

Licensing Terms and Conditions

The Licensee must strictly comply with the terms and conditions on the use of radio frequency and telecommunications business operation under the Act on the Organization to Assign Radio Frequency and to Regulate the Broadcasting and Telecommunications Services B.E.2553 (2010), the Telecommunications Business Act B.E. 2544 (2001) and its amendment, the NBTC's Notification regarding Spectrum Plan for the International Mobile Telecommunications (IMT) Spectrum Plan in the Frequency Bands of 1710-1785/1805/1880 MHz, conditions for Type three Telecommunications Business License, as rules, regulations, Notifications, orders and any criteria prescribed by the NTC.

Coverage Obligation

1) The Licensee must provide telecommunications network for rendering services covering at least 40 percent of the population within 4 years as from the date of obtaining the license and at least 50 percent of the population within 8 years from the date of obtaining the License.

The provision of telecommunications network for rendering services will be inclusive of the installation and the leasing of telecommunications network, but excluding the national roaming of other operators' mobile phone network.

2) The Licensee's telecommunication network must be capable of supporting a data transmission rate not less than the rate prescribed in the NBTC' Notification Regarding the Standard and Quality of Data Service. In the case that the Licensee has advertised its quality of telecommunications service, it is the duty of such Licensee to comply with its advertisement.

3) The licensee must report the network installation status as scheduled by the NTC, and must provide supporting evidence demonstrating the average data transmission rate upon request by the NTC. In this regard, the NTC will subsequently set forth the criteria, conditions and method to measure the population coverage in the service areas and transmission speed.

4) In the case that the Licensee fails to comply with the conditions on network provision for rendering service described above, the Licensee will be obliged to pay a daily penalty charge at the rate of 0.05 percent of its highest bid price throughout the period of its failure to comply with the conditions of the NTC within the specified timeframe.

Infrastructure Sharing

The licensee must comply with the NBTC's Notification Regarding Infrastructure Sharing for Mobile Network B.E.2556 (2013).

Service of Mobile Virtual Network Operator (MVNO)

The licensee must provide telecommunications network service with the minimum capacity of 10% of its network to the MVNO who is not the connected person with any licensee when receiving such service request, and must comply with the NBTC's Notification Regarding Mobile Virtual Network Operator Service B.E.2556 (2013).

Nation Roaming Service

The Licensee must comply with the NBTC's Notification Regarding National Roaming of Mobile of Mobile Phone Network B.E.2556 (2013).

Record of prepaid mobile phone service's users

The licensee must comply with the NBTC's Notification Regarding Criteria for Telecommunications Number Assignment and Management as well as the guideline prescribed by the Office of the NBTC which includes the prepaid user's registration prior to service activation.

Social and Consumer Protection Measures

1) The Licensee must prepare its Corporate Social Responsibility (CSR) plan covering the electronic waste management, users' health, risk management plan for rapidly changing technologies, and service for disabled which include at least special tariff and special invoice or contract with large font or in Braille at no additional charge. In this regard, the Licensee must submit such CRS plan to the NTC prior to launching its service and must implement according to its plan within 1 year as from the date of launching its service.

2) The Licensee must prepare a consumer protection plan covering measures to handle complaints free of charge, measures to handle unsatisfactory service, procedure to develop understanding among the public regarding the establishment of radiocommunications stations, as well as building the consumer recognition regarding rights to use telecommunications service which include publication of consumer rights in consuming mobile phone service as specified by the Office of the NBTH. In this regard,

the Licensee must submit the consumer protection plan to the NTC prior to launching its service and must implement according to its plan immediately after the launch of its service.

3) The Licensee must support the mission of the NTC regarding telecommunications service for social benefits as prescribed by the NTC, particularly in arranging public telecommunications service universally for low-income earners, the disabled, children, the elderly, people in remote areas, and the underprivileged.

4) The Licensee must heedfully prevent any person from using network for illegitimate activities or disseminating any information that may undermine peace or morality of the people, and must support the state and private agencies in any act intending to protect right of consumers for the safety of society and the State security.

5) The Licensee must provide the service in a fair nature, which includes setting of tariff that is clear, reasonable and not taking advantage of consumer, and shall provide service with quality as prescribed by the NTC. For this purpose, the Licensee must set forth the tariff for voice and data services which is, on average, lower than the average tariff of mobile phone service using 2.1 GHz spectrum on the date of this Notification coming into force. In doing so to promote and increase the opportunity for users in accessing the mobile telecommunications service using 1800 MHz spectrum, the Licensee must provide at least one promotion which has tariff lower than average tariff of mobile phone service using 2.1 GHz spectrum on the date of this Notification coming into force, as well as charges based on actual usage and has the quality not lower than the average quality of mobile phone service using 2.1 GHz spectrum. All this will apply until the NTC prescribed criteria relating to the regulation of tariff and quality of service otherwise.