt of content)	2	2	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	3	3
4. Foodstuffs (foods, beverages, alcohol)	4	4	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	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	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	7	7
8. Tickets (transportation, concert, theater, restaurant, hotel, etc.)	8	8	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	9	9
10. Financial products (stocks, insurance, mutual funds, etc.)	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
11. Automobile	11	11	11	11	11	11	11	11	11	11	11	11	11	11	11	11
12. Cosmetics, health items, medical goods	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12
13. Other	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13

(5)

This question is directed to persons who answered "1. Purchasing goods and services" in (3). How much did you spend total on goods and services purchased on the Internet in the past year (including consumption tax)? (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	PC	Cell phone
1. ¥10,000 or less	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2. ¥10,001 to ¥30,000	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3. ¥30,001 to ¥50,000	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4. ¥50,001 to ¥100,000	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5. ¥100,001 to ¥200,000	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6. ¥200,001 to ¥500,000	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
7. ¥500,001 to ¥1,000,000	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
8. ¥1,000,001 or more	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8

(6) This question is directed to persons who answered "1. Purchasing goods and services" in (3).
When purchasing goods or services on the Internet, what method of payment do you use?
(Circle all that apply for both "PC" and "cell phone.")

	1		2		3		4		5		6		7		8	
	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone
1, Credit card	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2. Electronic money	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3. Net banking	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4. Postal transfer or bank (excluding net banking)	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5. Payment at a convenience store	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6. COD	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
7. Payment via my ISP or telephone company	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
8. Other	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8

(7) This question is directed to persons who did not answer "1. Purchasing goods and services" in (3).
Why have you not purchased goods or services on the Internet?
(Circle all that apply)

1. No need or interest	1	1	1	1	1	1	1	1
2. I want to see the items before purchasing them.	2	2	2	2	2	2	2	2
3. I am concerned about disclosure of credit card information.	3	3	3	3	3	3	3	3
4. I am concerned about protection of personal information.	4	4	4	4	4	4	4	4
5. I am not confident about receiving or returning items.	5	5	5	5	5	5	5	5
6. There are no goods or services I want to purchase available.	6	6	6	6	6	6	6	6
7. The purchase procedures are bothersome.	7	7	7	7	7	7	7	7
8. Other	8	8	8	8	8	8	8	8

Q4 (1) In the past year, have you purchased for-pay digital content* on the Internet?
(Circle the appropriate response 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	PC	Cell phone
1. Yes	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2. No	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2

* "Digital content" refers to databases, video, graphics, voice, or text information distributed via a network.

(2) This question is directed to persons who answered "1. Yes" with respect to a PC or cell phone for (1).
What type of content 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	PC	Cell phone
1. Software	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2. Music	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3. Video	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4. News, weather forecasts	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5. For-pay e-mail magazines	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6. Electronic books	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
7. Games	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
8. Melodies signaling incoming calls	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
9. Wallpaper	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
10. Other	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10

(3)

This question is directed to persons who answered "1. Yes" in (1) with respect to a PC or cell phone. How much did you spend total in the past year to purchase digital content (including consumption tax)? (Circle all that apply for both "PC" and "cell ph	1		2		3		4		5		6		7		8	
	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone
1. ¥500 or less	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2. ¥501 to ¥1,000	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3. ¥1,001 to ¥2,000	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4. ¥2,001 to ¥5,000	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5. ¥5,001 to ¥10,000	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6. ¥10,001 to ¥20,000	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
7. ¥20,001 to ¥30,000	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
8. ¥30,001 to ¥50,000	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
9. ¥50,000 or more	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9

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

Q6 (1)

This questions is directed to persons who use the Internet. What type of harm (items 1 to 6) have you suffered while using the Internet in the past year? (Circle all that apply for both "PC" and "cell phone"; if you did not suffer any harm, circle item 7.	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone	PC	Cell phone
1. Discovery of or infection by a computer virus	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2. Receipt of unwanted e-mail	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3. Harm from unauthorized access.*	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4. Unauthorized use or disclosure of personal information	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5. Slander on the Web (BBS, etc.)	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6. Other (copyright violation, etc.)	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
7. I did not suffer any harm.	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7

* "Unauthorized access" refers to access to a computer system 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	1	1	1	1	1	1	1	1
2. Use an anti-virus service	2	2	2	2	2	2	2	2
3. Back up files and data	3	3	3	3	3	3	3	3
4. Changed e-mail software	4	4	4	4	4	4	4	4
5. Use a firewall	5	5	5	5	5	5	5	5
6. Updated OS and/or browser	6	6	6	6	6	6	6	6
6. Other	7	7	7	7	7	7	7	7
7. Do not take any measures	8	8	8	8	8	8	8	8

* **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

Word	Explanation
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 phone 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 a 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 laptop computers.
IP phone	Voice telephone services that uses IP (Internet Protocol) in part or all of the communications network
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 are 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).
	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 tens of 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 WOWOW. 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, programs by BS Nippon Television, BS Asahi, BS-i, BS Japan, and BS Fuji, and programs such as WOWOW 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 (BBS). Not a one-to-one communications measure like e-mail, but rather a software system that makes one-to-many data transmission possible. A message placed on the bulletin board by one person can be viewed by all members of the group. It is also possible to write responses to messages.

Chat	A service that allows conversation with other parties in real time using networks. This allows simultaneous conversation by multiple participants, with each sender's message (text) viewable by all parties.
Internet 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.

(Confidential)   MPHPT   Communications Usage Trend Survey in 2003-- 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.

(Please bear in mind the following when filling in this questionnaire)
1   Unless otherwise requested, make your answers as of December 31, 2003
2   Submit questionnaire to:
     Direct inquiries to
Telephone:
3   This survey is being implemented by the above-mentioned research company based on a commission from MPHPT.

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 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)	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)	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.

(3) The following is for enterprises that answered "a network is installed" for (1) above. What communications services do you mainly use? **Circle one response** for "trunk line system" and "branch line system".
*If your system is not divided into a "trunk line system" and "branch line system", consider your system a "trunk line system" and answer the "trunk line system" portion only".

"Trunk line system" (network connecting major access points or computer centers)

1. Wide-area Ethernet[*1]	4. Private line[*4]	7. Dial-up
2. IP-VPN[*2] (VPN using an IP service network of an electronic communications company)	5. Frame relay[*5]	8. Other
3. Internet VPN[*3] (VPN using a public network [Internet])	6. Cell relay[*6]	9. Unknown

"Branch line system" (network connecting small- or medium-size access points)

1. Wide-area Ethernet[*1]	4. Private line[*4]	7. Dial-up
2. IP-VPN[*2] (VPN using an IP service network of an electronic communications company)	5. Frame relay[*5]	8. Other
3. Internet VPN[*3] (VPN using a public network [Internet])	6. Cell relay[*6]	9. Unknown

* 1"Ethernet" refers to LAN specifications standardized by the Institute of Electrical & Electronics Engineers (IEEE) 802.3 Committee and the network built according to these specifications. "Wide-area Ethernet" refers to a large-scale network service built by combining switching hubs that use the Ethernet.
*2 Abbreviation of Internet Protocol-Virtual Private Network. Virtual private network service with high security that is built through the closed IP networks of electronic communications companies
*3 Virtual private network service that is built through public networks (Internet).
*4 Communications service that directly connects with and has sole possession of specific spaces.
*5 Communications service that breaks up data to be transferred into "frames" of variable length for sending and receiving.
*6 Communications service that breaks up data to be transferred into "cells" of fixed length by ATM (asynchronous transfer mode) for sending and receiving

(4) 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 we have plans to allow such connections.   3. No, and we have no specific plans to allow such connections.

(5) Does your company **use the Internet (to view websites, send/receive e-mail, etc.)? 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.

(6) 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

(7) Does your company **have a Website? Circle one response**.

1. Yes	2. No

(8) 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 reasons preventing such use? Circle all responses that apply.**

1. It is difficult to take security measures.	9. Concerns about the reliability of certification technologies
2. Operating and management costs are high.	10. Concerns about the reliability of electronic payment methods
3. Lack of operating and management personnel	11. Low security awareness of employees
4. Recovery procedures after the system goes down are difficult.	12. Communications charges are expensive.
5. Concerns about protecting copyrights and intellectual property rights	13. Connection speeds are slow.
6. Concerns about computer viruses	14. Other
7. It is difficult to achieve the expected results of installation.	15. No specific problems
8. It is difficult to measure quantitatively the results of installation.	

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

1. One person	3. Three people	5. six to 10 people
2. Two people	4. Four to five people	6. More than 10 people

(10) Has your company installed IP telephones? **Circle one response**.

1. Installed throughout the entire company	3. Not installed, but plans for future installation exist
2. Installed in some business sites or departments	4. Not installed, and no plans for installation exist

Q2. The following questions concerning electronic commerce are 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); i.e., using special TCP/IP lines, etc.

(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 2002**? **Please write in numerical form.**

Approx.	Yen

(3) This question is directed at companies that chose response "2" or "3" in part (1) above. How much did **your company sell to companies and consumers on the Internet in 2002**. **Please write in numerical form.**

Approx.	Yen, of which _____ % was to consumers

(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 the use of electronic commerce? Circle all responses that apply.

1. System installation requires specialized knowledge.	9. Electronic commerce does not suit traditional business practices.
2. Communications protocols differ among industries.	10. Connections speeds are slow.
3. Forms and data formats differ among industries.	11. Communications charges are expensive.
4. Security measures are inadequate.	12. There are no suitable payment methods.
5. Capital investment costs are high.	13. There is no need.
6. Operating costs of information systems are high.	14. Other
7. There is no adequate legal framework and regulations concerning electronic commerce.	15. No problems in particular
8. Business partners lack adequate IT systems.	16. Don't know

Q3. These questions concerning telecommuting are 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 percentage of your staff works via telecommuting? **Circle one response**.

> | | | |
> |---|---|---|
> | 1. Less than 5% | 3. 10% to less than 30% | 5. 50% to less than 80% |
> | 2. 5% to less than 10% | 4. 30% to less than 50% | 6. 80% or more |

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

> 1. Increase the efficiency (productivity) of standardized work
> 2. Increase the creativeness of work that creates added value
> 3. Create a more comfortable and healthier lifestyle for employees
> 4. Reduce office expenses
> 5. Reduce employee commuting times
> 6. Increase customer satisfaction
> 7. To be able to hire outstanding employees
> 8. Response for persons who have difficulty commuting (physically challenged, senior citizens women with children, etc.)
> 9. Don't know
> 10. Other

(c) Has telecommuting generally achieved the objectives you mentioned in (b)? **Circle one response.**

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

Q4. This question 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
> 2. Participation in external IT-related training programs
> 3. Financial support for employees who undergo independent IT-related training
> 4. Financial benefits for employees who acquire IT-related qualifications
> 5. Time-related support for employees who undergo independent IT-related training
> 6. Testing of IT-related technical and other skills
> 7. Other training
> 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) In the past one year, have you suffered from any of the situations (items 1 to 8) mentioned below? **Circle any that apply**. **If none of the situations applies, circle item 9**.

> 1. Discovery of a computer virus/infection by a computer virus
> 2. Harm from unauthorized access.[1]
> 3. Inability to use because of spam e-mail or unauthorized use
> 4. DOS attack [2]
> 5. Slander on the Web (BBS, etc.)
> 6. Tampering with Website
> 7. Intentional or negligent disclosure of information
> 8. Other
> 9. 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

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

1.Adoption of security policies	10. Installation of intruder detection systems (IDS)
2. Access control using IDs and passwords	11. Employee training
3. Authorization of users through installation of certification technology	12. Installation of anti-virus software in PCs and other terminals (OS, software)
4. Encryption of data and of networks	13. Installation of anti-virus software on servers
5. Line monitoring	14. Construction of a virus wall when connecting externally
6. Installation of firewalls	15. Creation of anti-virus manuals and employee training
7. Use of agent servers	16. Other
8. Security audits	17. Don't know
9. Outsourcing security to an external organization	18. None in particular

(3) **This question is directed at companies that have installed a virus check program**

How often does your 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
2. More than once per week	6. More than once every six months	since installation
3. More than once per month	7. More than once every year	10. Don't know
4. Once than once every two months	8. Less than once every year	

(4) What measures is your company taking to protect personal information? **Circle all responses 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
3. Appointment of a person responsible for protecting personal information	(e.g., acquisition of a privacy mark)
	8. Other
4. Narrowing the scope of necessary personal information	9. None in particular
5. Reconstruction of systems or structures	10. Don't know

(5) 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	1. President class
	2. Not a full-time CIO, but the majority of work is IT related	2. Vice president class
	3. Not a full-time CIO, and only a part of the work is IT-related	3. Senior managing or managing director class
	4. No CIO now, but there are plans to appoint one in the future	4. Executive officer class
	5. No CIO now and no plans to appoint one in the future	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 your 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 (a) above. What has been the purpose of IT investment made in the past year? **Circle all that apply.**

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

(c) Has IT investment in the past year had 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 "1. It has had an effect" in part (c) above.
What type of impact has it had? **Circle all that apply.**

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

Finally, please provide background information about your company.
If the information is the same as that 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 such case, please underline the relevant portion of the report.

F1. 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	

F2. What are your company's annual sales revenues*? Write in the amount in million yen.

Million yen

* Please indicate sales revenues in fiscal 2002 (April 2002-March 2003) If it is difficult to indicate revenues for this period, please indicate the amount for the most recent earlier on-year period.

* For banks, enter ordinary income; for life insurance companies, enter income from premiums, etc.; for non-life insurance companies, enter net premiums

F3. What is your company's operating income*? Write in the amount in million yen.

Million yen

* Please indicate operating income in fiscal 2002 (April 2002-March 2003) If it is difficult to indicate income for this period, please indicate the amount for the most recent earlier on-year period.

* For banks, enter operating profit; for life insurance companies, enter basic profit; for non-life insurance companies, enter underwriting profit

F4. How many employees does your company have? Write in the number of employees.

Persons

* Indicate the number of regularly employed persons at your business site as of December 1, 2003, or on the last day of the nearest pay period. Include temporary, workers, day workers, or part-time employees who have a contract for more than one month or worked a total of 18 days or more in both October and November 2003 and who 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.

(Confidential)   MPHPT   Communications Usage Trend Survey in 2003-- 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.

(Please bear in mind the following when filling in this questionnaire)
1 Unless otherwise requested, make your answers as of December 31, 2003
2 Submit questionnaire to:
    Direct inquiries to
3 This survey is being implemented by the above-mentioned research company based on a commission from MPHPT.

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 (1) and (3) or (2) and (4).

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

* Please provide an approximate number if it is difficult to ascertain the actual number of units your company owns.
* 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: 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 laptop computers.

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

* Please provide an approximate number if it is difficult to ascertain the actual number of units your company owns

Q2. This question concerns use of communications media.

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

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

	Which media are currently used? (multiple responses possible)					
	Postal services	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 (viewing websites, sending/receiving e-mail, etc.) 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 one response.**

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

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* 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

* Please provide an approximate number if it is difficult to ascertain the actual number.

(2) For <u>what purposes</u> is the Internet used at your business site? **Circle all that apply**.

1.Communications with people inside and outside the company	9. Sell goods and services to other companies
2. Provide information and publicity using a Web site	10. Sell goods and services to consumers
3. Search for and gather information	11. Electronic settlement including payment and bank transfers
4. Share information and exchange data with affiliated companies	12. Provide users support for products
5. Obtain software such as freeware	13. IP telephone
6. Conduct market surveys	14. E-learning
7. Conduct quizzes and contests	15. Recruiting
8. Procure components and materials from other companies	16. Other

Q4. The following questions are directed at business sites that use information and communications networks (intra-company and inter-company networks and the Internet)..

(1) In the past one year, have you suffered from any of the situations (items 1 to 8) mentioned below?
Circle any that apply. **If none of the situations applies, circle item 9**.

1. Discovery of a computer virus/infection by a computer virus	6. Tampering with Website
2. Harm from unauthorized access.[1]	7. Intentional or negligent disclosure of information
3. Inability to use because of spam e-mail or unauthorized use	8. Other
4. DOS attack [2]	9. No specific harm incurred
5. Slander on the Web (BBS, etc.)	

[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

(2) Are you taking any information and communications network-related security measures*?
Circle one response.

1. Yes	2. No	3. Do not know

* Adoption of security policies, access control using ID numbers and passwords, authorization of users through installation of certification technology, encryption of data and networks, line monitoring, installation of firewalls, use of proxy servers, security auditing, outsourcing security to an external organization, installation of intruder detection systems, employee education, etc.

Finally, please provide background information about your business site.

F1. <u>How many employees</u> does your business site have?
<u>Write in the number of employees.</u>

					Persons

* Indicate the number of regularly employed persons at your business site as of December 1, 2003, or on the last day of the nearest pay period. Include temporary, workers, day workers, or part-time employees who have a contract for more than one month or worked a total of 18 days or more in both October and November 2003 and who are currently employed by the company.

F2. What are your company's <u>annual sales revenues</u>? <u>Write in the amount in million yen.</u>

							Million yen

* Please indicate sales revenues (excluding non-operating income) in fiscal 2002 (April 2002 - March 2003)
  If it is difficult to indicate revenues for this period, please indicate the amount for the most recent earlier on-year period.
  If your company had no sales last year, please enter "0".

* For banks, enter ordinary income; for life insurance companies, enter income from premiums, etc.; for non-life insurance companies, enter net premiums

* 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.