



## Online call (Zoom) consultation starts

In addition to telephone and e-mail consultations in your native language, you will be able to use the web meeting system Zoom for voice consultations online. Even if you don't have a phone number, you can consult using the internet line in a Wi-fi environment.

We support 8 languages, so please feel free to contact us.

(Vietnamese, Chinese, Indonesian, Filipino, English, Thai, Cambodian, Myanmar)

\*Obtaining an email address in advance is necessary. Also, if you are using a smartphone or tablet, you will need to download the Zoom app.

\*No cost needed.

\*Consultation by voice call will only be accepted with the web camera turned off.

\*Start date is on April 12 (Wednesday).

### Online Call Procedures with Zoom

① Fill in the required information on the Organization for Technical Intern Training (OTIT) native language consultation form and send an email to the native language consultation. (<https://www.support.go.jp/soudan/en/>)

\* For email, you can use free email such as Gmail and Outlook.

② For the consultation date and time, coordinate with the native language consultation by email, and receive guidance on the URL, ID, and passcode of the online meeting room.

\* The consultation date and time will be the date and time of the consultation in your native language.

③ Download and install the Zoom app "Zoom Cloud Meeting".

\* Account registration is not required.

④ On the consultation date and time, access the Zoom online meeting room from the URL and start the call consultation.

⑤ It is also possible to submit electronic data such as images and videos at the time of consultation.

◆ Supported days and time for the native language consultation

Supported languages	Consultation days	Consultation hours	Supported languages	Consultation days	Consultation hours
Vietnamese	Monday - Saturday	Mon.- Fri. 11:00~19:00	English	T · TH · S	Mon. – Fri. 11:00~19:00
Chinese	M · W · F · S	Sat. · Sun. 9:00 - 17:00	Thai	Thurs. · Sun.	Sat. · Sun. 9:00~17:00
Indonesian	Mon. · Thurs.		Cambodian	Thursdays	
Filipino	T · TH · S		Myanmar	Tuesdays	

【Points to consider regarding consultations via online calls】

● Communication charges (packet charges) and other costs for online calls will be borne by the user.

● You will be responsible to any Internet-related troubles that may occur while using online calls.

● Any information obtained through online calls will be treated as personal information.

● Users of online calls shall comply with the separately defined "Terms of Use for Native Language Consultation via Online Calls".

\*In addition, voice call consultation support via Facebook Messenger will end on April 27, 2023.

### ■ Contact information



Organization for Technical Intern Training

Guidance and Assistance Department

Tel: 03-6712-1965

## Terms of Use for Online Consultation in Native Language

In order to use the native language consultation by online call (hereinafter referred to as "online consultation") provided by the Organization for Technical Intern Training (hereinafter referred to as "the Organization"), you must agree to these Terms of Use. In addition, according to Article 6, if you apply for use, it will be deemed that you have agreed to these Terms of Use.

### Article 1 (Purpose)

As one of the service provision methods in our native language consultation service, we will provide an opportunity for online consultation.

### Article 2 (Target)

Online consultations are available to those who meet all of the following conditions.

- (1) Technical intern trainees (including former technical intern trainees)
- (2) Agents, supporters, etc. of (1) (in principle, foreign nationals who have difficulty communicating in Japanese)
- (3) Those who own a smartphone, PC, etc., and can prepare the environment necessary for online consultation, such as the application software used for communication in Article 4.

### Article 3 (Usage Fee)

Online consultation is free of charge. However, the cost of communication equipment, communication charges, etc. for using the online consultation shall be borne by the person using the online consultation (hereinafter referred to as the "user").

### Article 4 (Application software used for communication)

In the online consultation, "ZOOM" is used as the online communication application software. In order to use the online consultation, it is necessary to agree to the "ZOOM Service Terms" separately. If you apply for online consultation and use it, you are deemed to have agreed to the terms of use.

### Article 5 (Usage environment)

The user shall use the online consultation with the following environment (device/connection environment).

- (1) The user shall use a safe device free from security breaches such as virus infection.
- (2) The user device must be connected to the Internet. (The use of free Internet connection services, etc., whose confidentiality and safety are unknown, and whose connection route management status is unknown, is prohibited.)

### Article 6 (Use application, etc.)

- (1) When making a reservation, please provide us with the following information.

Reservations for the second and subsequent sessions can also be made during the online consultation.

- ① Name
- ② Birthdate (YYYY/MM/DD)
- ③ Desired date and time
- ④ Contact email address

- (2) After receiving the reservation application, we will coordinate the schedule and inform you of the date and time of the online consultation and the URL to be used.

- (3) In case of cancellation, please contact us by email. In addition, if 10 minutes have passed since the implementation date and time of (2) without contact, it will be considered canceled. If you cancel without contacting us, we may refuse to use future online counseling.

### Article 7 (Record of use, etc.)

- (1) In order to manage the operation of online consultation, understand the usage situation, and improve the convenience of users, this organization collects the usage time of online consultation, the access history to the site, etc., and the identification information of the terminal device etc. used by the user.

- (2) Regarding the electromagnetic records provided by the users in the online consultation, the users agree to use the submitted information for the purpose of this business, as well as to regard them as being submitted to the organization.

- (3) The Organization shall not disclose the information recorded pursuant to the provisions of the preceding paragraph 1 in a format that allows individual terminal devices to be identified. However, this does not apply if disclosure or provision is requested by a government office, investigative agency, etc. based on laws and regulations.

### Article 8 (Protection of Personal Information)

- (1) User's personal information shall not be used for purposes other than the purpose of this business, or shall not be disclosed or leaked to third parties, and necessary measures shall be taken to ensure confidentiality.
- (2) The user shall take the measures prescribed in Article 12 (3) to ensure confidentiality.

### Article 9 (Disclaimer)

- (1) Regarding the use of online consultation, the user's damage caused by the communication environment used by the user (including all terminals, lines, software, places of use, etc.) and the user's third party, the Organization shall not be held responsible for any damages caused to, and shall not be obligated to compensate for such damages.
- (2) The Organization shall not be held responsible for any damages incurred by the User for reasons not attributable to the Organization, such as external cyber-attacks, disasters, power outages, etc., which cannot be prevented even if normal security measures are taken and shall not be obligated to compensate for damages.

### Article 10 (Compensation for damages)

If the Organization incurs damage as a result of the user violating these Terms of Use, the user shall bear the damage.

### Article 11 (Compliance with Laws, Etc.)

When using online consultation, users shall comply with these Terms of Use as well as related laws, government ordinances, ministerial ordinances, ordinances, rules and orders, etc.

### Article 12 (Other Points to Consider)

- (1) If it is judged that there is an obstacle to the proper execution of online counseling, such as threats, abusive language, or use for purposes other than employment, online counseling may be canceled or refused.

- (2) For online consultation, please prepare a private room or an environment where there are no other people around to maintain confidentiality.

If an interpreter, assistant, etc. is necessary to be with you, please let us know in advance.

- (3) Prior to the online consultation, please make sure the application specified in Article 4 is available.

Also, make sure that your communication environment does not interfere with online consultation. In addition, please follow the instructions below regarding the terminals, etc. used for online consultation.

- Always update the browsers and software used for online consultation to the latest versions and apply the latest patches.

- (4) All communication costs for conducting online consultations shall be borne by the user. Be especially careful when using pay-as-you-go pricing.

### Article 13 (Changes to these Terms of Use)

The Organization reserves the right to change these Terms without the consent of the User. If you use the online consultation after the agreement changed, it is assumed that you have agreed to the change.

### Article 14 (Governing law and agreed court of jurisdiction)

Japanese law shall apply to these Terms of Use. Disputes related to the use of online consultation shall be subject to the exclusive jurisdiction of the Tokyo District Court as the court of first instance.

Organization for Technical Intern Training  
Guidance and Assistance Department