
NETWORK AVAILABILITY AND RELIABILITY

MANAGEMENT APPROACH

True Group, as a leader in total telecommunications services and digital solutions, is committed to developing effective communication networks to meet required standards and reach nationwide coverage. We adopt the “First Mover and Game Changer” strategy to manage networks while our network development strategy focuses on 1) Working with strong partners to continuously develop innovations, 2) Improving network performance to keep up with technology trends, 3) Listening to customer problems to provide timely solutions, 4) Regularly monitoring and inspecting networks to ensure uninterrupted performance, and 5) Ensuring service availability in any situation and designing networks that meet customer needs.

NETWORK COVERAGE

True Group is the only 5G service provider in Thailand with the most coverage of seven frequency bands. In 2021, we expanded our networks and installed more than 10,000 cell sites and base stations to improve network availability in 77 provinces, covering 98 percent of the country’s population, and 100 percent of the Eastern Economic Corridor (EEC). This is in compliance with the requirements of the Office of the NBTC to make 5G a key driving force of digital transformation in conjunction with existing 4G networks to enhance Thailand’s competitiveness to keep up.

NETWORK INTERRUPTION PREVENTION

We continue to improve network monitoring to prevent and troubleshoot network outages. In addition to a dashboard and an auto bot, we developed the Intelligence Operation Center (IOC) 4.0, a command center that monitors network usage, customer complaints, and mobile applications. We have also developed the Alarm Monitoring & Auto Dispatch Ticket System that automatically reports 100 percent of failures. Thus, customers can be assured that they will be able to use networks smoothly and without interruption according to international standards and our network service goals.

In 2021, in-home data usage increased as more people were working from home due to COVID-19. Our 24/7/365 network availability monitoring system can reduce network disruption significantly, with a system average interruption duration index of 0.045 hours/person/year or 2.68 minutes/person/year and a system average interruption frequency index of 0.02 times/person/year, which are better than those required by international standards.

NETWORK PERFORMANCE

Performance	2018	2019	2020	2021
Network Average Interruption Duration (hours/consumer/year)	0.38	0.19	0.05	0.05
Network Average Interruption Frequency (times/consumer/year)	0.18	0.10	0.02	0.02

NETWORK AVAILABILITY SURVEY

We monitor and improve network performance on a regular basis to ensure uninterrupted network availability and services. We have divided the severity of service affected and non-service affected incidents into five levels to form a basis for setting response and recovery times to bring back the network as quickly as possible. Moreover, we conduct a consumer satisfaction survey every year to gather feedback on network availability and outages to improve our network services. In 2021, the survey results showed customers were satisfied with True Group’s network availability up to 99.81 percent of the time, which is higher than the 96.60 percent benchmark set by the US Federal Communication Commission (US FCC Rules).

NETWORK AVAILABILITY SATISFACTION

Performance	2018	2019	2020	2021
Network Satisfaction %	99.88	99.92	99.78	99.81