

IIJ Announces Basic Policy on Harassment by Customers

TOKYO - March 31, 2025 - Internet Initiative Japan Inc. (TSE Prime: 3774), one of Japan's leading Internet access and comprehensive network solutions providers, today announced the formulation of the IIJ Basic Policy on Customer Harassment. IIJ, in keeping with its business philosophy of “leading technological innovation of the Internet and contributing to the development of the networked society,” and its commitment to providing services that create value for the business of customers and in their daily lives, endeavors daily to improve its services and raise their quality toward greater customer satisfaction, based on the valuable comments and requests received from customers. At the same time, though few in number, there have been isolated cases where the behavior of customers amounted to harassment; and the Basic Policy is intended to address this issue.

IIJ, based on the newly drafted Basic Policy, will devote even more efforts toward the provision of a safe working environment where employees can work in peace of mind, enjoying both physical and mental health, while continuing to provide customers with high-quality services.

Definition of customer harassment

“Customer harassment” is the general term covering behavior by customers, in their inquiries or other communication with IIJ, whereby the nature of demands goes well beyond what is appropriate, or the means and manner of seeking to achieve the demands are outside of what is considered to be socially acceptable, or the behavior otherwise is or may be in violation of criminal law or the Minor Offenses Act, etc.

Examples of behavior considered to be customer harassment

- Demands that exceed the scope of matters stipulated by contract, or other demands for service provision beyond what is socially acceptable
- Unreasonable demands that the Company apologize, or demands for punishment of people in or related to the Company
- Prolonged disruption of the Company business such as by repeatedly making the same demands or complaints
- Abusive language, aggressive tone, or threatening behavior
- Slandorous attacks via social media or other Internet services
- Insults, denigrating remarks, sexual harassment, invasion of privacy
- Actual or attempted bodily injury, assault, extortion, or coercion
- Damage to trust, obstruction of business, forceful obstruction of business
- Unlawful entry to or refusal to leave the premises

*Note that customer harassment is not limited to the behavior listed above.

Response to cases of customer harassment

In case of a demand deemed to be customer harassment, the Company may take action such as refusing further dealings with the customer. Depending on the maliciousness of the behavior, the Company reserves the right to contact the police, attorneys at law, or other outside specialists, and to exercise its legal rights.

- See the following site for more about the IIJ Basic Policy on Customer Harassment.
https://www.ij.ad.jp/en/sustainability/materiality03/health/customer_harassment/

IIJ pledges to contribute to the realization of a sustainable society through the development and provision of reliable and high value-added network services.

About IIJ

Founded in 1992, IIJ is one of Japan's leading Internet-access and comprehensive network solutions providers. IIJ and its group companies provide total network solutions that mainly cater to high-end corporate customers. IIJ's services include high-quality Internet connectivity services, systems integration, cloud computing services, security services and mobile services. Moreover, IIJ has built one of the largest Internet backbone networks in Japan that is connected to the United States, the United Kingdom and Asia. IIJ was listed on the Prime Market of the Tokyo Stock Exchange in 2022. For more information about IIJ, visit the official website: <https://www.iij.ad.jp/en/>.

The statements within this release include forward-looking statements about future plans that involve risk and uncertainty. These statements may differ materially from actual future events or results.

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