

Ref. CC/451/2020

December 3<sup>rd</sup>, 2020

Subject : Emergency Response Measures for situations that may occur in the event of  
Nakhon Sri Thammarat hard-hit by flooding.

Dear Network team,

Due to situation in Nakhon Sri Thammarat hard-hit by flooding which caused wide spreading flooding in this southern province, affecting hundreds of communities and large areas of farmland. United Information Highway Co., Ltd would like to inform you of our emergency response measures in dealing with emergency situations which may occur from the flood. Customers can have full confidence in our services which equipped with response measures as follows.

- Availability of personnel to perform 24 hours a day and 7 days a week of services in all unfortunate events.
- Preparation of the systems.
  1. Pre-provision of alternate routes for both network and the Internet
  2. Install back-up electrical system that operates automatically when there is power outage with oil reserve in order for long period operations.
  3. Ensure that Auto-Alert system is ready to notify Network Monitoring team in case it detects malfunction of electrical system, then our local technicians will be dispatched to correct the problem in timely manner. If the situation becomes worse and shows risks to the safety of employees' lives and property of the company which results inability to resolve customer issues immediately, we will continue the surveillance and be prepared to go out to resolve problems as soon as the situation improves and allow us to return to the area or when permitted to enter the areas by government officials

In addition, customers can be assured that the company is prompt to track and resolve all issues in a timely manner for 24 hours a day. You can contact us for more details at our customer service center: Tel 0-2831-4888 | Fax 0-2016-5073 | Email: cc\_support@uih.co.th. Please kindly note that we apologize for any inconvenience caused by this incident.

Yours sincerely,

Customer Care Department

United Information Highway Co., LTD.