

# How Japan Ski Experience Removed Barriers to Guest Communication with Local Japan & Australia Phone Numbers



**JAPAN SKI  
EXPERIENCE**

- ▶ **Company Name:** Japan Ski Experience
- ▶ **Industry:** Tourism
- ▶ **Founded:** 2007
- ▶ **Client Since:** 2024
- ▶ **Website:** [japanskiexperience.com](http://japanskiexperience.com)

## OVERVIEW

Japan Ski Experience is an award-winning Japan ski accommodation specialist, helping guests search, compare, and book accommodation in leading resorts such as Niseko, Hakuba, Rusutsu, and Furano. The company offers one of the widest ranges of ski accommodation across these destinations, supported by an experienced team with strong local knowledge.

With customers booking from all over the world and guests traveling internationally, Japan Ski Experience places a strong emphasis on accessibility, trust, and responsive support throughout the entire customer journey.

## CHALLENGE

Japan Ski Experience serves an international audience, and with so many accommodation options available it can be hard to know which options make the most sense for the trip. With operations spanning multiple international markets, the team has firsthand experience helping guests search, compare, and book the right ski accommodation for

their trip, providing expert support throughout the ski accommodation booking process and during guests' stays in Japan.

Guests can search and book Japan ski accommodation directly through Japan Ski Experience's platform, supported by specialist guidance from the team. The company prides itself on having one of the most knowledgeable teams in the Japan ski travel industry, and was searching for ways to improve how it communicates with customers.

Before working with United World Telecom, guest communication relied on international phone numbers and messaging apps. While functional, this setup created friction for travelers who were hesitant to call an international number due to potential call costs. For guests already navigating travel logistics abroad, even small barriers to communication could impact confidence and trust.

"Our customers are located all around the world, and we wanted to reduce the barrier to getting in contact with our team. We pride ourselves on having one of the best teams in the industry, so making it easy for our customers to get in touch was a priority."





# Customer Stories



Japan Ski Experience's customers can benefit from the company's many years of expertise across Niseko, Hakuba, Rusutsu, and Furano. When guests are planning a trip to Japan or already staying in the country, being able to reach knowledgeable specialists quickly can be essential, especially if they need assistance at any point during their trip.

For Australian and New Zealand customers in particular, ensuring easy access to a dedicated local support team during the booking process was equally important. Without a local contact option, even early-stage inquiries could face unnecessary friction, impacting confidence and overall experience.

These challenges are common across APAC travel and tourism operations, where businesses must support guests across borders, time zones, and peak seasonal demand, all while maintaining a high standard of service.

## SOLUTIONS

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United World Telecom provides toll-free numbers and local phone numbers in more than 150 countries worldwide. Our long-standing partnerships with local and regional telecom operators enable us to provide reliable global coverage from even the most remote countries.

We provided EaseMyTrip with coverage in the six countries as needed and offered the company a wide range of local phone numbers and international toll-free numbers to choose from.

*"United World Telecom was able to help us get set up quickly and easily, helping to take care of the technical aspects so we could focus on helping our customers. Having a reliable team to take care of our international phone number services helps us to continue operating without worry."*

*— Justine Anbeek, Director/Business Manager,  
Japan Ski Experience*



United World Telecom is a leading provider of local and toll free numbers in the US and international markets, we successfully serve thousands of businesses around the world, from small enterprises to large multinational corporations, utilizing an advanced global network and innovative service features.

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## RESULTS

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With United World Telecom, EaseMyTrip was able to consolidate global telephony services under one provider.

Our high-availability network and foolproof cloud telephony solutions have helped EaseMyTrip provide uninterrupted support to international clients. In addition, the company administrators are able to easily access reports, billing, and modify call management settings in real-time through an intuitive online interface.

Our platform has been a one-stop-shop solution for the business VoIP needs of EaseMyTrip.