

at CC/035/2021

11 January 2021

To: UIH customers and business partners
Subject: UIH's proactive action plan and preventive measures for emergency situation
Reference: Business Continuity Plan (BCP)

In the face of worrying and fast-spreading COVID-19 pandemic, United Information Highway Company Limited would like to inform you of our preparedness and upgraded, proactive action plan. While prioritizing the safety and good health of our customers, business partners and employees, we have also fully implemented our Business Continuity Plan (BCP) in support of our customers' uninterrupted business operations. Our fast and efficient services have now continued with heightened COVID-19 control measures mentioned in document No. CCI/114/2563 and dated 2 April 2020. We have limited the number of persons in our offices and implemented health screenings for visitors to our headquarters. We, moreover, have prepared a Work-from-Home plan.

To serve customers in controlled areas pursuant to authorities' announcements, we have made preparations to strictly comply with hygienic rules and issued certificates of the "need to travel" to both our customer-service teams and constructors in support of their request for permission to enter the areas to carry out maintenance and repair works to ensure/restore normal telecom-network services. In addition, we have closely monitored the working team who have been dispatched to risky areas.

In an event that our headquarters must be closed temporarily or adjust work hours, we have prepared the following measures to minimize COVID-19 risks:

1. Measures for headquarters:
 - Closing space upon receiving a confirmed report of an infection at the headquarters

- Conducting big cleaning and spraying disinfectant
 - Requiring all staff to undergo a 14-day isolation
2. Authorizing staff working in customer-service units to work from home in an emergency situation by giving them access to online work system
 3. Maintaining Core Networks with DR-Site preparations to ensure a DR site is ready to function immediately in an emergency.
 - Core Network services can be delivered from 2 Sites: main facility on Kamphaeng Phet 6 Road and a DR site on Bang Na – Trad Road
 - Internet services can be delivered from 2 Sites: main facility on Kamphaeng Phet 6 Road and a DR site on Bang Na – Trad Road

We would like to thank you for your trust in our services and we promise to stand by you in all circumstances. Our team is well prepared to serve you 24 hours a day to uphold your business continuity even in such challenging times for the whole world.

For more information, please contact our Customer Care Department:
Tel. 0-2016-5678 press 1 or E-mail : cc_support@uih.co.th

Sincerely yours,
Customer Care Department
United Information Highway Company Limited