

ETOC Review Criteria

Version: 2025A

Elite Telecom Operator Certification Body (ETOC)

Large category	Middle category	Small category	Review item	Required or points added
1 Verification of applicant's authenticity	1 Applicant's authenticity	1 Verification of applicant's authenticity	1 Verification of applicant's authenticity: The applicant shall declare or submit the following. However, the applicant may omit to submit these verification documents if the applicant's authenticity can be verified as in the case where the applicant is a member of the review organization, or the applicant or its parent company is listed on a stock exchange. (a) National Tax Administration Agency enterprise identification number (b) Securities code (c) Basic information about the applicant (address, representative, main phone number, etc.) (d) URL of the applicant's enterprise website (e) Copy of the certificate of full registry records	Required
		2	2 Verification of the applicant's telecom business: (a) Registration or notification number as the telecom operator (b) Whether or not telecommunication numbers (telephone numbers) are designated (c) Whether or not the applicant is designated as a certified telecom operator	Required
		2 Verification of the authenticity of the application representative (person in charge of the application)	1 The applicant shall declare or submit the following about the application representative. However, the applicant may omit to submit these verification documents if its authenticity is can be verified as in the case where the applicant is a member of the review organization, or the applicant or its parent company is listed on a stock exchange. (a) Authenticity verification information of the application representative (name, e-mail address, telephone number, etc.) (b) Authenticity verification documents (c) Evidence that the application representative is an employee, etc. of the applicant, and is commissioned by the applicant to undertake the application procedures.	Required

2 Measures to prevent criminal usage	1 Prevention of inappropriate usage	1 Procedures to ensure appropriate usage of telecommunication numbers	<p>1</p> <p>The applicant shall declare which of the following applies regarding the acquisition of certification of the telecommunication number usage plan. [Select the one that applies]</p> <ul style="list-style-type: none"> <input type="radio"/> We have formulated a telecommunication number usage plan and had it certified (real certification). <input type="radio"/> We have formulated a standard telecommunication number usage plan (deemed certification). <input type="radio"/> We have not formulated a standard telecommunication number usage plan. 	Required
			<p>2</p> <p>The applicant shall declare which of the following applies regarding reporting on the status of telecommunication number usage in the preceding year. [Select the one that applies]</p> <ul style="list-style-type: none"> <input type="radio"/> We have reported on the status of telecommunication number usage. <input type="radio"/> We have not reported on the status of telecommunication number usage. <input type="radio"/> We do not provide any service that uses telecommunication numbers that are subject to reporting. 	Required
		2 Suppression of inappropriate usage by users	<p>1</p> <p>The applicant shall declare which of the following applies regarding provisions intended to prevent inappropriate usage in the contract with the user. [Select all that apply]</p> <ul style="list-style-type: none"> <input type="checkbox"/> We prohibit the user from performing acts that disadvantage third parties. <input type="checkbox"/> We prohibit usage that facilitates acts that negatively impact public welfare. <input type="checkbox"/> We prohibit usage that facilitates destructive, illegal, offensive acts or acts offensive to public order and morals, or socially problematic activities at the time of confirming the contract. <input type="checkbox"/> Other 	Points added
			<p>2</p> <p>Does the contract that the applicant concludes with the user stipulate that service provision will be stopped or the contract will be terminated if the user employs the service in a way outside the scope of the contract or performs an act that violates the contract? [Select the one that applies]</p> <ul style="list-style-type: none"> <input type="radio"/> The contract with the user includes such provisions. <input type="radio"/> The contract with the user does not include such provisions. 	Points added
			<p>3</p> <p>Does the contract that the applicant concludes with the user and that is not intended for the wholesaling of telephone numbers prohibit the user from providing (including wholesaling or reselling) telephone numbers to third parties without the consent of the applicant? [Select the one that applies]</p> <ul style="list-style-type: none"> <input type="radio"/> The contract prohibits provision of telephone numbers to third parties without the consent of the applicant. <input type="radio"/> The contract does not prohibit provision of telephone numbers to third parties without the consent of the applicant. 	Points added

		3 Suppression of inappropriate usage by wholesalers	1 Does the applicant implement compliance with legal requirements for verifying that the telecommunication services provided under the contract with the wholesaler are solely for telecommunications business use? [Select the one that applies] <input type="radio"/> We do not provide services to wholesalers. <input type="radio"/> Implemented (We verify all numbers regardless of number type.) <input type="radio"/> Implemented (In addition to the number types stipulated by the relevant law, we voluntarily expand the scope of number verification in some areas.) <input type="radio"/> Implemented (We verify all numbers for the number types stipulated by the relevant law.) <input type="radio"/> Not implemented (The number types we deal with are not the number type specified by the relevant law.) <input type="radio"/> Not implemented (We do not verify any numbers regardless of number type.)	Required
			2 Does the applicant verify the authenticity of the wholesaler when it concludes a contract for wholesaling telephone numbers with the wholesaler? [Select the one that applies] <input type="radio"/> We do not wholesale telephone numbers. <input type="radio"/> We verify the authenticity of the wholesaler in the same way as we do in a contract concluded for non-wholesale purposes (contract with the user). <input type="radio"/> We verify the authenticity of the wholesaler using a method that is different from the method we employ when concluding a contract for non-wholesale purposes (contract with the user). <input type="radio"/> We do not verify the authenticity of the wholesaler because we do not wholesale telephone numbers for which verification of authenticity is required by the relevant law. <input type="radio"/> We do not verify the authenticity of the wholesaler prior to concluding the contract although we wholesale telephone numbers for which verification of authenticity is required by the relevant law.	Required
		4 Verification of the user's authenticity and credibility	1 Does the applicant verify the user's authenticity? [Select all that apply] <input type="checkbox"/> We verify the user's authenticity as per the Telecommunications Business Law. <input type="checkbox"/> We verify the user's authenticity as per the Law for Preventing Unauthorized Use of Mobile Phones. <input type="checkbox"/> We do not verify the user's authenticity as per the above two laws.	Required
			2 Does the applicant verify proper usage at the time of each transaction if it provides designated services (call forwarding service, receptionist service) stipulated in the Law for Prevention of Transfer of Criminal Proceeds. [Select the one that applies] <input type="radio"/> We do not provide designated services stipulated by the Law for Prevention of Transfer of Criminal Proceeds <input type="radio"/> We do not provide designated services stipulated by the Law for Prevention of Transfer of Criminal Proceeds and verify proper usage at the time of each transaction. <input type="radio"/> We do not verify proper usage at the time of each transaction although we provide designated services stipulated	Required

			by the Law for Prevention of Transfer of Criminal Proceeds.	
3 Quality of service	1 Contact with customers	1 Customer contact points	1 Identify all customer contact points that the applicant has set up [Select all that apply]. <input type="checkbox"/> Website <input type="checkbox"/> Phone <input type="checkbox"/> Social media <input type="checkbox"/> E-mail <input type="checkbox"/> Face to face (face-to-face service desk, dedicated personnel, etc.) <input type="checkbox"/> We have not set up any customer contact point. <input type="checkbox"/> Other	Required
			2 How does the applicant publicize its customer contact points? [Select all that apply] <input type="checkbox"/> Website <input type="checkbox"/> Issuing of documents <input type="checkbox"/> E-mail <input type="checkbox"/> Face to face (face-to-face service desk, dedicated personnel, etc.) <input type="checkbox"/> We have not set up any customer contact point. <input type="checkbox"/> Other	Required
		2 Appropriate explanation of the contract at the time of signing the contract	1 How does the applicant issue documents that explain the contract? [Select all that apply] <input type="checkbox"/> We mail or hand out printed materials. <input type="checkbox"/> We ask the user to download the documents from a website or send the documents by e-mail upon obtaining the consent of the user. <input type="checkbox"/> Other <input type="checkbox"/> We do not issue such documents.	Required
			2 How does the applicant explain the contract to the user? [Select all that apply] <input type="checkbox"/> Face to face <input type="checkbox"/> Phone or online conferencing <input type="checkbox"/> Posted on a website <input type="checkbox"/> Other <input type="checkbox"/> We do not make any effort to explain.	Required
		3 Appropriate notification of matters that	1 How does the applicant notify the user of failure and maintenance information? [Select all that apply] <input type="checkbox"/> Posted on a website	Required

		have a significant impact on the user	<input type="checkbox"/> Phone <input type="checkbox"/> Issuing of documents (including e-mail) <input type="checkbox"/> We do not notify such information. <input type="checkbox"/> Other	
			<p>2</p> <p>How does the applicant notify the user of changes in services and fees? [Select all that apply]</p> <input type="checkbox"/> Posted on a website <input type="checkbox"/> Phone <input type="checkbox"/> Issuing of documents (including e-mail) <input type="checkbox"/> We do not notify such information. <input type="checkbox"/> Other	Required
			<p>3</p> <p>How does the applicant publicize, or notify the user of, the method of terminating the contract? [Select all that apply]</p> <input type="checkbox"/> Posted on a website <input type="checkbox"/> Phone <input type="checkbox"/> Issuing of documents (including e-mail) <input type="checkbox"/> We do not publicize or notify such information. <input type="checkbox"/> Other	Required
4 Ensuring compliance	1 Information about the party to the contract	1 Appropriate handling of personal information	<p>1</p> <p>What measures does the applicant take to comply with the Personal Information Protection Law? [Select all that apply]</p> <input type="checkbox"/> We have established internal rules that govern the handling of personal information. <input type="checkbox"/> We limit the persons who handle personal information and provide training to those who handle such information. <input type="checkbox"/> We have established rules for taking out personal information (password lock, control book, method of taking out, storage, etc.). <input type="checkbox"/> We comply with the Personal Information Protection Law and review existing rules. (Purpose of usage, provision of information to third parties, joint use, and prompt response to disclosure/correction/suspension of use/complaints, as well as the establishment and publicizing of contact points.) <input type="checkbox"/> We limit access to personal information (dedicated terminals, passwords, etc.) <input type="checkbox"/> We notify the individual affected and the Ministry of Internal Affairs and Communications in the event of a leakage of personal information. <input type="checkbox"/> We have received JIS Q 15001 certification. <input type="checkbox"/> We have received PrivacyMark certification. <input type="checkbox"/> We do not take any measures. <input type="checkbox"/> Other	Required

2 Protection of whistleblowers	1 Protection of whistleblowers	1 What measures does the applicant take to protect whistleblowers? [Select all that apply] <input type="checkbox"/> We designate the person(s) in charge of whistleblowing and provide clear notification of this to the person(s) by written notice, etc. <input type="checkbox"/> We explain confidentiality and other obligations to the person(s) in charge of whistleblowing. <input type="checkbox"/> We have formulated internal rules regarding this matter. <input type="checkbox"/> We have established contact points for this matter. <input type="checkbox"/> We publicize, and provide education on this matter to employees, etc. <input type="checkbox"/> We do not take any measures (corporate or sole proprietor with 300 or fewer full-time employees) <input type="checkbox"/> We do not take any measures (corporate or sole proprietor with 301 or more full-time employees)	Required
3 Cybersecurity measures	1 Countermeasures against external attacks, viruses, and malware	1 What cybersecurity measures does the applicant take for protecting information terminals used by employees, etc.? [Select all that apply] <input type="checkbox"/> We run anti-virus and anti-malware software. <input type="checkbox"/> We run firewall software. <input type="checkbox"/> We ensure that our system is up-to-date. <input type="checkbox"/> We do not take any measures. <input type="checkbox"/> Other	Required
		2 What cybersecurity measures does the applicant take for protecting internal critical systems? [Select all that apply] <input type="checkbox"/> We have installed firewalls. <input type="checkbox"/> We ensure that the system is kept up-to-date through patches and other means. <input type="checkbox"/> We conduct periodic checkups of the system. <input type="checkbox"/> We do not take any measures. <input type="checkbox"/> Other	Required
4 System to ensure compliance with laws	1 System to ensure compliance with revisions to the laws and regulations related to the telecommuni	1 What system has the applicant established to ensure that revisions to the laws and regulations related to the telecommunications business as well as their purposes and background are clearly understood, and to ensure that compliance with the laws and regulations is maintained? [Select all that apply] <input type="checkbox"/> We belong to an ETOC participating organization and participate in its activities. <input type="checkbox"/> We do not have such a system. <input type="checkbox"/> Other	Points added

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How to Evaluate Required Items and Items Subject to Point Addition

Required or points added	Evaluation score	How to evaluate
Required	0 to 10	<ol style="list-style-type: none"> 1. If there is one or more review items with an evaluation score of 3 or fewer points, registration shall be denied. 2. In cases other than the above, the evaluation score of each review item will be added to the total evaluation score.
Points added	0 to 10	<ol style="list-style-type: none"> 3. The evaluation score of each review item will be added to the total evaluation score.

Review and Decision

The review shall be conducted and a decision shall be made in accordance with the review rules, these review criteria, and other rules.

The ETOC may request the applicant to provide additional evidence, credentials, etc. or provide explanations as necessary and the applicant shall comply with such requests.

	Item	Requirement	How to make a decision
1	Verification of the applicant's authenticity	The ETOC shall verify the applicant's authenticity.	<ol style="list-style-type: none"> 1. If the ETOC decides that the applicant's authenticity cannot be verified, the registration shall be denied.
2	Verification of the authenticity of the application representative	The ETOC shall verify the authenticity of the application representative.	<ol style="list-style-type: none"> 2. If the ETOC decides that the authenticity of the application representative cannot be verified, the registration shall be denied.
3	Verification of social credibility of the applicant and related parties, etc.	The ETOC shall decide whether the applicant and related parties are appropriate in light of the purpose of the ETOC certification program and their social credibility.	<ol style="list-style-type: none"> 3. If the ETOC decides that it is inappropriate to register the applicant in light of the purpose and provisions of the Elite Telecom Operator Certification System (ETOC) through a review conducted by the ETOC (including verification of the authenticity and social credibility of the applicant and related parties), the registration will be denied.
4	Total evaluation score	<p>The total of the evaluation score of each item must be greater than or equal to the standard score.</p> <p>Standard score: 170 points</p>	<ol style="list-style-type: none"> 4. The ETOC shall review the application, request additional evidence, credentials, and explanations as necessary, and determine the evaluation score for each item. 5. Individual evaluation scores are added together to arrive at the total evaluation score. 6. If the total evaluation score is less than the standard score, the registration shall be denied.
5	Necessity to satisfy all required items	The evaluation score of all required items shall be 4 or more.	<ol style="list-style-type: none"> 7. If there is one or more review items with an evaluation score of 3 or fewer points, the registration shall be denied.

6	Deliberations by the Review Committee	The evaluation shall be conducted and the review result shall be decided.	8. The ETOC Review Committee shall check the status of the review. It may request additional evidence, credentials, and explanations as necessary. 9. It decides whether registration is granted or denied.
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Reference Information (items to be made known)

The following statements are intended to provide an indication of possible directions/predictive view of the review criteria of the ETOC and are not intended to guarantee that the following statements will or will not be incorporated into the review criteria.

1. Possible revision to the review criteria:
 - (a) The ETOC may revise the review criteria from time to time. The review criteria may be updated without prior notice.

2. The following items may be added to the review criteria in the future.
 - (a) The requirement that an applicant involved in wholesaling verifies whether the operator that wholesales telephone numbers to the applicant or the operator to which the applicant wholesales telephone numbers has received ETOC certification.
 - (b) The requirement that the applicant complies with revisions to the relevant laws and regulations.