

NO. CCI/001/2019

January 3rd, 2019

Subject Contingency Plan
Attention UIH's Valued Customers

The United Information Highway Co., Ltd. wishes to inform you of our contingency plan and emergency measures in response to the imminent arrival of "Pabuk," one of the reportedly strongest tropical storms in many years. Pabuk is expected to land and affect the south of Thailand from the 3rd to the 5th of January, 2019, causing heavy to severe rain in a wide area covering the provinces of Petchburi, Prachuab Khirikhan, Chumphon, Surat Thani, Nakhon Si Thammarat, Pattalung, Songkhla, Pattani, Yala, Narathiwat, Ranong, Phang-nga, Phuket, Krabi, Trang, and Saton.

The company has prepared its contingency plans, equipment, and our teams of expert staffs to immediately address any customer issues that may arise 24/7 from this event.

Based on our past experiences, we have prepared the following precautions to ensure our service continuity:

- Prepared Route-Based Redundancy for both network and Internet.
- System readiness, including relevant equipment, e.g. power generators.
- Raising our teams' awareness for those stationed in the areas at risk, along with close monitoring for the earliest responses.

Please rest assured, In any situation or crisis that may arise, UIH are working diligently to support your business continuity.

For details, please contact Customer Care:

Tel: 02-016-5678 / Fax: 02-016-5073 / E-mail: cc_support@uih.co.th

Yours truly,
Customer Care Department
United Information Highway Co., Ltd.

