

NTT DOCOMO INC  
Form 6-K  
December 27, 2011

**UNITED STATES**  
**SECURITIES AND EXCHANGE COMMISSION**

Washington, D.C. 20549

**FORM 6-K**

**REPORT OF FOREIGN PRIVATE ISSUER**  
**PURSUANT TO RULE 13a-16 OR 15d-16 UNDER**  
**THE SECURITIES EXCHANGE ACT OF 1934**

For the month of December 2011.

Commission File Number: 001-31221

Total number of pages: 4

**NTT DOCOMO, INC.**

(Translation of registrant's name into English)

Sanno Park Tower 11-1, Nagata-cho 2-chome

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Chiyoda-ku, Tokyo 100-6150

Japan

(Address of principal executive offices)

Indicate by check mark whether the registrant files or will file annual reports under cover Form 20-F or Form 40-F.

Form 20-F  Form 40-F

Indicate by check mark if the registrant is submitting the Form 6-K in paper as permitted by Regulation S-T Rule 101(b)(1):

Indicate by check mark if the registrant is submitting the Form 6-K in paper as permitted by Regulation S-T Rule 101(b)(7):

**SIGNATURES**

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned, thereunto duly authorized.

NTT DOCOMO, INC.

Date: December 27, 2011

By: */s/* OSAMU HIROKADO  
**Osamu Hirokado**

**Head of Investor Relations**

Information furnished in this form:

1. DOCOMO Reports on Effects of and Response to sp-mode Service Malfunction

NTT DOCOMO, INC.

President and CEO: Ryuji Yamada

Tokyo Stock Exchange: 9437

London Stock Exchange: NDCM

New York Stock Exchange: DCM

December 27, 2011

### **DOCOMO Reports on Effects of and Response to sp-mode Service Malfunction**

**TOKYO, JAPAN, December 27, 2011** NTT DOCOMO, INC. once again extends its deepest apologies for inconveniencing customers as a result of its sp-mode service malfunction on Tuesday, December 20, 2011, causing the email address of some customers using the service to be temporarily replaced with a different email address and related errors.

This situation was resolved by around 18:00 JST on December 20\*. The resetting of packet switching equipment, performed as a precaution, was fully completed by around 01:00 JST on December 22.

All sp-mode services that had been temporarily suspended as a result of the malfunction were restarted by around 14:00 JST on December 22, with the exception of the phonebook backup service, which was restarted at around 12:00 JST on December 26.

DOCOMO has completed its analysis of the effect of the malfunction on customers, as explained below, and is now addressing inquiries from individual customers. Considering this incident to be very serious, DOCOMO is taking all necessary countermeasures to ensure the malfunction does not occur again.

\*There is a possibility of a replaced email address remaining in the My Address category in the sp-mode application after 18:00 JST on December 20, but emails can be sent or received normally because the information on the network has been corrected. Addresses displayed in the My Address category can be corrected by refreshing the My Address information.

#### 1) Reason for Problem

Mismatches between phone numbers and IP addresses on the sp-mode server occurred as a result of congestion on the server on December 20.

#### 2) Details

The malfunction caused the email address of certain sp-mode service subscribers to be temporarily replaced with a different email address.

#### 3) Customers Affected by the Malfunction (see Attachment)

Customers whose email addresses were changed are as follows:

1. Customers (A) whose email address was changed to another email address: 6,878 persons

Note: Of these, customers who did not send and/or receive an email, and were only inconvenienced by the changed address: 4,097 persons.

2. Customers (B) who received an email from Customers (A) in which the sender's address was that of another email address: 2,909 persons.

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3. Customers (C) whose email address was replaced with the address of someone in the Customers (A) group: 6,894 persons.  
Note: Of these, customers who did not send and/or receive an email, and who were only inconvenienced by the changed email address: 4,110 persons.

4. Customers (D) whose email addressed to Customers (C) was received by someone in the Customers (A) group, when the devices of Customers (C) was turned off or had no reception: 2,017 persons.

### 4) Response to Customers

DOCOMO will publish an apology in newspapers and send direct mail to individual customers determined to have been affected.

DOCOMO will set up a designated call center to respond to inquiries about the matter.

Customers may contact the Designated Call Center as follows:

Dial 0120-152-770, including from mobile phones and PHS devices.

Open from 09:00 to 20:00 JST daily, including Saturdays, Sundays, holidays and the yearend/New Year period between December 27, 2011 and January 31, 2012.

### 5) Refunds Due to Temporary Suspension of sp-mode Service

DOCOMO will issue refunds by subtracting the daily rates for the number of days on which services were suspended from the monthly fee. The applicable services are docomo Drive Net and imadoco search .

Note: DOCOMO will issue an announcement regarding specific refund dates and methods as soon as these are determined.

For further information, please contact:

Investor Relations Department

Tel: +81-3-5156-1111

*sp-mode is a trademark or registered trademark of NTT DOCOMO, INC. in Japan.*

*sp-mode is only available to subscribers in Japan.*

Reference

**Temporarily Suspended sp-mode Services**

**(All below services have resumed operations)**

sp-mode settings (mail address changes, replacements, etc.)

imadoco search location service

imadoco kantan search

Keitai-Osagashi phone location-search service

DCMX and iD default settings and data transfer

docomo ID issuance

DOCOMO Premier Club Website (sp-mode version)

sp-mode content payment service

docomo Mobile Payment

docomo Points redemptions

docomo Money Transfer

Confirmation of billing details

Details of sp-mode payments and docomo Mobile Payment

Websites for various applications and procedures

My Info Mail

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docomo billing service for Android Market

Koe-no-Takuhaibin direct voice messaging service (list of received messages, etc.)

Melody Call content purchases

docomo Drive Net

Browser-based settings for blocking spam calls

Phonebook backup

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*Android Market is a trademark of Google, Inc.*



