

No CCI/083/2020

March 10, 2020

Subject Information on the Action Plan and Proactive Prevention in respond to COVID-19 Emergency

Reference Announcement on COVID-19 Prevention Measures, Number CCI/039/2020

In reference to United Information Highway Co., Ltd.'s announcement on COVID-19 prevention and surveillance measures dated 10 February 2020 detailing preventive measures for staff and screening procedures for visitors to the headquarters, the company is now strengthening its responses according to the Business Continuity Plan (BCP). This effort is to ensure uninterrupted services for our customers and partners, and to provide for work-from-home plan in any emergency where temporary closure or unusual working hours may be required at the headquarters, as well as to mitigate risk of infection and its potential consequences.

The following procedures will be implemented in case of emergency:

1. Emergency response at Headquarters
 - Close the area as soon as a local infection is confirmed.
 - Spray disinfectant and conduct big cleaning.
 - All employees undergo 14-day quarantine for surveillance.
2. Employees at customer-facing units may Work from Home in case of emergency, with options for employees to work through online system at home.
3. DR-Sites are provided for continuous availability of the Core Networks.
 - 2 Sites are provided for the Core Network; Main Operations Center on Kamphaeng Phet 6 Road, and Backup Operations Center on Bangna-Trad Road.
 - 2 Sites are provided for the Internet; Main Operations Center on Kamphaeng Phet 6 Road, and Backup Operations Center on Bangna-Trad Road.

The company appreciates your continuous trust in our services. We are committed to stay with you in any situation, with our service teams being available to assist you around the clock to make sure that your business continues to run even in the emergency.

For inquiries, please contact Customer Care.

Telephone 0-2016-5678 Press 1, Or E-mail : cc_support@uih.co.th

Best Regards,
Customer Care Department
United Information Highway Co., Ltd.