

Giving Form To Customer Feedback

Tokyo International Air Terminal Corporation

We are working every day to improve our services according to the valuable opinions and requests we have received from our customers.

Here you will find some examples of improvements we have made by acting on the feedback we received from our customers.

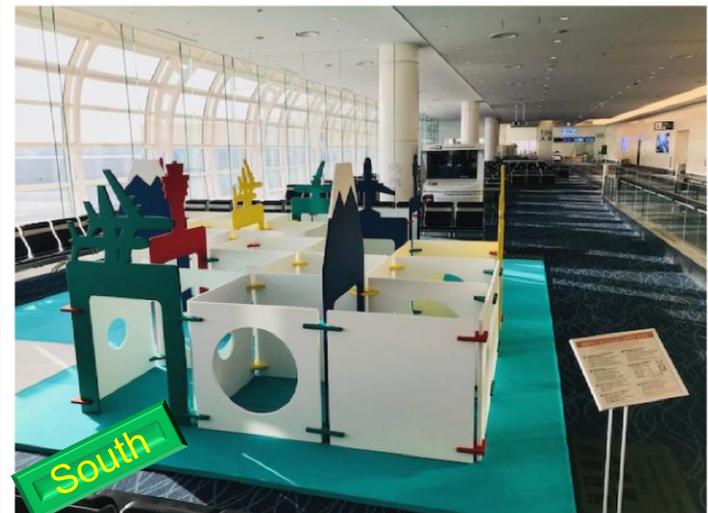
We will continue our effort to enhance our services to be a passenger terminal building that our customers would want to come back again.

We Renewed Our Kids' Spaces

Customer Feedback

- We would like you to enhance your facilities for children to play at.
- We have children, but have no place to have them play in.
- I would put in a children place so kids could run around so it would be easier for parent to get to where they should be.

We renewed our kids' spaces on the north side and the south side in the airside area (departure passenger only), replacing their playground equipment with new one. (Since April 2018)

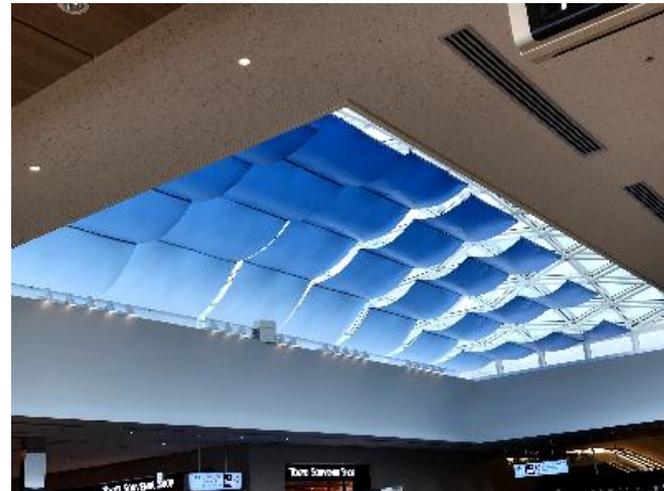
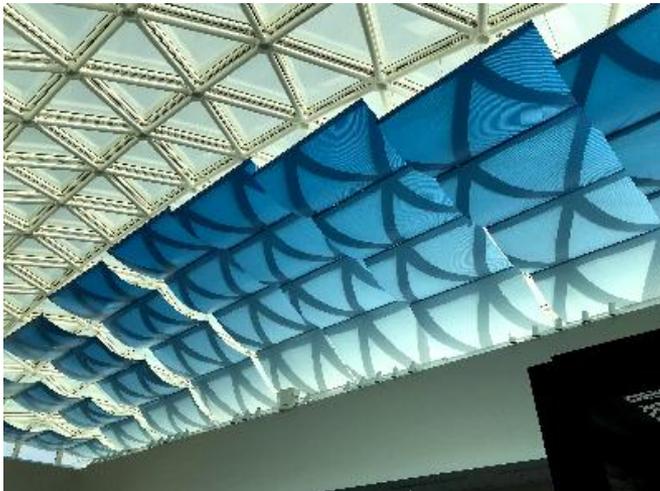


Customer Feedback

- Inside airport temperature quite hot.
- Cooler AC please. Too hot!
- Would you please turn up the AC. It is too hot.

We installed sunshades in order to reduce the heat and the glare caused by the sunlight coming through the skylights in front of the food court in the departure area on the 3rd floor.

(Since April 2018)



We Placed Convenience Store Type Vending Machines in the Departure Area

Customer Feedback

- We would like you to increase the variety of the drinks available from the vending machines.
- We would like a vending machine for a little snack in the departure area.

We placed vending machines with a lineup of fresh juices and snacks.
(Since August 2018)

[Locations]

<Departure Area>

- Near the Gate 106
- Near the Gate 107



We Improved the Wireless LAN Reception

Customer Feedback

- The wireless LAN signals in the terminal are unstable and I cannot connect to it.
- I have poor Wi-Fi reception in the terminal. Would you please improve the reception?
- Very bad Wi-Fi connection!! “Haneda Free Wi-Fi”

■ We updated the devices at wireless LAN access points, which enabled communication while moving and enhanced the reception with the signal output auto-adjustment function.

■ We installed four Free Wi-Fi SPOTs (one in the arrival lobby on 2F, one in the departure lobby on 3F, and two in the boarding gate area on 3F) so that the wireless LAN will be available even in the rush hours.
(Since December 2016)

■ We installed antennas to make the wireless LAN available in the baggage pickup area for arriving passengers (the area controlled by the customs), enhancing the convenience for the arriving passengers.

■ We installed 18 more antennas in the arrival lobby on 2F and the departure lobby on 3F.
(Since March 2018)

■ We installed 117 more wireless LAN connection antennas in the departure lobby and the departure concourse on 3F, and the arrival concourse on 2F to improve the reception.
(Since September 2018)



HANEDA-FREE-WIFI
sign in the terminal



FREE-WIFI
SPOT
in the terminal

We Placed Water Dispensers that Serve Both Hot and Cold Water

Customer Feedback

- We would like you to place water dispensers in the restrooms or other places that serve both cold and hot water.
- It would be convenient if there are cold and hot water dispensers in the departure area like the airport in Taiwan.

We replaced six water dispensers located 3F both landside and airside, and the arrival lobby on 2F, with the ones that serve both hot and cold water.
(Since October 2018)

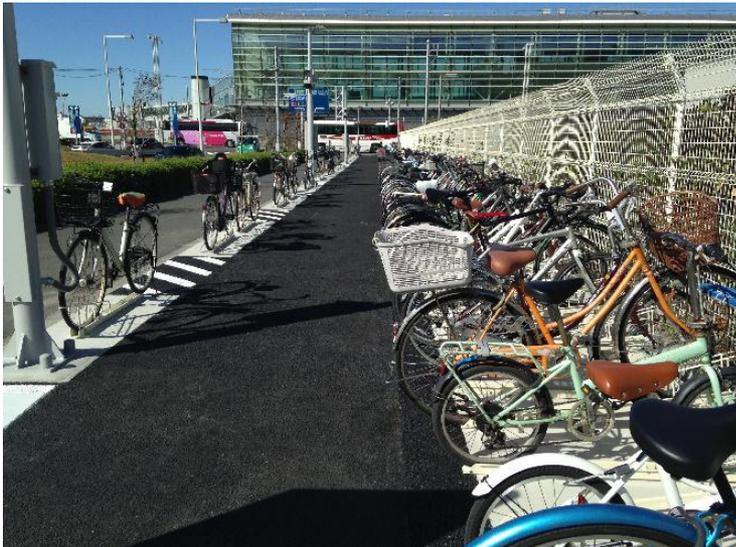


We Built a Parking Lot for Bicycles

Customer Feedback

- I think the airport should provide a bicycle parking facility at A Location close to Airport terminal.
- I live near the airport. I visit the airport often to find a thank-you gift for a friend, to eat something delicious, and to attend an event. If you build a parking lot for bicycles, that will make it easier for me to come to the airport, as I will be able to travel to the airport more casually.

We built a parking lot for 171 bicycles on the west side of the power station building. (Since November 2018)



We Installed Sign-language Phones

Customer Feedback

- I used a remote sign-language interpretation service in town and found it very convenient. I suggest you introduce it at Haneda Airport as well.

We installed a “tablet phone for sign language,” a public telephone for the hearing-impaired to use with sign language, at the three information counters in the international passenger terminal.
(Since March 2019)

[Sign-language Phone Installation Outline]

- Hours of Operation
From 8:00 a.m. to 9:00 p.m. (Throughout the year)
- Locations
Information counter on 3F / Information counter on 2F /
Information counter at the center of the airside area on 3F

The sign-language phones are provided by the Nippon Foundation as a telephone relay service for people with hearing difficulties. You can use the telephone like a public telephone: you communicate the content of the call to the operator in sign language through the video phone, and the operator interprets the conversation with the other party simultaneously. The telephone relay service has been developed as a public infrastructure in more than 20 countries around the world and is provided as a barrier-free design for information communication.

