

NETWORK AVAILABILITY AND RELIABILITY

MANAGEMENT APPROACH

True Group strives to meet the growing demands for a more inclusive, reliable, and faster network, prompt repair service, effective connectivity, real-time monitoring, and high-speed data transmission to facilitate working, learning, the medical services, transportation, and online transactions.

As the first and only communications service provider in Thailand with the most coverage of frequency bands including low, mid, and high bands, True Group is committed to continuously improving the 5G experience to meet the needs of customers in both the business and public sectors. To accomplish this, we adopted the First Mover and Game Changer Strategy to develop networks across the country to the highest standards and performance possible



5G NETWORK FOR A MORE INCLUSIVE SERVICE NETWORK COVERAGE

True Group has developed 5G millimeter wave or mmWave with carrier aggregation (CA) technology combining 2600MHz and 26GHz and tested it for the first time on a network in Prachinburi province. The test shows a maximum download speed of 10.38 Gbps and a maximum upload speed of 2.31 Gbps, the highest speeds ever tested in Thailand. The 5G mmWave technology will help businesses reach their full potential and enable people to access a wider range of services, including fixed wireless access or FWA which can replace fixed-line broadband, create hotspots, and provide private networks for industrial IoT. Moreover, True Group plans to develop a 5G network to cover 90 percent of the population in 77 provinces across Thailand, delivering the best network experience to businesses and the general public.

IMPROVEMENT OF NETWORK AVAILABILITY

NETWORK MONITORING 24/7/365

True Group has implemented advance autonomous network monitoring 24/7/365 to prevent network interruptions and reduce impact on service use. The redundancy and autonomous fiber optic routing systems work in conjunction with artificial intelligence such as anomaly detection to enable us to detect problems even before customers report them. The real-time dashboard analyzes the detected problems across the entire network and issues auto-dispatches up to 100 percent of tickets to quickly restore the network, thus keeping network disruption below the system average interruption duration index (SAIDI).

• System Average Interruption Duration Index (SAIDI) : hours/consumer/year



NETWORK AVAILABILITY SATISFACTION

To ensure our signal quality and network availability meet customer needs, we conducted a consumer satisfaction survey to gather feedback on network availability and outages. We set a satisfaction target that was higher than the 96.60 percent benchmark set by the US Federal Communication Commission (US FCC Rules). In 2022, the survey results showed customers were 99.87 percent satisfied with True Group’s network availability.

• NETWORK AVAILABILITY SATISFACTION : %

