

《For foreign internationals》



Telephone consultation is available without possessing a phone.



If you have any trouble or concerns, please don't hesitate to make a call.

① Find a public telephone

You can often find a public telephone near a convenience store, a park, or a station.

You can also find the location on the internet.

<https://publictelephone.ntt-east.co.jp/ptd/map/>



NTT EAST

Use a translation app on your PC/tablet if you don't read the Japanese language.

② Make a call

1. Lift the receiver.
2. Insert 10yen or 100yen.
3. Dial the TEL number.

The TEL number starting with
0120 is toll-free.

You will get the coin back when you hang up the phone.

Toll-free telephone consultation service

Consultation on COVID-19 infection

COVID-19 Call Center

0120-565653

English, Chinese, Korean, Portuguese
Spanish, Thai, Vietnamese



[Ministry of Health, Labour and Welfare](#)

Consultation on work and daily life (related to the impact of COVID-19)

FRESC Help Desk

0120-76-2029

Easy Japanese, English, Chinese
Korean, Spanish, Portuguese
Vietnamese, Nepali, Thai, Indonesian
Tagalog, Burmese, Khmer, Mongolian
French, Sinhala, Urdu, Bengali



[Foreign Residents Support Center](#)

[FRESC](#)

Consultation on work and daily life
(Only for technical intern trainees)

Native Language Consultation

0120-250-168(Vietnamese)

0120-250-169(Chinese)

0120-250-192(Indonesian)

0120-250-197(Tagalog)

0120-250-147(English)

0120-250-198(Thai)

0120-250-366(Khmer)

0120-250-302(Burmese)



[Organization for Technical Intern Training](#)
[OTIT](#)

Consultation on working conditions
such as working hours and salary

Labour Standards Advice Hotline

0120-811-610(Japanese)

0120-531-401(English)

0120-531-402(Chinese)

0120-531-403(Portuguese)

0120-531-404(Spanish)

0120-531-405(Tagalog)

0120-531-406(Vietnamese)

0120-531-407(Burmese)

0120-531-408(Nepali)

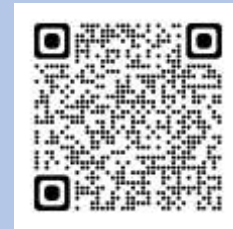
0120-613-801(Korean)

0120-613-802(Thai)

0120-613-803(Indonesian)

0120-613-804(Khmer)

0120-613-805(Mongolian)



[Ministry of Health, Labour and Welfare](#)

Consultation on work, daily life, DV, etc.

Helpline (Yoriso Hotline)

0120-279-338

English, Portuguese, Spanish
Tagalog, Thai, Chinese, Korean
Vietnamese, Korean, Indonesian, Nepali



[Social Inclusion Support Center](#)

《Emergency Call》

Police

110

Ambulance

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Fire

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*** Coins are not required**
for emergency calls.

* Consultation day and time may change without any notice.
Please call them or check their website for the details.