

## **Mitsuyoshi Kobayashi**

Director and Senior Vice President,  
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Mitsuyoshi Kobayashi joined Nippon Telegraph and Telephone Public Corporation in April 1982. In May 2002, he became a Senior Manager of the Personnel Department of NTT West. In June 2006, he became a General Manager of the Okayama Branch of NTT West. In July 2008, he became a General Manager of the Service Management Department of NTT West. In June 2010, he became a Senior Vice President and General Manager of the Service Management Department of NTT West. In June 2012, he was elected to his current positions of Senior Vice President and Director of the Technology Planning Department of NTT and Director of the Strategic Business Development Division of NTT.

**Speech Title:**

Experience of Infrastructure Damage Caused by the Great East Japan Earthquake and Countermeasures against Future Disaster

**Abstract:**

With the Great East Japan Earthquake on March 11 in 2011, which was the fourth strongest earthquake ever recorded in world history, telecommunication facilities were severely damaged in unprecedented ways. The large-scale earthquake and tsunami affected many exchange office buildings and facilities. Further damage was caused due to depletion of battery capacity associated with the prolonged disruption in commercial power supply.

The tremendous disaster caused service disruption of approximately 1.5 million circuits for fixed lines and 4,900 mobile base stations after the earthquake. However, more than 90 percent of the affected exchange offices and mobile base station equipment had been restored by the end of March through an all-out effort over 11,000 people. Even by the end of April, in areas where customers currently reside, the service restoration has been mostly completed except only a part of areas experiencing construction difficulties, including damaged roads.

In parallel with the restoration effort, disaster emergency message services for voice, mobile and the Internet had quickly provided in order for safety confirmation. NTT group installed special public telephones and Internet access environment, and also lent mobile phones, satellite mobile phones and tablets for free to the affected people of disaster and government agencies.

Since communication services are vital for social infrastructure, and through the major disaster, we are making every effort in advance for disaster countermeasures.