



Ref. CCI/589\_1/2022

October 6<sup>th</sup>,2022

Subject Emergency Response Measures for storm Noru

Dear Network team

United Information Highway Co.,Ltd. (UIH) would like to inform all customers about the emergency preparedness measures that may arise from the appearance of Storm "Noru" causing continuous heavy rainfall over large areas along the storm path especially in Ubonratchathani, Khonkaen, the northern and central regions causing amount increased water and high flood in many areas

We prepared both the team and various equipment to cope emergencies that may occur from the weather that fluctuates 24 hours to give customers confidence in using the service continuously as follows

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.The generator system to generate backup power, including the provision of oil reserves to be ready to cope through the time of problems.
4. 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 or related persons.

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](mailto:cc_support@uih.co.th)

Yours sincerely,

Customer Care Department  
United Information Highway Co.,Ltd