

**VIGILANT STANCE**

The telecom regulator calls on internet service providers to ensure continuity as more people work from home. **B3**

**TECHNOLOGY**

# Internet firms vow vigilance

## Telecommuting push reshuffles priorities

**KOMSAN TORTERMVASANA**

The telecom regulator has called on fixed and mobile internet service providers to ensure trouble-free service and traffic capacity for people working from home during the coronavirus outbreak.

Takorn Tantasith, secretary-general of the National Broadcasting and Telecommunications Commission, said all nine internet service providers told the NBTC they are committed to providing efficient services for customers in terms of internet quality and speed.

Quality internet connections are a must as the government lends support to state employees working from home and the trend catches on among private companies, Mr Takorn said.

"All the internet service providers have to carefully maintain their systems to prevent accidents happening to services that may create bad effects for customers," he said.

The NBTC will also notify the Metropolitan Electricity Authority and the Provincial Electricity Authority to suspend their work putting overhead cables underground in Bangkok, its adjacent provinces and other provinces to prevent disruption of the



**A woman video conferences while working from home. The NBTC says quality internet connections are essential as more people start to work remotely.**

internet network.

Mr Takorn said people tend to spend more time online for work and lifestyle when they are at home, which could push up internet traffic sharply.

He said the NBTC wants to ask people at home to reduce overload traffic usage to ensure the efficiency of internet capacity for their work.

Meanwhile, Advanced Info Service (AIS) said it stands ready to ensure uninterrupted internet service across the country.

"If a problem is found, it will be solved immediately," said Prathana Leelapanang, chief consumer business

officer of AIS.

The company's call centre team will be ready to provide help and offer service to customers around the clock for both mobile and data networks, Mr Prathana said.

AIS has launched several packages to support individuals and businesses geared towards working from home during the outbreak.

Total Access Communication Plc (DTAC) has announced a business survival toolkit for corporate customers as a way to support working from home during the pandemic.

The solutions include an internet



**All the internet service providers have to carefully maintain their systems to prevent accidents happening to services that may create bad effects for customers.**

**TAKORN TANTASITH**

Secretary-general,  
National Broadcasting  
and Telecommunications  
Commission

package, coronavirus insurance and a network solution that lets secure remote connections access corporate enterprises or cloud applications.

“We would like to support our corporate customers during this period so that their businesses will continue as usual and their services remain unaffected through our simple and secure connectivity solutions,” said Rajiv Bawa, head of the business group at DTAC.