

## **Osaka Gas to Start Sumai LINK, a Digital Platform Offering One-stop Everyday Services**

February 28, 2022

Osaka Gas Co., Ltd.

On March 1, 2022, Osaka Gas Co., Ltd. (President: Masataka Fujiwara) will launch "Sumai LINK," a new digital platform business that enriches customers' daily lives. In collaboration with business operators carefully selected by Osaka Gas, Sumai LINK will offer products and services that are useful for customers' daily lives via personal computers and smartphones.

The spread of COVID-19 has been increasing the time spent at home and accelerating digitalization, diversifying customer needs. In addition to online services, including shopping via the Internet, Sumai LINK will offer a wide variety of offline services that enrich customers' time spent at home, including medical care and housekeeping services. These services will be available via "My Osaka Gas," Osaka Gas's member-only website.

Moreover, in July 2022, Osaka Gas is scheduled to launch a TV stick for its customers only, aiming to enable them to use these services more easily in their daily lives. Connected to a TV set or PC monitor at home, this stick will allow the whole family to enjoy online shopping and entertainment content at home on a large screen. To provide Sumai LINK services for even more people, Osaka Gas is planning to work with its various partner companies across Japan, which already have many customer accounts, to make these services available not only to My Osaka Gas members but also to these customers.

The Daigas Group uses digital technology to propose added value in quick and flexible response to changes in customer needs, further promoting digital transformation (DX). The Group also keeps a close eye on changes in customers' lifestyles and business styles and provides optimal services and solutions for individual customers, aiming to help the customers establish a lifestyle and business style that correspond to the new normal amid the changes.

### 1. Sumai LINK

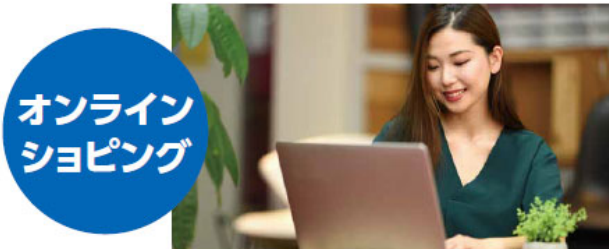
#### (1) What is Sumai LINK?

Sumai LINK is a digital platform that makes people's lives richer and more convenient through everyday products and services Osaka Gas provides in collaboration with carefully selected business operators. With one ID, users can access a wide variety of services (except some of the Sumai LINK services).

当社だけでなく、全国のパートナー事業者様にも提供



Examples of available services:



Access from PCs or smartphones:

The Sumai LINK services will be accessible via the My Osaka Gas website. (Sumai LINK will be released on March 1.)

Note that product purchase and service contract charges apply.

Smartphone screen images:

**マイ大阪ガス**  
(本会員、ライト会員様ともに利用可)



**スマイLINK**



(2) Sumai LINK TV Stick

Connected to a TV set or PC monitor at home, Sumai LINK TV Stick will allow the whole family to enjoy online shopping and entertainment content on a large screen. Moreover, this TV stick will have the Google Assistant function installed, which enables users to search for weather forecasts, traffic reports, and videos and display them on a TV set or PC monitor just by using their voice, providing convenient services for customers of all ages. Furthermore, user IDs for Sumai LINK can be linked to those for services offered by Osaka Gas's partner companies that collaborate in the Sumai LINK services. These partners can also customize the Sumai LINK screen and services.

On March 1, Osaka Gas will start shipping Sumai LINK TV Stick to these contracted partner companies. Osaka Gas will also invite 1,000 customers to join a pre-launch test of Sumai LINK TV Stick.

**スマイLINK TV Stick**



2. Inquiries

From March 1 on, inquiries about Sumai LINK will be received at the following:

- Osaka Gas call center (Good Life Call at 0120-000-555, 9 a.m. – 7 p.m. on any day of the week)
- Your nearest Osaka Gas service shop
- Osaka Gas's showroom (the hu+g Museum or DILIPA)

Note: For details, please visit Osaka Gas's webpage about Sumai LINK (to be released on March 1).