



November 21, 2025

Central Japan Railway Company

JR TOKAI Information Systems Company

Pilot AI Guidance for Foreign Visitors to Japan Launches at Shinagawa Station

Central Japan Railway Company (President and Representative Director: Shunsuke Niwa) and JR TOKAI Information Systems Company (President and Representative Director: Tatsuya Okajima) will launch a pilot project for “JRTok-AI,” a multilingual guidance service using AI technology, starting Monday, December 15, 2025. The project aims to offer foreign visitors to Japan a more comfortable travel experience when traveling on the Tokaido Shinkansen.

1. Overview of Main Service

JRTok-AI aims to offer foreign visitors to Japan a comfortable travel experience by providing the following services that help them avoid trouble, prevent getting lost, and enjoy their journey.

(1) AI Chat-Based Guidance for Tokaido Shinkansen Travel

This service provides real-time assistance through natural conversations with AI on your smartphone.

- Real-time updates on the status of your scheduled train
- Delay notifications with detailed information and estimated arrival times
- Information on how to use the Tokaido Shinkansen, including ticket purchase and handling of oversized luggage.
- Seamless navigation to destinations, including connections to other rail lines, via Google Maps
- Supports English, Chinese (Simplified and Traditional), Korean, French, and Spanish

(2) Location-Based Audio Guide

While riding the Tokaido Shinkansen, passengers can enjoy the history and culture of the areas along the line. Historical and cultural information about each area will be provided in English as the train passes through specific locations, offering an opportunity to experience the charms of each area while on the move.

* The Location-Based Audio Guide is available in English only.

2. Pilot Project Schedule

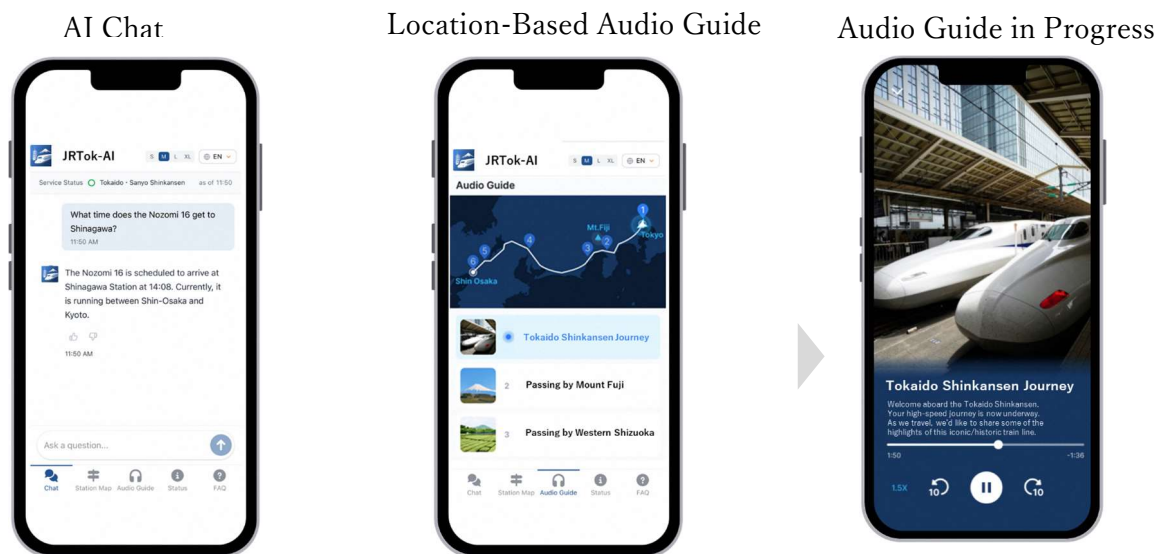
December 15, 2025 (Mon.) through mid-March 2026 (tentative)

* The schedule is subject to change based on project progress.

3. How to Use the Service

- (1) During the pilot project period, you can access a dedicated website by scanning the QR code displayed at Tokaido Shinkansen Shinagawa Station with your smartphone.
- (2) The location-based audio guide is available only during high-speed travel on the Tokaido Shinkansen.
- (3) No membership registration is required and this service is free to use.

* During the pilot project, the service may be suspended without notice due to system adjustments, etc.



* Image for illustrative purposes only.

4. Future Plans

Based on the results of the pilot project, we will consider improving the information provided and expanding the scope of the service so that JRTok-AI can provide an even more comfortable travel experience.

* “Google Maps” is a trademark of Google LLC.

* “QR Code” is a registered trademark of DENSO WAVE INCORPORATED.