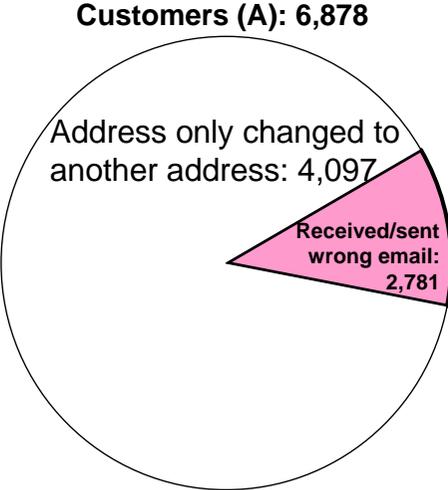
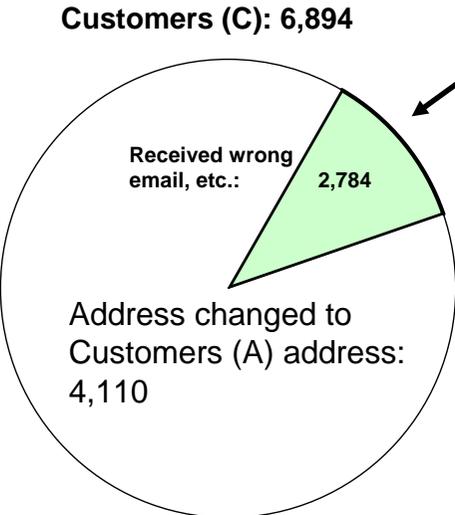


Malfunction of sp-mode on December 20, 2011

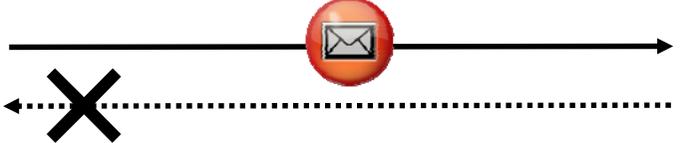


1. Customers whose email address had been changed to Customer(C)'s address.



3. Customers whose email address had been replaced to Customer(A)'s address.

Customers (C) address displayed as the sender's address



2. Customers who received emails showing Customers (C) address.

Customers (A) receives Customers (D) mail from mailbox.

1,336 customers



Reply from Customers (B) sent to Customers (C)

1,195 customers

Emails temporarily stored in mailbox

Smartphone out of reception or turned off

Smartphone within reception and turned on



4. Customers whose emails sent to Customers (C) were received by Customers (A), when the devices of Customers (C) were turned off or had no reception.

<p>Customers Affected by Sent or Received Mail: 10,491</p> <ul style="list-style-type: none"> •Customers (A) who sent or received erroneous mail: 2,781 •Customers (B): 2,909 •Customers (C) whose email address were used to send/receive mail by Customers (A) and received mail from Customers (B): 2,784 •Customers (D): 2,017
