



FOR IMMEDIATE RELEASE

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GTN unveils Japan's first SIM card plan featuring multilingual consultation service for foreign residents at Kansai Airport on June 1, partnering with JTB GMT

Targets newly arriving businesspeople and students, simultaneously addressing their issues getting settled in and their need for telecommunication service

Tokyo – May 31, 2022 – Global Trust Networks Co., Ltd. (GTN), a leading provider of support services for foreigners in Japan, has announced that GTN MOBILE, its mobile service exclusively for foreigners, will on June 1 release GTN MOBILE with Assistants, a new SIM card plan featuring a multilingual consultation service. The plan will be offered at Kansai Tourist Information Center, which is located in Kansai International Airport and operated by JTB Global Marketing & Travel Inc. (JTB GMT). GTN MOBILE with Assistants is the first SIM card plan in Japan that is equipped with a lifestyle support service.

GTN MOBILE is a budget mobile service that offers high-speed data and voice call SIM cards compatible with major mobile carriers' 5G networks, and includes multilingual customer support for foreign users. With GTN MOBILE with Assistants, in addition to a voice call SIM card, customers can consult with GTN's lifestyle advisors in 19 languages via a dedicated app. The app provides emergency disaster alerts as well as useful information regarding administrative procedures, room search, utilities, medicine ingredients, etc.

According to the press information (*1) from the Ministry of Internal Affairs and Communications, the number of foreign tourists and residents is expected to increase, and it is necessary to create an environment in which they are able to obtain the telecommunication service immediately upon entering Japan. There is also growing demand for multilingual support for customers who do not speak Japanese, in order to prevent them from encountering difficulties when signing a contract.

(*1) Efforts to help foreigners sign up for and use mobile phone (May 2019)

“We are excited about the launch of GTN MOBILE with Assistants for medium- and long-term residents at Kansai International Airport.” said Akira Sato, Director and General Manager of Cross-Cultural Living Solutions Department of GTN. “Japan will resume accepting foreign tourists this month, and we are also expecting an increase in the number of medium- and long-term residents whose work patterns are becoming increasingly diverse, as exemplified by digital nomad workers. By providing this unique service, we are aiming to boost the sales value of telecommunication products at airports.”

To learn more about GTN MOBILE, visit: <https://gtn-mobile.com/en/>

To learn more about GTN Assistants (multilingual consultation service), visit: <https://gtn-mobile.com/en/gtn-assistants/>

Service Overview

Release Date: June 1, 2022

Category: SIM Card with Calls

Service Name: GTN MOBILE Service

Plan Name: GTN MOBILE with Assistants

How to Apply: In-store application *Personal identification required

Distributor: Kansai Tourist Information Center Kansai International Airport (Operated by JTB GMT)

Kansai Tourist Information Center Kyoto (Operated by JTB GMT)

Product	GTN MOBILE with Assistants
Sales Price	6,000 yen (tax included)
Data Communication	5GB
Calls	Unlimited 10-minute Domestic Calls *Calls over 10 minutes are charged at 27.5 yen per 30 seconds (tax included). *International calls via GTN DIAL Ex.) 18 yen per 30 seconds to China (tax free)
Period of Use	30 days from the initial date of data communication *Extension possible
Communication Speed (*2)	Maximum downlink 3.0GBPS (5G area)
Type of SIM Card	Nano SIM
Coverage Area	Japan
GTN Assistants Support Hours & Languages	24 hours a day, 365 days a year *Except for New Year holidays Up to 19 languages (Japanese, English, Chinese, Korean, Tagalog, Vietnamese, Nepali, Myanmar, Indonesian, Hindi, Portuguese, Spanish, etc.)
App	<p>GTN App (iOS, Android) *Displayed in 6 languages</p> <ul style="list-style-type: none"> ☑ 電話やチャットで気軽に相談 ☑ 市販薬の成分情報を多言語で提供 ☑ 独自視点の生活Tipsあり!  <p>It features useful information for everyday life and emergency disaster information. We help foreigners to work, learn, and lead a better life by offering lifestyle support and other services on their behalf.</p>

*Once you exceed the data limit, the connection will switch to a low-speed connection.

*2 This is the maximum speed available under the network standards, and the communication speed may vary depending on the device used. 4G is available outside of 5G.

About GTN

With "Making Your Stay in Japan Great" as its vision, GTN has since its establishment consistently specialized in providing comprehensive support for foreigners, especially in the area of living environments. Starting with its rent guarantor business, GTN has developed a wide variety of unique services in such areas as real estate, employment support, cell phones, and credit cards. The company's employees, 70% of whom are foreigners from about 20 different countries, bring a deep understanding of linguistic and cultural differences to their everyday work.

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- Location: Oak Ikebukuro Building 2nd Floor, 1-21-11 Higashi Ikebukuro, Toshima-ku, Tokyo
- Representative: Representative Director and President Hiroyuki Goto
- Business Description: Rent guarantor, real estate agency, lifestyle support business, telecommunications, human resources, credit card, etc. specialized for foreigners
- URL: <https://www.gtn.co.jp/en/>

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