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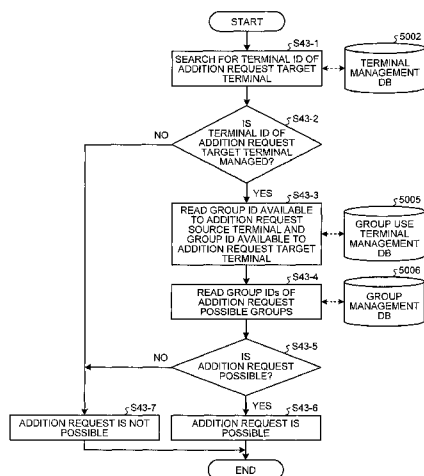
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FIG. 19



(57) Abstract: A communication management system includes: a group management unit that manages group identification information for identifying a group to which an addition request source terminal requesting to add a destination candidate belongs, in association with group identification information for identifying a group to which an addition request target terminal being able to become the destination candidate belongs; a receiving unit that receives an addition request transmitted by a first communication terminal and requesting to add a second communication terminal as a destination candidate; and a transmission controlling unit that does not transmit the approval request to the second communication terminal, when first group identification information for the first communication terminal is group identification information for an addition request source terminal, and second group identification information for the second communication terminal is not included in at least one corresponding piece of group identification information for an addition request target terminal.