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DTAC users must switch to avoid service loss

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Almost 95,000 customers on Total Access Communication's (DTAC) 850MHz mobile phone network must switch to use other spectrum services by midnight tomorrow to keep using their services.

The announcement was made yesterday by the National Broadcasting and Telecommunications Commission (NBTC) following the commission's decision on Wednesday not to offer a remedy period to DTAC customers after the network's 28-year concession expires on Sept 15.

The NBTC said yesterday that 94,625 customers of DTAC's 850MHz network are required to switch to DTAC's other spectrum or other mobile phone operators by the deadline, otherwise they will be unable to use the service anymore.

DTAC customers can check whether their numbers will be affected at *444#.

That said, DTAC posted on its Facebook page yesterday that 99% of its 850MHz network customers would definitely continue using the service.

The NBTC board on Wednesday voted 4-2 against DTAC's remedy proposal.

NBTC secretary-general Takorn Tantasith said the board found that offering a remedy period for DTAC would contravene Section 3 of the NBTC's regulations, which allows for remedies only if a concession with substantial numbers of users ends without a timely auction by the NBTC before it expires. NBTC found the number of affected DTAC customers is not "substantial".

The NBTC had also held an auction for the 900MHz spectrum to replace the 850MHz, which DTAC chose to be absent for.

DTAC has filed a petition for an injunction against NBTC's decision. A court ruling is expected later today.