



KDDI America, Inc.
2024 年

Notice of KDDI America Voice Services Termination (excluding VoIP Services)

Dear Valued Customer,

We would like to extend our sincere gratitude for your continued support.

We regret to inform you that we will be discontinuing our voice services (excluding VoIP services). Please refer to the details below for information on the affected services.

Background of Service Termination

In recent years, the use of telephone services has rapidly declined due to advancements in communication technology.

Many customers have transitioned to new communication methods such as VoIP services using internet connections and mobile phones.

In response to these industry trends, we have decided to discontinue following services.

Affected Services

Ichiban Talk

Dokodemo Talk

Domestic Toll Free

International Toll Free

Service Termination Date: January 31, 2025

Request to Customers

< **Long-distance and international calls** >

If you are currently using our Long distance and International calls, we recommend switching to your local telephone company.

Please consult with your local telephone company as soon as possible, as the process may take some time. If

the transition is not completed by January 31, 2025,
you will not be able to use long-distance or international calls from February 1st, so please ensure to
complete the necessary procedures.

< **Dokodemo Talk service** >

If you are using **Dokodemo Talk service**, you may also apply for international call services with your current
mobile phone carrier. Please check with your carrier.

<**Domestic Toll Free / International Toll Free**>

To maintain your current toll-free number and service, you must complete the transition to another carrier
before our service termination date. If the transition is not completed by January 31, 2025,
the service will be unavailable from February 1, and you will lose your toll-free number, so please ensure to
complete the necessary procedures.

**※If you complete the transition to another provider before January 31, 2025, please notify us at
billingsupport@kddia.com. If we do not receive notification,
you may continue to be billed for monthly fees.**

General Inquiries

KDDI America Customer Support Center

Email:

talk@kddia.com

or

billingsupport@kddia.com

We apologize for any inconvenience this may cause and appreciate your understanding and cooperation.