

Opening Remarks on the Publication of the 5th Edition

This year marks the third year since the Telecommunications Business Dispute Settlement Commission was established on Nov. 30, 2001.

At its inception, the commission published a handbook entitled *Fair Settlement of Disputes in the IT Era – Systems and Practical Business Methods for Smooth Operation of Telecommunications Business*. The handbook was intended to encourage telecommunications operators to utilize the commission to help settle disputes related to telecommunications business in a fair and efficient manner. To date, it has been revised four times. We are very pleased to note that the past four editions have contributed to a wider understanding of the dispute settlement system as well as the activities of the commission. Also, as a consequence, a significant number of operators have been utilizing the commission to settle their disputes smoothly.

Since the fourth edition was published in December 2003, there have been some important developments involving the Telecommunications Business Dispute Settlement Commission, including the entry into force of the following two laws: the Arbitration Law in March, and the law to revise part of the Telecommunications Business Law as well as the Law Concerning Nippon Telegraph and Telephone Corporation, Etc., in April. The procedures for dispute settlement, including arbitration, have been improved. As a result of these new laws and the fifth edition which includes some new systems and information has been compiled.

We earnestly hope that this handbook will be more widely used, as a guide to settling disputes more smoothly.

April 1, 2004

Telecommunications Business Dispute Settlement Commission
Toshimaro Kojo, Chairman