

Revision of the Method of Calculating Railway Usage (Traffic Volume, etc.)

- To provide more accurate figures reflecting actual railway usage (traffic volume, etc.) given the increasing usage through “Eki-net (online train reservation system),” we will revise the calculation method starting from FY2027.3.
- The revision may have an impact on the calculation results of traffic volume, number of passengers by station, usage by line, and operating information on line segments with few passengers.
- It should be noted that the revision may have an impact on the breakdown of passenger revenues as it is calculated based on traffic volume. However, total passenger revenues will not be affected by the revision.

1. Outline of the revision

In the calculation of railway usage (traffic volume, etc.), any ticket changes and refunds for fare tickets and express tickets through Eki-net have been processed as shown in the table (current method) below. However, the number of ticket changes and refunds for fare tickets and Shinkansen limited express tickets (non-reserved) not reflected in traffic volume is increasing due to the following factors, resulting in a discrepancy between actual usage and traffic volume:

- The number of ticket changes and refunds through Eki-net is increasing due to the widespread use of Eki-net.
- As a result of the system upgrade in FY2022.3, the processing of credit card payments was changed to “payments at reservation.”

For this reason, we will revise the calculation method starting from FY2027.3 in order to disclose railway usage more accurately by reflecting, in traffic volume, actual ticket changes and refunds for fare tickets and Shinkansen limited express tickets (non-reserved) through Eki-net.

[Table: Processing of Ticket Changes and Refunds through Eki-net]

(Current method)			(Revised method)		
	Revenue	Traffic Volume		Revenue	Traffic Volume
Fare tickets	○	—	Fare tickets	○	○
Shinkansen express (non-reserved)	○	—	Shinkansen express (non-reserved)	○	○
Shinkansen express (reserved)	○	○	Shinkansen express (reserved)	○	○
Conventional lines express (non-reserved)	○	○	Conventional lines express (non-reserved)	○	○
Conventional lines express (reserved)	○	○	Conventional lines express (reserved)	○	○

○ : Reflected / — : Not reflected

2. Revisions concerning traffic volume and passenger revenues

(1) Implementation schedule

The revision will be applied to plans and results announced for FY2027.3 and subsequent years.

* As it will take considerable time for us to calculate FY2026.3 results, they will be announced based on the pre-revision calculation method for the time being, and we aim to announce them after applying the revised method at the time of results announcement for the first quarter of FY2027.3.

(2) Items subject to revision

i) Traffic volume

Traffic volume (Non-commuter passes + commuter passes)		○	
		Non-commuter passes	commuter passes
Shinkansen		○	—
Conventional lines	Kanto Area	○	—
	Other	○	—
	Sub-total	○	—
Total		○	—

○:Items subject to revision

ii) Passenger revenues

Passenger revenues (Non-commuter passes + commuter passes)		—	
		Non-commuter passes	commuter passes
Shinkansen		○	—
Conventional lines	Kanto Area	○	—
	Other	○	—
	Sub-total	○	—
Total		—	—

○:Items subject to revision

3. Revisions concerning number of passengers by station, usage by line, and operating information on line segments with few passengers

(1) Implementation schedule

The revision will be applied to results announced for FY2026.3 and subsequent years.

* For the sake of comparability with previously announced data, results for FY2025.3 after applying the revision will also be provided as reference information.

* As calculation will take considerable time, we aim to announce FY2026.3 results by the end of FY2027.3.

(2) Items subject to revision

i) Number of passengers by station

ii) Usage by line: Average passengers and passenger revenues (results by line segment of Shinkansen and conventional lines)

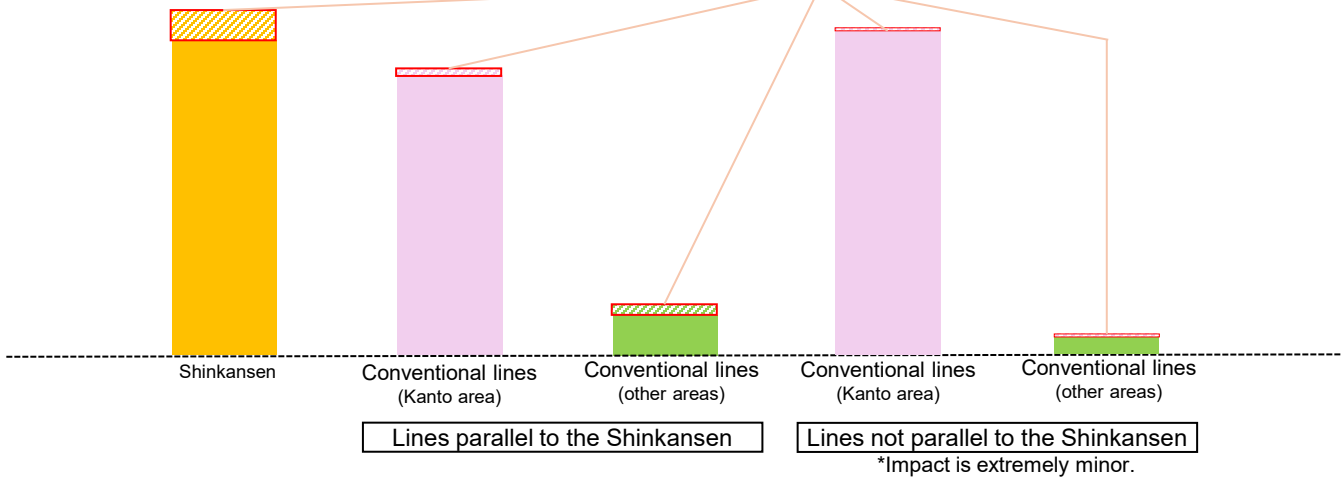
iii) Operating information on line segments with few passengers: passenger revenues, operating results, and operating indicators and ratios

Attachment: Calculation Method for Railway Usage Status (Image)

Breakdown of traffic volume

Previous method

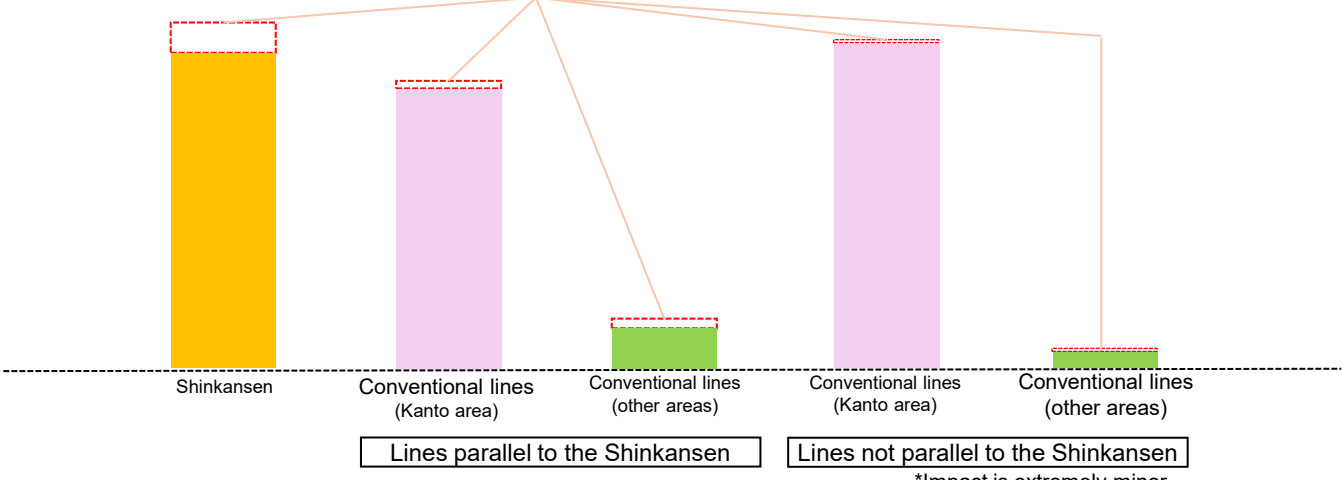
Of "fare tickets" and "non-reserved seat limited express tickets for the Shinkansen" handled by "Eki-net (online train reservation system)," amounts for which boarding changes or refunds were made are not reflected.



After revision

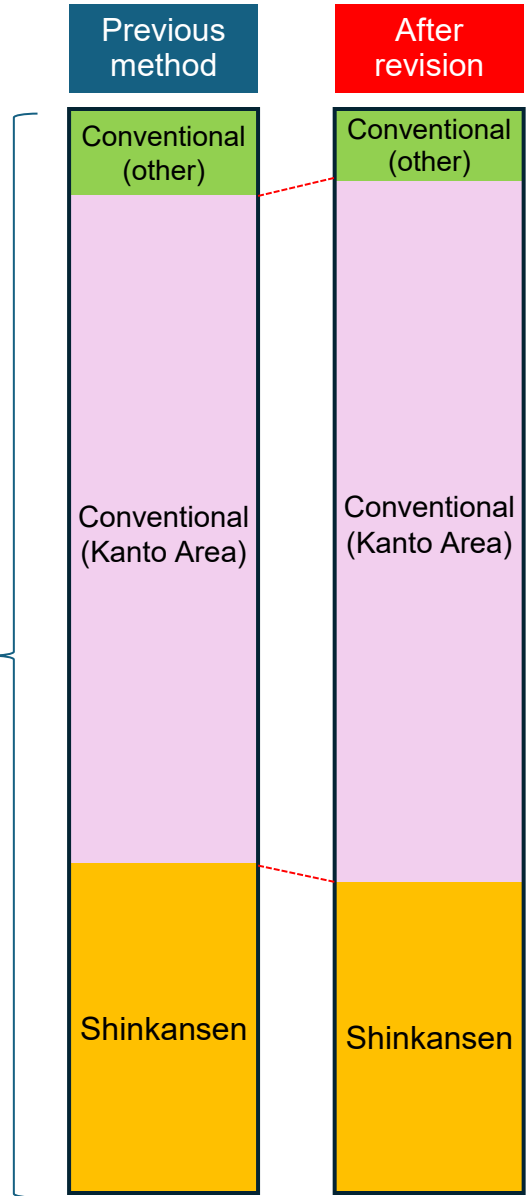
Reflect amounts for which boarding changes or refunds were made among "fare tickets" and "non-reserved seat limited express tickets for the Shinkansen" handled by "Eki-net."

Reflecting the portions shown in the red boxes results in traffic volume that more closely matches actual usage.



Total non-commuter revenues

Passenger revenues Breakdown of non-commuter revenues



Calculate the breakdown of non-commuter revenues based on the breakdown of passenger transportation volume.

* There is no impact on total passenger revenues.