

4. Telephone

◎ How to make a phone call

[Example] 0868-32-2111 (City Hall phone number)

→ Area code: You do not need to dial if you are calling someone in the same area unless you are making a call from a mobile phone.

◎ How to make an international call

There are several international telephone services you can choose from.

[Access number]+[010]+[country code]+[* area code]+[telephone number]

* When the area code starts with 0, you need to omit the 0.

Listed below are the access numbers for the main international telephone services;

《Example》KDDI: 001, NTT: 0031, Softbank: 0061

◎ Installing a new phone line

Applying for a phone service	If you wish to install a new telephone line at your home, call NTT Western Japan. You are required to pay for the contract fees and installment fees.
Making payments	You can either pay by: ① automatic bank transfer from your bank account (See how to open a bank account at p.E-20) or ② pay the bill along with the statement of payments (nounyu tsuchisho) sent by NTT at banks and convenience stores.
Cancelling the service	Please notify NTT as soon as you know when you are moving out.

[Contact]

NTT Western Japan	Installment, change of address, general inquiry about telephone services	116 (No area code necessary; free call; in Japanese only) * From a mobile phone, dial 0800-2000116 (You will be charged for the service; in Japanese only)
	Telephone repairs	113 (No area code necessary; free call; in Japanese only) * From a mobile phone, dial 0120-444-113 (You will be charged for the service; in Japanese only)
	Foreign language service center	0120-364463 (free call) ◆ English, Spanish, Portuguese and Chinese (Mon.-Fri., 9:00~17:00) ◆ Korean (Mon. Wed. Fri., 9:00~17:00) * Not able to call from a mobile phone

