

(Confidential)

**Ministry of Public Management, Home Affairs, Posts and Telecommunications**

**Communications Usage Trend Survey in 2001  
(Households)**

This questionnaire is 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 take note of the following points when filling out the questionnaire:

1. This survey is asking about what communications devices and services you (head of household) and your family (whose residence or livelihood is the same as the head of household) use on a daily basis.
2. Please see the "Definitions of Terms" on the final page for the descriptions of key vocabulary.
3. Please fill in this questionnaire as of November 1, 2001
4. Reference & Submit your reply to: Japan Computer Communications Association  
NSK Building 7F, Tabata 1-21-8, Kita-Ku, Tokyo, 114-8558  
Tel. (03) 5814-1585/FAX:(03) 5685-7912 /e-mail: kenkyu@dekyo.or.jp
5. The Ministry has entrusted data compilation and analysis of this survey to the company mentioned above.

**Q1 The Composition of your household**

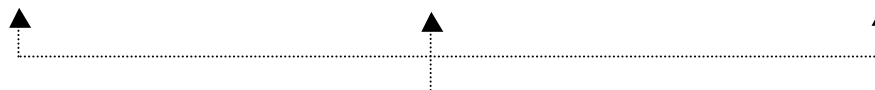
(1) Please enter the number of people in your household

People

(2) Please mark the age and gender of you and your family (members above 6 years old only). For column "(1) Age", please enter the number corresponding to the appropriate age in **Selection numbers for "(1) Age"**. For column "(2) Gender", please circle the appropriate number.

Please use the family number ("Family member 1"-"Family member 8") set here to denote to which family members you are referring in this questionnaire.

| Person<br>(Family Number) | (1)<br>Age | (2)<br>Gender        | Name in the<br>Survey | (1)<br>Age | (2)<br>Gender        | Name in the<br>Survey | (1)<br>Age | (2)<br>Gender        |
|---------------------------|------------|----------------------|-----------------------|------------|----------------------|-----------------------|------------|----------------------|
| You (head of household)   |            | 1. Male<br>2. Female | Family member 3       |            | 1. Male<br>2. Female | Family member 6       |            | 1. Male<br>2. Female |
| Family member 1           |            | 1. Male<br>2. Female | Family member 4       |            | 1. Male<br>2. Female | Family member 7       |            | 1. Male<br>2. Female |
| Family member 2           |            | 1. Male<br>2. Female | Family member 5       |            | 1. Male<br>2. Female | Family member 8       |            | 1. Male<br>2. Female |



**<Selection numbers for "(1) Age">**

|                |                |                |                |                      |
|----------------|----------------|----------------|----------------|----------------------|
| 1. 6-12 years  | 3. 20-29 years | 5. 40-49 years | 7. 60-64 years | 9. 70-79 years       |
| 2. 13-19 years | 4. 30-39 years | 6. 50-59 years | 8. 65-69 years | 10. 80 years or over |

**\*Notes:**

For Q1, there are enough columns for 9 members including you. You are only requested to answer for those actually in your household.

(Example 1): If there are 4 people including yourself in your household, you do not need to complete the columns "Family member 4"-"Family member 8."

On the other hand, if there are more than 10 people including yourself in your household, up to the 9th member, please enter the appropriate number for their ages and circle the appropriate numbers for gender in each column. For the rest of your family members, please enter the age and gender as "Family member 9" etc. in unused space on this page.

**Q2 Information & Communications Technology Devices**

(1) Do you own any of the following (1)–(14) devices? Enter the number of units owned (total number of units owned by you and your family) in the column captioned “Units owned”. (In case of a device that can use both mobile phone and PHS services, enter the number in both columns “Units owned” for the mobile phone and PHS). On the other hand, if you own no device, please enter “0” in the column “units owned”, and circle the appropriate number in the column “not owned”. (If you own a device that was bought at company expense or that you have not used since November 1,2000, the device is not counted as “device owned” in this survey.)

| Information & Communications Technology Devices used at least once since November1,2000 | Owned       | Not owned  |                            |                         |                        |
|---|-------------|--|----------------------------|-------------------------|------------------------|
|   | Units owned | Want to own in the next year                               | Would like to own sometime | Will not need in future | Do not know what it is |
| (1) Mobile phones (excluding (2))   | units       | 1  | 2                          | 3                       | 4                      |
| (2) Internet-compatible mobile phones*  | units       | 1  | 2                          | 3                       | 4                      |
| (3) PHS (excluding (4))   | units       | 1  | 2                          | 3                       | 4                      |
| (4) Internet-compatible PHS*  | units       | 1  | 2                          | 3                       | 4                      |
| (5) Mobile data terminals (PDA)   | units       | 1  | 2                          | 3                       | 4                      |
| (6) Notebook computers  | units       | 1  | 2                          | 3                       | 4                      |
| (7) Desktop computers   | units       | 1  | 2                          | 3                       | 4                      |
| (8) Internet-compatible fixed phones  | units       | 1  | 2                          | 3                       | 4                      |
| (9) Word processors   | units       | 1  | 2                          | 3                       | 4                      |
| (10) Facsimiles   | Units       | 1  | 2                          | 3                       | 4                      |
| (11) Car navigation systems   | Units       | 1  | 2                          | 3                       | 4                      |
| (12) Internet-compatible televisions  | Units       | 1  | 2                          | 3                       | 4                      |
| (13) Internet-compatible family television game devices                                 | Units       | 1  | 2                          | 3                       | 4                      |
| (14) Other Internet-compatible devices ( )  | Units       | * Please refer to “Definitions of Terms” on the final page |                            |                         |                        |

In (1) mentioned above, if you answered “0” for all of the devices in the columns “Units owned”, please proceed to Q3 directly without answering (2) and (3).

(2) Who are actually using the devices entered in the column “Unit owned” ? Please circle the appropriate number.

| Used device   | User (you or your family member's number) |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|
| (1) Mobile phone (including Internet-compatible ones) | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| (2) PHS (including Internet-compatible one)           | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| (3) Mobile data terminals (PDA)*                      | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| (4) PC (notebook computers and desktop computers)     | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| (5) Facsimiles  | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

\* Please refer to the explanation of terminology on the final page

**<Numbers set for you and your family members in Q1>**

|             |             |             |             |             |
|-------------|-------------|-------------|-------------|-------------|
| 0. You      | 2. Family 2 | 4. Family 4 | 6. Family 6 | 8. Family 8 |
| 1. Family 1 | 3. Family 3 | 5. Family 5 | 7. Family 7 |             |

Note: If the user is not “you” or “Family member 1” ~ “Family member 8” shown in this box <Numbers set for you and your family members in Q1> due to a large family size, please enter the number you described for that person in the blank space in Q1.  
(Example: For “Family member 9”, enter 9, and for “Family member 10” enter 10 in the blank space)

(3) For households with members that use Internet-compatible mobile phones and PHS. In what way do you use Internet-compatible mobile phones and PHS? Please circle the appropriate number.

| Ratio of voice communication and Internet use | User (you or your family member's number) |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|
| Only used for Internet                        | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| Used for Internet 7~9 times out of 10         | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| Used for Internet 4~6 times out of 10         | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| Used for Internet 1~3 times out of 10         | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| Only used for voice communication             | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

**Q3 Fixed telephone lines (including ISDN)**

How many fixed telephone lines does your family use? Furthermore, are you using ISDN lines? Please circle all the appropriate numbers.

(Note: Do not include telephone numbers and FAX numbers using ISDN lines)

(Multiple selections possible)

|                                    |                |
|------------------------------------|----------------|
| 1. Only 1 fixed telephone line     | 3. ISDN* lines |
| 2. 2 or more fixed telephone lines | 4. Nothing     |

\* Please refer to the "Definitions of Terms" on the final page

**Q4 Internet (use by you and your family)**

(1) Have you or your family used the Internet (includes sending and receiving email) since November 1,2000?

Please circle the appropriate number

|  |
|--|
| 1. Neither you or any of your family members have used the Internet. |
| 2. At least you or a member of your family has used the Internet.    |

For those who circled "1. Neither you or any of your family members have used the Internet", who would like to, and who would not like to, use the Internet in future? Please circle the appropriate numbers.

|   | You or your family's numbers |   |   |   |   |   |   |   |   |  |
|---|------------------------------|---|---|---|---|---|---|---|---|--|
| Those who will like to use the Internet sometime    | 0                            | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |
| Those who do not want to use the Internet in future | 0                            | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |

**<Numbers set for you and your family members in Q1>**

|             |             |             |             |             |
|-------------|-------------|-------------|-------------|-------------|
| 0. You      | 2. Family 2 | 4. Family 4 | 6. Family 6 | 8. Family 8 |
| 1. Family 1 | 3. Family 3 | 5. Family 5 | 7. Family 7 |             |

Note: If the user is not "you" or "Family member 1" ~ "Family member 8" shown in this box <Numbers set for you and your family members in Q1> due to a large family size, please enter the number you described for that person in the blank space in Q1.  
(Example: For "Family member 9", enter 9, and for "Family member 10" enter 10 in the blank space)

**If you circled the number 1 ("1. Neither you or any of your family members have used the Internet") in (1) mentioned above, please proceed to 5(1) directly without answering (2)-(4) below.**

**Questions (2)-(4) below should be answered by you and your family members using the Internet (includes sending and receiving email).**

(2) The devices and the places where you and your family have used the Internet since November 1,2000

Used at Workplace

Which of you have used the Internet at your workplace? And what device has been used by the person at the workplace to access the Internet? Please circle the appropriate numbers. (Those who use the Internet while working at home, and those who use the Internet at schools as part of their role as teachers are included as users at the "workplace").

| Used device                                  | User (you or your family member's number) |   |   |   |   |   |   |   |   |  |
|--|---|---|---|---|---|---|---|---|---|--|
| Notebook computer                            | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |
| Desktop computer                             | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |
| Internet-compatible mobile phone and PHS     | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |
| Mobile data terminal (PDA) and other devices | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |

Used at School

Which of you use the Internet during classes at elementary school, junior-high school, senior-high school, University and graduate school? Please circle the appropriate numbers.

| Used device                           | User (you or your family member's number) |   |   |   |   |   |   |   |   |  |
|---------------------------------------|---|---|---|---|---|---|---|---|---|--|
| Notebook computers/ Desktop computers | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |

Use at your home or another location

i) Which of you use the Internet for personal use? Please circle the appropriate numbers. This does not include use for purposes of working at home.

| Used device                                   | User (you or your family member's number) |   |   |   |   |   |   |   |   |  |
|---|---|---|---|---|---|---|---|---|---|--|
| Notebook computers                            | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |
| Desktop computers                             | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |
| Internet-compatible mobile phone or PHS       | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |
| Internet-compatible television                | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |
| Internet-compatible fixed telephone           | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |
| Internet-compatible home computer game device | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |
| Mobile data terminals and other devices       | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |

ii) Other than at home, where do you (the head of the household) mainly use the Internet? Please circle the appropriate number(s)  
Multiple selections possible

|   |                                   |                                     |           |
|---|-----------------------------------|-------------------------------------|-----------|
| 1. Third-party educational establishments | 3. Administrative office counters | 5. Community/volunteer institutions | 7. Others |
| 2. Libraries                              | 4. Internet/cyber café            | 6. Friends' and neighbors' houses   |           |

iii) If you or your family use a personal computer at home in (2) mentioned above, with what kind of lines are you connected to the Internet? Please circle the appropriate number.

|                              |                   |                               |               |
|------------------------------|-------------------|-------------------------------|---------------|
| 1. Dial-up (telephone lines) | 3. Mobile phones* | 5. Cable television lines*    | 7. DSL lines* |
| 2. Dial-up (ISDN*)           | 4. PHS            | 6. Fiber lines (fiber optics) | 8. Others     |

\* Please refer to the "Definitions of Terms" on the final page

(3) Frequency of Internet usage since November 1,2000

Regardless of the place where and devices with which you used the Internet, in general with what frequency did you and your family use the Internet? Please circle the appropriate numbers.

| Internet use frequency                     | User (you or your family member's number) |   |   |   |   |   |   |   |   |  |
|--|---|---|---|---|---|---|---|---|---|--|
| Use at least once a day                    | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |
| Use at least once a week (not every day)   | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |
| Use at least once a month (not every week) | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |
| Use less frequently or not at all          | 0   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |  |

**<Numbers set for you and your family members in Q1>**

|             |             |             |             |             |
|-------------|-------------|-------------|-------------|-------------|
| 0. You      | 2. Family 2 | 4. Family 4 | 6. Family 6 | 8. Family 8 |
| 1. Family 1 | 3. Family 3 | 5. Family 5 | 7. Family 7 |             |

Note: If the user is not "you" or "Family member 1" ~ "Family member 8" shown in this box <Numbers set for you and your family members in Q1> due to a large family size, please enter the number you described for that person in the blank space in Q1.  
(Example: For "Family member 9", enter 9, and for "Family member 10" enter 10 in the blank space)

Q5 Internet (use by you (head of the household))

(1) This question is for those (heads of households) who have not used the Internet since November 1,2000.

i) Why have you not used the Internet? Please choose three reasons (or concerns or dissatisfaction) from the box below, and enter the numbers in order of priority.

|   |   |
|---|---|
| 1. Concerns about protecting privacy (personal information) | 9. High cost of devices such as personal computers                            |
| 2. Concerns about the reliability of electronic settlements | 10. Difficulties in using personal computers                                  |
| 3. Concerns about protecting intellectual property rights   | 11. High services charge on communications                                    |
| 4. Worries about computer viruses                           | 12. Ambiguous situation regarding arrival at destination of transmitted email |
| 5. Concerns about reliability of encryption technologies    | 13. No information required   |
| 6. Flood of illegal and harmful information                 | 14. No need to use the Internet   |
| 7. Difficulties in searching for data                       | 15. Other ( )   |
| 8. Slow connection speed                                    | 16. No particular feelings of dissatisfaction                                 |

\* Please refer to the "Definitions of Terms" on the final page

|   |  |
|---|--|
| Most serious concern or dissatisfaction |  |
|---|--|

|  |  |
|--|--|
| Secondary serious concern or dissatisfaction |  |
|--|--|

|  |  |
|--|--|
| Thirdly serious concern or dissatisfaction |  |
|--|--|

ii) In future, if you are going to use the Internet, what would you like to use it for?

Please circle the appropriate number.

(Multiple selections possible)

- |   |
|---|
| <ol style="list-style-type: none"> <li>1. Electronic mail*</li> <li>2. Home page</li> <li>3. Bulletin boards, chat*</li> <li>4. Business information, business documents</li> <li>5. Internet telephony</li> <li>6. Application for quizzes and prizes, replying to questionnaires</li> <li>7. Free and charged information services (games, fortune-telling, news, weather forecast, restaurant information etc.) and charged digital content (distributed video, images and music)</li> <li>8. Online education and ordering/purchasing educational materials</li> <li>9. SOHO (own independent business)</li> <li>10. Telework* (employee)</li> <li>11. Online banking* such as transfers to accounts at banks and post offices</li> <li>12. Internet auctions*</li> <li>13. Tickets and various products (use online shopping*)<br/>(Receiving the content of digital distribution services is included in "7. Using free and charged information services (games, fortune-telling, news, weather forecast, restaurant information etc.) and charged digital content (distributed video, images and music)")</li> </ol> |
|---|

(2) This question is for you (head of the household) if you have used the Internet in the past year.

For what purpose did you use the Internet? From the next items 1-13, enter the top three in terms of number of times used, for each location where you have used the Internet (home, workplace, other)  
(Multiple answers possible)

- |  |
|--|
| <ol style="list-style-type: none"> <li>1. Electronic mail*</li> <li>2. Home page</li> <li>3. Bulletin boards, chat*</li> <li>4. Business information, business documents</li> <li>5. Internet telephony</li> <li>6. Applications for quizzes and prizes, replying to questionnaires</li> <li>7. Free and charged information services (games, fortune-telling, news, weather forecast, restaurant information etc.) and charged digital content (distributed video, images and music)</li> <li>8. Online education and ordering/purchasing educational materials</li> <li>9. SOHO (own independent business)</li> <li>10. Telework* (employee)</li> <li>11. Online banking* such as transfers to accounts at bank and post office</li> <li>12. Internet auctions*</li> <li>13. Tickets and various products (use online shopping*)<br/>(Receiving the content of digital distribution services is included in "7. Using free and charged information services (games, fortune-telling, news, weather forecast, restaurant information etc.) and charged digital content (distributed video, images and music)")</li> </ol> |
|--|

|         |  |              |  |                 |  |
|---------|--|--------------|--|-----------------|--|
| at Home |  | at Workplace |  | At other places |  |
|---------|--|--------------|--|-----------------|--|

This is a question for those who did not circle "13. Tickets and various products (use online shopping\*)"

i) Why have you not purchased products and services using the Internet? Please circle the appropriate number(s).

- |  |  |
|--|--|
| 1. Not required. Not interested                      | 4. Concerns about protecting personal information                              |
| 2. Want to actually see the product before purchase  | 5. Doubt whether you will receive goods or obtain a refund if not satisfactory |
| 3. Concerns about disclosing credit card information | 6. Others ( )  |

ii) Have you ever felt concerns or dissatisfaction when actually using the Internet? Select the three main causes of concern or dissatisfaction and enter the numbers in order starting with the main cause of concern or dissatisfaction.

- |   |   |
|---|---|
| 1. Concerns about protecting privacy (personal information) | 9. High cost of expensive devices such as personal computers                  |
| 2. Concerns about the reliability of electronic settlements | 10. Difficulties in using personal computers                                  |
| 3. Concerns about protecting intellectual property rights   | 11. High services charge on communications                                    |
| 4. Worries about computer viruses                           | 12. Ambiguous situation regarding arrival at destination of transmitted email |
| 5. Concerns about reliability of encryption technologies    | 13. No information required   |
| 6. Flood of illegal and harmful information                 | 14. No need to use the Internet   |
| 7. Difficulties in searching for data                       | 15. Other ( )   |
| 8. Slow connection speed                                    | 16. No particular feelings of dissatisfaction                                 |

First serious concern or dissatisfaction

Second serious concern or dissatisfaction

Third serious concern or dissatisfaction

ii) In the future, would you like to order and purchase goods and services using the Internet? Please circle the appropriate number.

- |                           |                           |                       |       |
|---------------------------|---------------------------|-----------------------|-------|
| 1. Yes (for personal use) | 2. Yes (for business use) | 3. Yes (for both 1&2) | 4. No |
|---------------------------|---------------------------|-----------------------|-------|

This is a question for those who did circle "13. Tickets and various products (use online shopping\*)"

i) What transaction did you actually make? Please circle the appropriate number(s). (Multiple selections possible)

- |   |
|---|
| 1. Order or Purchase of PC-related goods (PC itself, peripheral devices, software etc.)                                   |
| 2. Order or Purchase of books and magazines, or CDs (please do not include digitally-distributed content)                 |
| 3. Order or Purchase of clothing, accessories (clothing, shoes, bags and accessories)                                     |
| 4. Order or Purchase of food-related products (foods, beverage, alcohol)  |
| 5. Order or Purchase of furniture, electrical appliances and home items   |
| 6. Order or Purchase of hobby-related items (toys, musical instruments, sports goods and stationery etc.)                 |
| 7. Order or Purchase of gift products (various gift-related items such as summer and winter gifts and Christmas presents) |
| 8. Reservation of various types of tickets (transportation facilities, concert/theater, restaurants and hotels)           |
| 9. Applications for travel, such as package tours, and order/purchase of travel-related items                             |
| 10. Order and purchase of financial products (stocks, insurance and trusts etc.)  |
| 11. Order and purchase of real estate, housing and automobiles (includes loan contracts)                                  |
| 12. Order and purchase of beauty, health and medical-related devices  |
| 13. Others  |

\* Please refer to the "Definitions of Terms" on the final page

ii) What did you purchase products or services using the Internet for? Please circle the appropriate number.

- |                 |                 |                 |           |
|-----------------|-----------------|-----------------|-----------|
| 1. Personal use | 2. Business use | 3. Both 1 and 2 | 4. Others |
|-----------------|-----------------|-----------------|-----------|

iii) How often have you bought products using the Internet?

- |   |   |
|---|---|
| 1. At least once a day                  | 3. At least once a month (not every week) |
| 2. At least once a week (not every day) | 4. Less than this                         |

iv) What is the approximate total value (including consumption tax) of the goods and services you purchased using the Internet?

Please circle the appropriate number.

- |                        |                        |                          |                             |
|------------------------|------------------------|--------------------------|-----------------------------|
| 1. 5000 yen or less    | 4. 15,001 ~ 20,000 yen | 7. 30,001 ~ 50,000 yen   | 10. 200,001 ~ 500,000 yen   |
| 2. 5,001 ~ 10,000 yen  | 5. 20,001 ~ 25,000 yen | 8. 50,001 ~ 100,000 yen  | 11. 500,001 ~ 1,000,000 yen |
| 3. 10,001 ~ 15,000 yen | 6. 25,001 ~ 30,000 yen | 9. 100,001 ~ 200,000 yen | 12. 1,000,001 yen or more   |

v) When purchasing goods using the Internet, did you use electronic settlement (credit card payment)? Please circle the appropriate number.

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

vi) Do you feel concern or dissatisfaction when actually using the Internet? Please chose the three most serious concerns or dissatisfaction and enter the numbers in order of priority.

|   |   |
|---|---|
| 1. Concerns about protecting privacy (personal information) | 9. High cost of devices such as personal computers                            |
| 2. Concerns about the reliability of electronic settlements | 10. Difficulties in using personal computers                                  |
| 3. Concerns about protecting intellectual property rights   | 11. High services charge on communications                                    |
| 4. Worries about computer viruses                           | 12. Ambiguous situation regarding arrival at destination of transmitted email |
| 5. Concerns about reliability of encryption technologies    | 13. No information required   |
| 6. Flood of illegal and harmful information                 | 14. No need to use the Internet   |
| 7. Difficulties in searching for data                       | 15. Other ( )   |
| 8. Slow connection speed                                    | 16. No particular feelings of dissatisfaction                                 |

\* Please refer to the "Definitions of Terms" on the final page

|  |  |   |  |  |  |
|--|--|---|--|--|--|
| First serious concern or dissatisfaction |  | Second serious concern or dissatisfaction |  | Third serious concern or dissatisfaction |  |
|--|--|---|--|--|--|

Q6 Cable Television and Satellite Television

(1) Is a cable television service provided in the region where you (head of the household) live? Please circle the appropriate number?

|             |                 |               |
|-------------|-----------------|---------------|
| 1. Provided | 2. Not provided | 3. Don't know |
|-------------|-----------------|---------------|

\* Please refer to the "Definitions of Terms" on the final page

(2) Does your family including yourself watch any of the following (1)~(4) television broadcasts at home? Please circle the appropriate number(s).

| Type of TV broadcasting    | Does your family including yourself watch any of the television broadcasts described in the left side column at home?                    |  |
|----------------------------|--|--|
| 1. Cable television (CATV) | 1. Yes<br>2. No  | Other than 4   |
| 2. BS analog broadcasting  | 1. Yes, but NHK only<br>2. Yes, but charged broadcasting programs only<br>3. Yes, both of NHK and charged broadcasting programs<br>4. No | Do you watch via cable television?<br>1. Yes 2. No                 |
| 3. BS digital broadcasting | 1. Yes, but NHK only<br>2. Yes, but charged broadcasting programs only<br>3. Yes, both of NHK and charged broadcasting programs<br>4. No | Other than 4<br>Do you watch via cable television?<br>1. Yes 2. No |
| 4. CS broadcasting*        | 1. Yes<br>2. No  | In case of 1<br>Do you watch via cable television?<br>1. Yes 2. No |

**Q7 Services expected to spread, due to advances in information technology**

Here is a list of services and programs that are expected to be realized in the near future, or that already exist but are expected to spread in future due to developments in information technology.

What kind of services and programs would you (the head of the household) like to use?

For each occasion of "at home" and "outside", please choose 3 numbers corresponding to the appropriate services or programs from the below, and enter the numbers in the order of preference. When choosing number 23 – "Do not want anything in particular", enter "23" in the column "Service you pin your hopes on most".

1. Services using your screen in which you can receive health consultations and diagnosis from a doctor and provide welfare and care services for the elderly.
2. TV phone services (be able to see the other party's face when using the telephone)
3. Services where you can make reservations and apply to purchase goods while viewing them on your screen (programs such as TV shopping, travel, leisure, security trading information to enable buying and selling of stocks and horse racing)
4. Services providing programs with audience participation (quizzes, games, debates, agony columns, study, education, medicine, health, participation in questionnaires, enabling voting)
5. Telework (working at home in the same way that you work at the office, using your computer and the network) services
6. Services using your computer and the network that allow you to receive classes in the same way as from school, and take the lectures of your choice.
7. Administrative services such as applications and notifications, and reservation services for public facilities.
8. Procedures and services at banks and post offices, such as balance statements and transfers.
9. Services enabling cashless shopping using electronic money
10. Video-on-demand (to be able to see the movies and programs you want to see at anytime) services
11. Services providing drama programs in which the audience can rewrite the story or change the ending according to their own preference
12. Services providing sports programs where you can select the desired angle for the broadcast
13. Services providing video displays that can be used as room interiors
14. Services that enable you to obtain particular information about an area, such as the nearest restaurants and transportation facilities.
15. Services that enable you to search for required newspaper articles and view (read) them on the screen.
16. Services providing economic information programs that enable you to obtain business information and documentary data
17. Services providing cooking programs where you can obtain the recipes and purchase the necessary ingredients
18. Services providing music programs that enable you to obtain (purchase) electronically distributed music data
19. Services that distribute the latest television games and allow you to compete against other players in remote locations
20. Services that enable you to watch 30~40 channels of programs on high definition TV
21. Services that enable you to watch existing programs with much higher quality images
22. Other services (in specific terms, )
23. Do not want anything in particular

|         |                                    |  |                                      |  |                                     |  |
|---------|------------------------------------|--|--------------------------------------|--|-------------------------------------|--|
| At home | Service you pin your hopes on most |  | Service you pin your hopes on second |  | Service you pin your hopes on third |  |
| Outside | Service you pin your hopes on most |  | Service you pin your hopes on second |  | Service you pin your hopes on third |  |

\* Please refer to the "Definitions of Terms" on the final page

**Q8 Services charges for using communications and broadcasting services**

(1) In your household, approximately how much did you spend in total on monthly charges in October 2001 for the following communications and broadcasting services? Choose the number corresponding to the appropriate amount from the <"Total" choices>, and enter that number. (When paying yearly or paying charges covering several months, please convert to the amount for one month when replying).

| Communications and broadcasting service charges  | Totals |
|--|--------|
| Charges for use of fixed telephones (including ISDN) services  |        |
| Total charges for use of Internet-compatible mobile telephones and PHS services<br>(This does not include subscriber charges and device charges, but includes Internet (including email) charges using these devices.  |        |
| Total charges for use of mobile telephones and PHS (excluding Internet-compatible types) and wireless calling services<br>(This does not include subscriber charges and device charges)  |        |
| Total amount when adding together charges for NHK reception charges and satellite broadcasting (BS analog broadcasting* and BS digital broadcasting*), satellite broadcasting (CS broadcasting*) and cable television services<br>(This does not include subscriber charges, contract charges and charges for purchasing antennas) |        |
| Charge for use of Internet (including email), excluding charges for use of Internet (including e-mail) with Internet-compatible mobile telephones and PHS)   |        |

**<"Total" choices>**

|                    |                     |                       |                         |
|--------------------|---------------------|-----------------------|-------------------------|
| 1. No payment      | 6. 5,000~5,999 yen  | 11. 10,000~14,999 yen | 16. 35,000~39,999 yen   |
| 2. 1~1,999 yen     | 7. 6,000~6,999 yen  | 12. 15,000~19,999 yen | 17. 40,000~44,999 yen   |
| 3. 2,000~2,999 yen | 8. 7,000~7,999 yen  | 13. 20,000~24,999 yen | 18. 45,000~49,999 yen   |
| 4. 3,000~3,999 yen | 9. 8,000~8,999 yen  | 14. 25,000~29,999 yen | 19. 50,000~100,000 yen  |
| 5. 4,000~4,999 yen | 10. 9,000~9,999 yen | 15. 30,000~34,999 yen | 20. 100,000 yen or more |



(2) In regard to (1) mentioned above, do you consider the total charges paid for your household to be reasonable?  
Please circle the appropriate number. If you select "1. Too expensive", please enter the amount you consider to be reasonable.

|                    |                          |              |               |
|--------------------|--------------------------|--------------|---------------|
| 1. Too expensive ( | yen would be reasonable) | 2. Too cheap | 3. Just right |
|--------------------|--------------------------|--------------|---------------|

**Finally some questions for you (the head of the household) and your family :**

F1 Which of the following is your (head of the household) occupation? Please circle the appropriate number.

|   |   |
|---|---|
| 1. Employee (employee in a corporation, organization or government agency (excluding management)) | 5. Self-employed in forestry or fishery |
| 2. Management (manager in a corporation, organization or government agency)                       | 6. Student                              |
| 3. Self-employed (doctor, lawyer, artist etc)   | 7. Unemployed                           |
| 4. Self-employed businessman (shop owner or founder of company)                                   | 8. Others                               |

F2 What was your approximate yearly income (gross income for last year) for you and your family (whole household)? Please circle the appropriate number.

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

**This is the end of the questions.  
Please place the answers in the return envelope provided and send them back to us.  
Postage is not required.  
Thank you very much for your cooperation.**

## <Definitions of Terms >

| Term  | Explanation  |
|---|--|
| Mobile phones/PHS                             | Small portable-capable 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 mobile phones and PHS     | Mobile telephones/PHS with Internet connection functions.<br>Enables voice conversation, sending/receiving of email and use of Internet services in one device.  |
| Internet-compatible fixed phone               | Fixed-Telephone with Internet connection functions   |
| Internet-compatible TV                        | Television with Internet connection functions  |
| Internet-compatible home computer game device | Home computer game device with Internet connection functions   |
| Car navigation systems                        | System that judges the position of the vehicle using a satellite signal and displays the direction on a map using software from a CD-ROM or DVD-ROM  |
| Mobile data terminals (PDA)                   | 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 diary or smaller. Also called PDAs (personal digital assistants). This does not include notebook computers.  |
| Notebook computers                            | Personal computers the size of a notebook.   |
| Desktop computers                             | PCs (personal computer) not carried around and used, but placed on a desk and used.<br>Often the keyboard and liquid crystal display are provided separately.  |
| ISDN line                                     | Abbreviation for Integrated Services Digital Network. General name for a digital communications network providing integrated telephone, facsimile, telex and data services.  |
| 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.<br>With ADSL, the speed in each transmission direction (as seen from the user, sending is "uplink" and receiving is "downlink") is asymmetrical.  |
| 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 just to alleviate poor reception.  |
| BS analog broadcasting                        | BS analog broadcasting is analog broadcasting using broadcasting satellites.<br>This includes the public programs for the three channels provided by NHK (NHK1, NHKII, hi-vision) and service provided by WowWow. To view these programs it is necessary to directly receive by installing a parabola antenna, tuner and specialized decoder, or subscribe to resending cable television.  |
| BS digital broadcasting                       | BS digital broadcasting is digital broadcasting that uses broadcasting satellites.<br>These are free broadcasting programs, such as the three public broadcasting programs provided by NHK, BS Nihon Television, BS Asahi, BS-i, BS Japan and BS Fuji, and programs such as WowWow and Star Channel. To view these programs it is necessary to directly receive by having a charged broadcasting contract and installing a parabola antenna or tuner or subscribe to resending cable television. |
| 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 it is necessary to directly receive by installing a parabola antenna and tuner or subscribe to resending cable television.   |
| Electronic mail                               | Electronic version of the postal system. In the same way as post, the addressee is specified and the document sent to the other party.   |
| Bulletin board                                | Electronic bulletin board. Not a one-to-one communications measure like electronic mail, but a software system that makes a one-to-many data transmission possible.  |
| Chat  | Service that allows conversation with other parties in real time using PC communication. This allows simultaneous conversation by multiple participants, with each senders message being viewable by all parties.  |
| Internet auction                              | An "auction" system over the Internet in which the buyer among multiple 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 shopping                               | The purchase of goods and services over the Internet   |
| Online banking                                | Various bank procedures and transactions carried out using Internet services   |
| Telework                                      | An employee who, while working at a remote location from the company, is in the same kind of environment as if he/she was at the company, using the communications network. Telework includes working at home, mobile work (working while moving on business etc.), satellite offices (state of working in a different building to that of your company. For example, working at a branch office (separate building to head office) while belonging to the head office)).                        |
| SOHO  | Limited to self employed businessmen who work at offices with small groups of people or at home.   |

(Confidential)

**Ministry of Public Management, Home Affairs, Posts and Telecommunications**

**Communications Usage Trend Survey in 2001  
(Offices -Establishments)**

This questionnaire is 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 take note of the following points when filling out the questionnaire:

1. Unless indicated otherwise, please fill out the questionnaire as of November 1<sup>st</sup> 2001.
2. Reference & Submit your reply to: Japan Computer Communications Association  
NSK Building 7F, Tabata 1-21-8, Kita-Ku, Tokyo, 114-8558  
Tel.(03) 5814-1569 /FAX:(03) 5814-1142 /e-mail: kenkyu@dekyo.or.jp
3. The Ministry has entrusted data compilation and analysis of this survey to the company mentioned above.

|                                |  |  |
|--------------------------------|--|--|
| (Location for addressee label) | Department which the contact person mentioned below belongs to |  |
|                                | Name of the contact person on this questionnaire               |  |
|                                | Telephone numbers to the contact person mentioned above        |  |

Q1. Telecommunications devices your office possesses

Which of the following devices (1)~(8) does your office own? Please circle the appropriate number(s). Then, please enter the number of the device your office has in column "Total owned", if you circled " 1. Owned". When using the devices rented on lease, they come under the definition of "owned". Further, in the case of devices that function both as mobile phones and PHS, enter the number in both columns of (1) mobile phone including Internet compatible) and (2) PHS (including Internet compatible).

|  |  |  |
|--|--|--|
| (1) Mobile phones<br>(including Internet compatible) | <input type="checkbox"/> 1. Owned    Total owned: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Units   | Does your office use them for activities like sending/receiving data and electronic mail?<br>1. Yes, for all terminals<br>2. Yes, for some terminals<br>3. No  |
|  | <input type="checkbox"/> 2. Not owned but there is a concrete plan to own<br><input type="checkbox"/> 3. Not owned but there is demand to own<br><input type="checkbox"/> 4. Not owned and there is no need in near future |  |
| (2) PHS (including Internet compatible)              | <input type="checkbox"/> 1. Owned    Total owned: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Units   | Does your office use them for activities like sending/receiving data and electronic mail?<br>1. Yes, for all terminals<br>2. Yes, for some terminals<br>3. No  |
|  | <input type="checkbox"/> 2. Not owned but there is a concrete plan to own<br><input type="checkbox"/> 3. Not owned but there is demand to own<br><input type="checkbox"/> 4. Not owned and there is no need in near future |  |
| (3) Mobile data terminals*                           | <input type="checkbox"/> 1. Owned    Total owned: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Units   | Does your company use them for activities like sending/receiving data and electronic mail?<br>1. Yes, for all terminals<br>2. Yes, for some terminals<br>3. No |
|  | <input type="checkbox"/> 2. Not owned but there is a concrete plan to own<br><input type="checkbox"/> 3. Not owned but there is demand to own<br><input type="checkbox"/> 4. Not owned and there is no need in near future |  |

\*Internet-compatible mobile phones and PHS: Mobile phones and PHS that have an Internet connection function. In this way, it is possible to use voice, send and receive email and access Internet services.

\*Mobile data terminals (PDA): Devices with “electronic secretarial functions for managing personal data such as schedules, address books and memos” and “remote access functions for accessing email, Internet and the company LAN using a mobile phone or PHS”. They are not included in “notebook computers (PC)” hereunder, but they are small-sized like a pocketbook.

|                             |  |             |   |   |   |       |
|-----------------------------|--|-------------|---|---|---|-------|
| (4) Wireless calling        | 1. Owned   | Total owned | : | : | : | Units |
|                             | 2. Not owned but there is a concrete plan to own |             |   |   |   |       |
|                             | 3. Not owned but there is demand to own          |             |   |   |   |       |
|                             | 4. Not owned and there is no need in near future |             |   |   |   |       |
| (5) Notebook computers (PC) | 1. Owned   | Total owned | : | : | : | Units |
|                             | 2. Not owned but there is a concrete plan to own |             |   |   |   |       |
|                             | 3. Not owned but there is demand to own          |             |   |   |   |       |
|                             | 4. Not owned and there is no need in near future |             |   |   |   |       |
| (6) Desktop computers (PC)  | 1. Owned   | Total owned | : | : | : | Units |
|                             | 2. Not owned but there is a concrete plan to own |             |   |   |   |       |
|                             | 3. Not owned but there is demand to own          |             |   |   |   |       |
|                             | 4. Not owned and there is no need in near future |             |   |   |   |       |
| (7) Word processors         | 1. Owned   | Total owned | : | : | : | Units |
|                             | 2. Not owned but there is a concrete plan to own |             |   |   |   |       |
|                             | 3. Not owned but there is demand to own          |             |   |   |   |       |
|                             | 4. Not owned and there is no need in near future |             |   |   |   |       |
| (8) Facsimiles              | 1. Owned   | Total owned | : | : | : | Units |
|                             | 2. Not owned but there is a concrete plan to own |             |   |   |   |       |
|                             | 3. Not owned but there is demand to own          |             |   |   |   |       |
|                             | 4. Not owned and there is no need in near future |             |   |   |   |       |

Q2. Use of communications media

In your office, which of the following communications media from (1)~(8) are used in business? Please circle the appropriate number(s) for each activity. When none of activities (1)~(8) are conducted in business, circling the number(s) is not required.

| What media are currently used in your office?<br>(multiple selections are possible) |      |           |     |           |                 |        |
|---|------|-----------|-----|-----------|-----------------|--------|
|   | Mail | Telephone | FAX | Home page | Electronic mail | Others |
| (1) Introduction and advertising of products and events ...                         | 1    | 2         | 3   | 4         | 5               | 6      |
| (2) Providing of regular information.....   | 1    | 2         | 3   | 4         | 5               | 6      |
| (3) Notification of charge and detailed use.....                                    | 1    | 2         | 3   | 4         | 5               | 6      |
| (4) Sending of certification documents (receipts, etc.) .....                       | 1    | /         | 3   | /         | 5               | 6      |
| (5) Company introduction, personnel recruitment.....                                | 1    | 2         | 3   | 4         | 5               | 6      |
| (6) Receipt of opinions and applications.....                                       | 1    | 2         | 3   | 4         | 5               | 6      |
| (7) Receipt of applications and notifications.....                                  | 1    | 2         | 3   | 4         | 5               | 6      |
| (8) Questionnaire surveys.....  | 1    | 2         | 3   | 4         | 5               | 6      |

Q3. Internet usage

(1) How many Internet-connected terminals does your office have? Please enter the number.

|                            |  |  |  |  |       |
|----------------------------|--|--|--|--|-------|
| Number of terminals used = |  |  |  |  | units |
|----------------------------|--|--|--|--|-------|

(2) Is the Internet used in your office? Please circle the appropriate number.

|  |   |
|--|---|
| 1. Used  | 3. Not used and there is no concrete plan to use it |
| 2. Not used but there is a concrete plan to use it | 4. Not used and there is no necessity to use it     |

→ What does your office use to connect with the Internet? Please circle the appropriate number.

|                              |                                   |
|------------------------------|-----------------------------------|
| 1. Dial-up (telephone line)  | 6. Leased line (64 kb/s)          |
| 2. Dial-up (ISDN connection) | 7. Leased line (128 kb/s)         |
| 3. CATV line                 | 8. Leased line (198–384 kb/s)     |
| 4. DSL line *                | 9. Leased line (512 kb/s or more) |
| 5. Fiber line (fiber optics) | 10. Other                         |

\* DSL is a technology that allows high-speed transmission over existing telephone lines, making high-speed Internet connection possible; this includes ADSL (Asymmetric Digital Subscriber Line).

Are you satisfied with your current Internet connection speed? Please circle the appropriate number.

|   |
|---|
| 1. Satisfied  |
| 2. Dissatisfied (There is a plan to switch to a higher connection speed during the course of this year)   |
| 3. Dissatisfied (There is a plan to switch to a higher connection speed during the course of next year)   |
| 4. Dissatisfied (There is a demand to switch to a higher connection speed but have no plans at this time) |

(3) What does your office use the Internet for? Please circle all the appropriate number(s).

Multiple selections possible

|   |   |
|---|---|
| 1. Making contact and communicating both within and outside the company | 7. Conducting quizzes and awarding prizes                                   |
| 2. Providing information and advertising on your home page              | 8. Receiving orders for products and services and providing online shopping |
| 3. Searching and obtaining information in an external database          | 9. Procuring products and raw materials                                     |
| 4. Sharing information and exchanging data with affiliated companies    | 10. Conducting electronic settlements such as payments and transfers        |
| 5. Obtaining software such as freeware                                  | 11. Conducting user support of products, etc.                               |
| 6. Executing market surveys   | 12. Using Internet telephones   |
|   | 13. Conducting SOHO   |
|   | 14. Other uses  |

Q4. Charge (Monthly charges) for using communications services

How much did your office spend in total on communications services in October 2001?

When paying yearly or paying charges covering several months, please convert to the approximate amount for one month when replying.

(1) What was the total amount you paid for communication services for the month? Please enter in units of a thousand yen.

For amounts of less than a thousand yen, please round up from five and round down from four. If, as a result, the total is less than a thousand yen and therefore counted as not paid, please enter 0 as the thousand yen unit.

(Million yen) (10,000 yen)

|  |  |  |  |  |              |
|--|--|--|--|--|--------------|
| The combined total for fixed telephone (ISDN, etc.) basic charges and call charges   |  |  |  |  | Thousand yen |
| The usage charges for wireless calling added to the total when adding the basic charges and call charges of mobile telephones and PHS phones |  |  |  |  | Thousand yen |
| Monthly Internet basic charges (excluding call charges)  |  |  |  |  | Thousand yen |
| <b>Total amount of charged mentioned above</b>   |  |  |  |  | Thousand yen |



(Confidential) **Ministry of Public Management, Home Affairs, Posts and Telecommunications**

## Communications Usage Trend Survey in 2001 (Companies-Enterprises)

This questionnaire is 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 take note of the following points when filling out the questionnaire:

- Unless indicated otherwise, please fill out the questionnaire as of November 1<sup>st</sup> 2001.
- Reference & Submit your reply to: Japan Computer Communications Association  
NSK Building 7F, Tabata 1-21-8, Kita-Ku, Tokyo, 114-8558  
Tel. (03) 5814-1569 /FAX:(03) 5814-1142 /e-mail: kenkyu@dekyo.or.jp
- The Ministry has entrusted data compilation and analysis of this survey to the company mentioned above.

|                                |  |  |
|--------------------------------|--|--|
| (Location for addressee label) | Department which the contact person mentioned below belongs to |  |
|                                | Name of the contact person on this questionnaire               |  |
|                                | Telephone numbers of the contact person mentioned above        |  |

**Q1. Structure and Usage of the Communications Network and Internet in your company:**

(1) Has your company set up a telecommunications network?  
If so, what is the present situation regarding the network? If not, what plans of any does your company have for the future? Please circle the appropriate numbers.

Has your company set up a telecommunications network?

1. Yes    2. No

If you have circled "2. No", please move on to "Future Plan".

If you have circled "1. Yes", please move on to "state of construction".

|                                      | State of construction  |
|--------------------------------------|--|
| Intra-company communications network | 1. LAN covers whole company<br>2. LAN covers only certain offices or departments<br>3. Intranet covers whole company<br>4. Intranet covers only certain offices or departments |
| Inter-company communications network | 1. WAN covers whole company<br>2. WAN covers only certain offices or departments<br>3. Extranet covers whole company<br>4. Extranet covers only certain offices or departments |

\* Intranet refers to a LAN that uses Internet technology. In the same way, an extranet refers to a WAN that uses Internet technology.

|                                      | Future Plan   |
|--------------------------------------|---|
| Intra-company communications network | 1. Plan to build a LAN<br>2. Plan to build an Intranet<br>3. No particular plan to build a LAN or Intranet<br>4. Have never heard the words LAN or Intranet |
| Inter-company communications network | 1. Plan to build a WAN<br>2. Plan to build an Extranet<br>3. No particular plan to build a WAN or Extranet<br>4. Have never heard the words WAN or Extranet |

\* Intranet refers to a LAN that uses Internet technology. In the same way, an extranet refers to a WAN that uses Internet technology.

(2) How has your company set up the present intra-company communications network?

Please circle the appropriate number.

- |   |
|---|
| 1. Set up by your company only  |
| 2. Set up by your company only, but outsourcing for all building project in future is under consideration               |
| 3. Set up by your company only, but outsourcing a certain part of the building project in future is under consideration |
| 4. Set up by your company with outsourcing assistance   |
| 5. Set up by outsourcing the whole project to another company   |

(3) Is it possible to access intra-company communications network and inter-company communications network, using PCs, mobile telephones and personal digital assistants (PDA)?

Please circle the appropriate number.

- |   |  |
|---|--|
| 1. Yes, it is possible  | 2. Currently unable to access, but there is a specific plan to realize such access |
| 3. Currently unable to access, with no specific plan to realize such access |  |

(4) How long has your company had the intra-company communications network?

Please circle the appropriate number.

- |                      |                      |                      |
|----------------------|----------------------|----------------------|
| 1. Less than a year  | 3. Between 2~3 years | 5. Between 4~5 years |
| 2. Between 1~2 years | 4. Between 3~4 years | 6. More than 5 years |

(5) What did your company set up the intra-company network and inter-company network for?

Please circle the appropriate number(s).

(multiple selections possible)

- |  |   |
|--|---|
| 1. Sharing of business-related information within the company                      | 7. Realizing a document approval system within the company        |
| 2. Creating a more efficient workflow within the company                           | 8. Sharing of customer information with affiliated companies      |
| 3. Creating a financial/accounting system within the company                       | 9. Creating more efficient/rapid workflow in affiliated companies |
| 4. Sharing applications within the company   | 10. Doing shared work and shared design with other companies      |
| 5. Efficient introduction and operation of electronic mail etc. within the company | 11. Using Exchange electronic data (EDI)                          |
| 6. Sharing of output devices such as printers within the company                   | 12. Expanding trading customers                                   |
|  | 13. Others  |
|  | 14. No particular purpose   |

(6) Is the Internet used at your company? Please circle the appropriate number.

- |   |  |
|---|--|
| 1. Used throughout the whole company      | 3. Not used currently, but there is a specific plan to use |
| 2. Used by certain offices or departments | 4. Not currently used with no specific plan to use         |

(7) What does your company use the Internet for?

Please circle the appropriate number for each column.

|                           |              |
|---------------------------|--------------|
| Information search        | 1. Yes 2. No |
| Hosting a home page       | 1. Yes 2. No |
| Using the electronic mail | 1. Yes 2. No |

This is a question for those companies that answered "yes" to the question about hosting a homepage. Why does your company host a home page? Please circle the appropriate number for each column.

|   |              |
|---|--------------|
| For marketing activities using questionnaires                           | 1. Yes 2. No |
| For database access from the customer site                              | 1. Yes 2. No |
| For using e-marketplace (procurement)                                   | 1. Yes 2. No |
| For participation in net auctions                                       | 1. Yes 2. No |
| For selling digitally-formatted products (including receive orders)     | 1. Yes 2. No |
| For selling non-digitally-formatted products (including receive orders) | 1. Yes 2. No |
| For providing after-care for products and services                      | 1. Yes 2. No |
| For electronic settlement of goods and services sold                    | 1. Yes 2. No |
| For financial trading   | 1. Yes 2. No |



(8) What is the ratio of employees to terminals for terminals that are connected to the intra-company communications network, inter-company communications network and the Internet?

Please circle the appropriate number.

|                     |                       |                              |
|---------------------|-----------------------|------------------------------|
| 1. One per terminal | 3. Three per terminal | 5. Five or more per terminal |
| 2. Two per terminal | 4. Four per terminal  |                              |

(9) What problems has your company experienced using the intra-company communications network, inter-company communications network and the Internet?

Please choose up to 3 numbers from the below and circle them.

|   |   |
|---|---|
| 1. Difficulty of establishing security measures         | 9. Long time to connect server  |
| 2. High operational/ management or human resource costs | 10. No merits with introduction   |
| 3. Lack of operation/management human resources         | 11. Concerned about reliability of authentication technologies            |
| 4. Long time to recovery from network failure           | 12. Concerned about reliability of electronic settlement measures         |
| 5. Difficulty of finding information                    | 13. High service charge on communications                                 |
| 6. Concerns about securing intellectual property rights | 15. Ambiguous situation about arrival at destination of transmitted email |
| 7. Concerns about computer viruses                      | 16. Others ( )  |
| 8. Slow connection speed                                | 16. No particular problems  |

Q2. EDI (Electronic Data Interchange)

(1) Is EDI used in your company? Please circle the appropriate number

EDI refers to a structure for communicating commercial trading data with a computer, using standard rules agreed between different companies.

|         |  |  |
|---------|--|--|
| 1. Used | 2. Not used, but there is a specific plan to use | 3. Not used and there is no specific plan to use |
|---------|--|--|

For those companies who answered 1 "Used", is Internet EDI (EDI using an Internet connection) used in your company? Please circle the appropriate number

|                            |                                |             |
|----------------------------|--------------------------------|-------------|
| 1. Used for all businesses | 2. Used for certain businesses | 3. Not used |
|----------------------------|--------------------------------|-------------|

For those companies who answered 1, "Used for all businesses" or 2. "Used for certain businesses", what does your company use Internet EDI (EDI using an Internet connection) for? Please circle the appropriate number(s) (multiple selections possible)

|  |  |
|--|--|
| 1. To permit business to be conducted more simply at an international level. | 6. To get new customers and expand customer base         |
| 2. To enable to use even if computer systems are different                   | 7. To increase the number of applications, such as email |
| 3. To simplify operations  | 8. To make selection of the best price possible          |
| 4. To reduce communications costs  | 9. To reduce procurement costs                           |
| 5. To speed up information transmission                                      | 10. Other purposes ( )                                   |

(2) To all companies.

What problems has your company experienced using EDI? Furthermore, for those companies not using EDI, what problems are preventing your company from using EDI? Please choose up to 3 numbers corresponding to the appropriate problems from the list shown below, and put these numbers in the 3 boxes in order of priority from left to right. When choosing number 13. "No particular problems" or "14. Do not know what problems are", please enter "13" or "14" in the column "No.1".

|   |   |
|---|---|
| 1. Special knowledge required to set up the system  | 9. Lack of Laws and regulations related to e-commerce           |
| 2. Difference in communications protocols according to the business being undertaken      | 10. No suitable electronic basis establishment for corporations |
| 3. Difference of billing slips or data formats according to the business being undertaken | 11. Not enough information on EDI                               |
| 4. Limitation on the data that can be exchanged   | 12. Other problems  |
| 5. Insufficient security measures   | 13. No particular problems                                      |
| 6. High initial costs for investment in equipment   | 14. Do not know what problems there are                         |
| 7. High running costs   |   |
| 8. No suitable environment established for EDI  |   |

|       |  |        |  |       |  |
|-------|--|--------|--|-------|--|
| First |  | Second |  | Third |  |
|-------|--|--------|--|-------|--|

**Q3. Telework.**

Has your company implemented a telework? Please circle the appropriate number.

- |   |  |
|---|--|
| 1. Implemented  | 3. Not implemented, with no specific plan to do so |
| 2. Not implemented, but there is a specific plan to do so |  |

\* Telework refers to a form of working in which while in a location separated from the company (head office building), an environment is created close to actually working environment in the head office, through use of the communications network. In specific terms, according to work location of employees, this refers to home work, mobile work(where working with the use of a mobile phone while outside the office on business) and satellite offices (offices other than the head office such as branch office).

For those companies who circled 2 or 3, what problems are preventing your company from implementing a telework? Please choose up to 3 numbers from the below and circle them.

- |  |  |
|--|--|
| 1. No expectation of an increase in productivity               | 6. Concerned about security                                |
| 2. Lack of necessary know-how for implementation and operation | 7. No suitability due to nature of business                |
| 3. High implementation costs                                   | 8. No suitability for communication within the corporation |
| 4. High costs of communications                                | 9. No particular necessity for implementation              |
| 5. No suitability from personnel or management perspective     | 10. Others ( )   |

**Q4. Security measures for the communications network**

(1) What kind of measures have been taken to secure data in your company? Please circle the appropriate number(s).  
(multiple selections possible)

- |   |  |                            |
|---|--|----------------------------|
| 1. Access controls with ID and password                                 | 5. Use of a firewall                           | 10. No particular measures |
| 2. Checking users through implementation of authentication technologies | 6. Use of a proxy server etc.                  |                            |
| 3. Data and network encryption  | 7. Use of security survey services             |                            |
| 4. Line monitoring  | 8. External outsourcing of security management |                            |
|   | 9. Do not know                                 |                            |

(2) What countermeasures are taken against viruses in your company? Please circle the appropriate number(s).  
(multiple selections possible)

- |   |                          |
|---|--------------------------|
| 1. Introducing virus check programs on terminals such as PCs.           | 5. Other countermeasures |
| 2. Introducing virus check programs on Servers                          | 6. Nothing in particular |
| 3. Building virus walls for external connections                        |                          |
| 4. Creating virus check manuals and implementing inner-company training |                          |

(3) For those companies that answered 1 or 2 for (2) mentioned above,  
At what intervals does your company renew its virus check program pattern files? Please circle the appropriate number.

- |   |  |                 |
|---|--|-----------------|
| 1. Renewed every day                      | 5. Renewed once every three months or more | 10. Do not know |
| 2. Renewed once or more a week            | 6. Renewed every six months or more        |                 |
| 3. Renewed once or more a month           | 7. Renewed once a year or more             |                 |
| 4. Renewed once every other month or more | 8. Renewed less than once a year           |                 |
|   | 9. Has not been renewed since introduction |                 |

(4) What measures is your company undertaking to provide a backup for the communications network? Please circle the appropriate numbers.

|   | Done | Not done but the company has specific plans to do so. | Not done and the company has no specific plans to do so. |
|---|------|---|--|
| (1) Securing backup connections .....   | 1    | 2   | 3  |
| (2) Building communication networks using mobile communications and satellites    | 1    | 2   | 3  |
| (3) Dispersing computer centers, etc .....  | 1    | 2   | 3  |
| (4) Ensuring to computer centers, etc are earthquake-proof.....                   | 1    | 2   | 3  |
| (5) Implementing generator devices and uninterruptible power supply devices ..... | 1    | 2   | 3  |
| (6) Duplicating of CPU and communications control devices                         | 1    | 2   | 3  |
| (7) Entrusting operations for a complete backup system to an external company ... | 1    | 2   | 3  |

**Q5. Expenses related to communications networks**

How much did your company spend on communication-related expenses during last fiscal year (April 2000 to March 2001)? Please enter the expenses according to item in units of 10,000 yen. (However, where it is difficult to enter for this period, please enter expenses for the closest previous year that can be calculated).

It is not necessary to enter costs where there is difficulty in entering the costs, due to those costs being shared with another department. Where there are no relevant expenses, please enter 0.

|  | (100M yen) |  | (Million yen) |  |            |
|--|------------|--|---------------|--|------------|
| (1) Consulting costs involved in building the system.....                    |            |  |               |  | 10,000 yen |
| (2) Depreciation costs.....  |            |  |               |  | 10,000 yen |
| (3) Rental and lease costs (* 2).....  |            |  |               |  | 10,000 yen |
| (4) Maintenance costs.....   |            |  |               |  | 10,000 yen |
| (5) Fees for using type 1 telecommunications carrier lines (*3).....         |            |  |               |  | 10,000 yen |
| (6) Tariffs for using telecommunications services of carriers etc. (*4)..... |            |  |               |  | 10,000 yen |
| (7) Labor costs (*5).....  |            |  |               |  | 10,000 yen |
| (8) External personnel labor costs (*6).....                                 |            |  |               |  | 10,000 yen |
| (9) Software use costs (*7).....   |            |  |               |  | 10,000 yen |
| (10) Other costs (*8).....   |            |  |               |  | 10,000 yen |
| * Enter total  | ←—————→    |  |               |  | 10,000 yen |

- Notes
- (\*1) Depreciation costs refer to devices (includes network-connected printers, Faxes etc) used in setting up a telecommunications network, such as computers and terminals, switches (including PBX), multiplexing devices and communication devices such as LAN and software, which have been bought. This refers to last year's depreciatory costs.
  - (\*2) Rental and lease charges refers to yearly costs when devices (includes network-connected printers, Faxes etc) used in setting up a telecommunications network, such as computers and terminals, switches (including PBX), multiplexing devices and communication devices such as LAN, have been rented or leased.
  - (\*3) Type 1 telecommunications carrier refers to a mobile telephone carriers such as NTT, KDDI and Japan Telecom, and PHS operators who have installed and provide their own lines. Further, lines refer to leased lines, digital data switching networks such as DDX,DDX-TP, ISDN and VENUS.
  - (\*4) Telecommunications services refers to VAN services, online, real-time processing services and online data services. This also includes connection charges for Internet service providers.
  - (\*5) Labor costs refers to cash payments (includes compensation and allowances) paid to workers in telecommunications related departments (including departments specializing in telecommunications planning, operations and management) for which taxes and social insurance are not deducted. In other words, it refers to gross payments. However, in the case of labor costs paid to external personnel, please include these costs in External personnel labor costs.
  - (\*6) External personnel labor costs refers to costs required for using external systems engineers, programmers and key punchers.
  - (\*7) Software use costs refers to costs incurred in renting software.
  - (\*8) Other costs refers to expendables purchase costs for network systems (such as printer paper), business cost-based management costs, such as maintenance costs.

**Q6. IT investment costs**

Please enter the IT investment costs in figure for the period from April 2000 to March 2001, or the closest year that can be calculated.

|  |                   |  |  |  |  |  |  |  |               |
|--|-------------------|--|--|--|--|--|--|--|---------------|
| (Trillion yen)   | (100 Million yen) |  |  |  |  |  |  |  |               |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 12.5%; height: 20px;"></td> <td style="width: 12.5%; height: 20px;"></td> <td style="width: 12.5%; height: 20px;"></td> <td style="width: 12.5%; height: 20px;"></td> <td style="width: 12.5%; height: 20px;"></td> <td style="width: 12.5%; height: 20px;"></td> <td style="width: 12.5%; height: 20px;"></td> <td style="width: 12.5%; height: 20px;"></td> </tr> </table> |                   |  |  |  |  |  |  |  | (Million yen) |
|  |                   |  |  |  |  |  |  |  |               |

\*IT investment costs are not limited to the construction of communications networks, and include purchase costs for devices such as computers and terminals (network-connected printers and FAXes), switches (including PBX), multiplexing devices and entrusted development costs for software and total consulting costs for building a system.

**Q7. Influence of IT on corporate business**

What effects has your company experienced in setting up and using telecommunications Infrastructure, such as intra-company and inter-company communications networks, the Internet and EDI? Please circle the appropriate number(s).

(multiple selections possible)

- |  |
|--|
| <ol style="list-style-type: none"> <li>1. Simplification of the command system in business within the company</li> <li>2. Making it easier to do Joint operations extending beyond departments</li> <li>3. Simplification of transmission of information to investors such as shareholders, customers and employees</li> <li>4. Making it easier to have contacts and hold meetings both internally and externally with customers</li> <li>5. Making it easier to obtain various external information</li> <li>6. Making progress in sharing of information and know-how within the company</li> <li>7. Becoming more sensitive to the market and new products and services for customers</li> <li>8. Becoming able to respond to customer orders and inquiries in a more precise and speedy way</li> <li>9. Reducing time for sending and receiving orders and settlements</li> <li>10. Reducing time required for product development</li> <li>11. Reducing advertising costs for products and services</li> <li>12. Popularization of your corporate image, name or activities</li> <li>13. Reducing number of warehouses</li> <li>14. Reducing procurement costs of raw materials and parts</li> <li>15. Reducing general management costs such as general and accounting costs</li> <li>16. Reducing overtime working hours</li> <li>17. Introducing intermediate hiring system, early retirement system and annual salary based system.</li> <li>18. Increasing opportunities for employee education in regard to the use of telecommunications devices such as PCs.</li> <li>19. Business development that exceeds country borders have become possible</li> <li>20. Starting a new business</li> <li>21. Others ( )</li> <li>22. None in particular</li> </ol> |
|--|

(2) Of the effects circled above, how long did it take for the effects to be realized since your company took the first steps of corporate activity in telecommunications foundations, such as intra-company and inter-company networks, Internet and EDI ?  
Please circle the appropriate number

- |                   |              |              |              |              |                 |
|-------------------|--------------|--------------|--------------|--------------|-----------------|
| 1. Under one year | 2. 1~2 years | 3. 2~3 years | 4. 3~4 years | 5. 4~5 years | 6. Over 5 years |
|-------------------|--------------|--------------|--------------|--------------|-----------------|

**Finally some questions about your company :**

F1 What is the capital of your company? Please circle the appropriate number

- |                             |                                   |                         |
|-----------------------------|-----------------------------------|-------------------------|
| 1. Less than 10 million yen | 4. From 50-100 million yen        | 7. From 1~5 billion yen |
| 2. From 10~30 million yen   | 5. From 100~500 million yen       | 8. Over 5 billion yen   |
| 3. From 30~50 million yen   | 6. From 500 million~1 billion yen |                         |

F2 What is the total annual sales amount of your company? Please enter the figures in units of one million yen.

|                |                   |             |
|----------------|-------------------|-------------|
| (Trillion yen) | (100 million yen) |             |
| ┌───┐          | ┌───┐             | Million yen |
| └───┘          | └───┘             |             |
|                |                   |             |

\* Please enter the figures for last fiscal year (April, 2000 to March 2001). (\* However, where it is difficult to enter the figures for this period, please enter the totals for the closest year that can be calculated).

F3 How much profit did your company made annually? Please enter the figure in units of one million yen.

|                |  |                   |  |  |  |             |
|----------------|--|-------------------|--|--|--|-------------|
| (Trillion yen) |  | (100 million yen) |  |  |  | Million yen |
|                |  |                   |  |  |  |             |

\* Please enter the figures for last fiscal year (April, 2000 to March 2001). (\* However, where it is difficult to enter the figures for this period, please enter the totals for the closest year that can be calculated).

F4 How much was invested annually for equipment? Please enter the figures in units of one million yen.

|                |  |                   |  |  |  |             |
|----------------|--|-------------------|--|--|--|-------------|
| (Trillion yen) |  | (100 million yen) |  |  |  | Million yen |
|                |  |                   |  |  |  |             |

\* Please enter the figures for last fiscal year (April, 2000 to March 2001). (\* However, where it is difficult to enter the figures for this period, please enter the totals for the closest year that can be calculated).

F5 How many employees does your company have? Please enter the number.

|  |  |  |  |  |        |
|--|--|--|--|--|--------|
|  |  |  |  |  | People |
|--|--|--|--|--|--------|

\* The number of permanently employed persons in your company as of November 1<sup>st</sup> 2—1 or the closest wage payment cutoff day. Temporary, a day laborers or part-time workers are included if their contracts exceed one month or they worked 18 days or more between September and October 2001 and are employed as of the survey day.

**This is the end of the questions.**  
**Please place the answers in the return envelope provided and send them back to us.**  
**Postage is not required.**  
**Thank you very much for your cooperation.**