2022 Financial Result
Advanced Info Service Plc.

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2022 Key Highlights

- Revival in selective sectors from tourists but inflation remained a key concern
- Leading 5G ecosystem with 5G adoption reached 6.8mn subscribers
- Growth driven by strong products powered by strategic partnerships
- 4Q ARPU stabilization from uplift efforts and superior network quality
- Expanded in underserved areas with superior service and network quality
- Optimization of cost and process efficiency to soften utility cost impact
AIS: Drive toward becoming Cognitive Tech-Co

**Cognitive Tech-Co : Deliver Distinctive Customer Experience**

**Mobile**
- Drive 5G leadership and digital experience
- **Bt116.7bn**
  - As of FY22
  - Decreasing 0.5% YoY
  - Market Share 47%
- 88% to core service revenue

**Fixed Broadband**
- Lead with quality of broadband & service
- **Bt10.1bn**
  - As of FY22
  - Growth 19% YoY
  - Market Share 16%
- 7.6% to core service revenue

**Enterprise Business**
- Capture growth in Cloud, Cybersecurity, IoT, ICT
- **Bt5.3bn**
  - As of FY22
  - Growth 26% YoY
- 3.9% to core service revenue

**Digital Services**
- Build new engagement through digital services
- **AIS 5G Cloud Game service**
- 360° digital
- Cognitive Tech - Co: Deliver Distinctive Customer Experience

**As of FY22**
- Decreasing 0.5% YoY
- Growth 19% YoY
- Growth 26% YoY
- Market Share 47%
- Market Share 16%
- Market Share 16%
FY22 Performance: growth in non-mobile businesses offset by the rising cost

- **Core Service Revenue** increased 1.6% YoY driven by strong growth in both fixed-broadband and enterprise businesses.

- **EBITDA** decreased -1.8% YoY, due to lower operating profit with rising utility cost and resumed marketing spending.

- **NPAT** declined -3.4% YoY from the challenging cost environment and one-time other income that occurred in the previous year.
4Q22 Performance: high-season and cost control delivering the growth

**Core service revenue** improved from strong growth in non-mobile businesses (FBB and Enterprise business).

**EBITDA** stayed flat YoY from increased revenue and cost optimization in SG&A offset by rising utility cost. QoQ increased from high seasonality in mobile revenue while cost was well under control.

**NPAT** increased YoY and QoQ due to a net gain from foreign exchange.
Mobile: Revenue is sustained with focus on profitability to uplift ARPU

**Mobile revenue (Bt bn)**

- 4Q22 revenue increase QoQ from seasonality trend and higher IR/IDD revenue following the return of the tourism sector.

**% Mobile Revenue Contribution**

- Rising postpaid mix driven by 5G adoption and customer conversion to postpaid.
- Price restructuring plan in Q4 to capture customers that provide profitable revenue.

**Total subscriber (mn)**

- Positive momentum to grow subscriber base driven by pre-to-post migration and new subscriber acquisition.
- AIS sustained 47% of subscriber market share.

**Mobile ARPU (Bt/sub/month)**

- ARPU sustained from seasonality and 5G adoption amid competition pressure.

**Data Consumption**

- Data consumption continues to increase with resumed normal activities driven by real customer demand and higher 5G adoption.
Driving 5G leadership with subscribers surged to 6.8mn beyond year-end target

Enhance 5G network leadership

- BKK: >99%
- EEC: >96%

Drive 5G adoption with value uplift

- 4Q22 Subscribers Beyond year-end Target: 6.8mn
- 5G ARPU uplift: 10-15%
- Improved value through 5G adoption

Nationwide Population coverage: >85%
Home Broadband: Continuing growth from network & service quality

Delivered strong double-digit revenue growth

- FY21: 8,436
- FY22: 10,064
- Growth: 19%YoY

<table>
<thead>
<tr>
<th>Quarter</th>
<th>4Q21</th>
<th>1Q22</th>
<th>2Q22</th>
<th>3Q22</th>
<th>4Q22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>2,290</td>
<td>2,437</td>
<td>2,487</td>
<td>2,541</td>
<td>2,598</td>
</tr>
</tbody>
</table>

Maintained high subs growth and gaining market share

- 4Q21: 1,772
- 1Q22: 1,865
- 2Q22: 1,971
- 3Q22: 2,086
- 4Q22: 2,169
- Growth: +22% YoY

<table>
<thead>
<tr>
<th>Quarter</th>
<th>4Q21</th>
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<th>3Q22</th>
<th>4Q22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subs</td>
<td>103</td>
<td>93</td>
<td>106</td>
<td>115</td>
<td>83</td>
</tr>
</tbody>
</table>

ARPU declined from lower entry price driven by competition

- 4Q21: 444
- 1Q22: 446
- 2Q22: 432
- 3Q22: 418
- 4Q22: 407
- Decline: -8.2%YoY, -2.5%QoQ

Superior quality with FMC to expand in underserved areas

- First mesh Wi-Fi in Thailand that automatically tracks all devices in the area for seamless connection and full coverage with no WiFi dead zone

Create value-added service with convergence strategy and premium entertainment content from various partners
Enterprise: Cloud services as a growth engine along with demand for 5G services

Enterprise non-mobile revenue continued growing double-digit

- Revenue (Bt mn) & %YoY growth
  - 4Q21: 1,183, 26%
  - 1Q22: 1,241, 30%
  - 2Q22: 1,310, 38%
  - 3Q22: 1,271, 17%
  - 4Q22: 1,429, 21%
  - FY21: 4,174, 18%
  - FY22: 5,251, 26%

Cloud and ICT solutions are the key growth engine

- Enterprise Data service (EDS)*
  - 4Q21: 10.5%
  - 1Q22: 4.6%
  - 2Q22: 4.1%
  - 3Q22: 1.1%
  - 4Q22: 0.1%

- Cloud, Data center
- Cybersecurity, IOT & ICT solutions*
  - 4Q21: 72%
  - 1Q22: 114%
  - 2Q22: 140%
  - 3Q22: 53%
  - 4Q22: 60%

* Reclassification of CCIID revenue since 2Q22

AIS Cloud
Cloud x 5G Connectivity x Convergence

Strategic Partnership
- Microsoft: 2022 Microsoft Thailand Partner of the Year
- Fortinet: 2022 Fortinet MSSP Partner of the Year
- The 1st VMware Sovereign Cloud Certified in Southeast Asia

Commercialization of product and platform to real use cases
- SCG: 5G Smart Autonomous Vehicles Solution for Sustainable Industrial Advancement
- Somboon: Smart Manufacturing with 5G Smart Solution
## FY23 Guidance (excluding 3BB impact)

<table>
<thead>
<tr>
<th>Guidance</th>
<th>Rationale</th>
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</table>
| **Core service revenue** | • **Mobile business focusing on profitable market share** through superior 5G experience in quality and coverage, value-based differentiation of partnership privileges ecosystems, and personalized real-time offering.  
• **Fixed broadband maintains the growth momentum** focusing on mid-to-high-end segments and underserved areas led by quality acquisition and services.  
• **Enterprise non-mobile to deliver double-digit growth** leading by 5G and smart solutions to grow CCIID products with flagship 5GNextGen Platform and CloudX in focused industries. |
| **Around 3-5%** | |
| **EBITDA** | • **Focus on profitability and higher efficiency** through process optimization and lower cost to serve by enhancing autonomous network and IT process & systems.  
• **Optimal capital allocation** to ensure market leadership and deliver distinctive customer experiences. |
| **Mid-single digit growth** | |
| **CAPEX** | • **Sustain 5G leadership** and network quality management.  
• **Expand AIS Fibre coverage** to capture untapped demand.  
• **Enhance our enterprise business** and digital services with high growth potential.  
• **Network optimization** through reducing low-value traffic, shifting traffic towards 5G while ensuring sufficient network deployment. |
| *exclude spectrum** | **Bt27-30bn** (depending on foreign exchange rate) |
Driving Long-term Sustainable Business Operation
THRIVE IN A GREENER AND INCLUSIVE DIGITAL WORLD

1 Drive Digital Economy
2 Promote Digital Inclusion
3 Act On Climate

Drive Digital Economy
Enable people and businesses to grow in the digital economy

Promote Digital Inclusion
Build inclusive and responsible digital access in our products & services

Climate Actions
Shape a greener future of life for consumers and society
Drive Digital Economy: Enable people and businesses to grow in the digital economy

Digital innovation
Drive digital services for both consumers & enterprises

- Establish unit to innovate Products and Services
- People and Culture Transformation
- Innovation Ecosystem Development
- R&D investment

Data Privacy & Cybersecurity
Maintain resiliency for data security and privacy

- Technology & Process improvement
- Capabilities & awareness building
- Certifications and Standards

Human Capital Development
Nurture AIS human capital to support business growth

Platform
LearnDi by AIS Academy

Digital Knowledge
Technical Knowledge Management (TKM)

Lifelong Learning
Promote Digital Inclusion: Build inclusive and responsible digital access

Social inclusion
Enriching Thai people’s knowledge and making it accessible to all

Digital wellness
Empower digital citizenship by providing digital solutions and tools

AIS Secure Net
Aunja Cyber Syllabus
Cyber Wellness Index
**Act on climate: shape a greener future of life for consumers and society**

### Climate actions
Manage our own network and operation to be light to the environment

- **Energy Efficiency**
  - Decrease in tCO2e: 13,414
- **Renewable energy**
  - Decrease in tCO2e: 12,094
- **Smart Solutions**
  - Upgrade network equipment
  - Use big data to manage network

<table>
<thead>
<tr>
<th></th>
<th>FY20</th>
<th>FY21</th>
<th>FY22</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of base stations with solar cell</td>
<td>2,747</td>
<td>5,768</td>
<td>8,751</td>
</tr>
</tbody>
</table>

### Waste Management
Promote proper waste disposal

- **Waste separation at office building**
- **Drop-off with postman campaign**
- **Raising awareness**

- **Non-recyclable E-waste from network operation:** 0%
- **E-waste collected from customers:** 237,880 pieces*

*Data as of Dec 2022
Sustainability Awards & Disclosure Standard

Disclosure Standard

ESG Index & Rating

Sustainability Awards

- IDC Future Enterprise Awards
- SET AWARDS 2022 Sustainability Excellence - Highly Commended

MSCI ESG Ratings

- AA Rating

FTSE4Good

Dow Jones Sustainability Indices

Powered by the S&P Global CSA

Sustainability Accounting Standards Board

GRI

CDP

TCFD

Sustainability Awards

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Appendix
## Financial Highlights

<table>
<thead>
<tr>
<th></th>
<th>4Q21</th>
<th>3Q22</th>
<th>4Q22</th>
<th>%YoY</th>
<th>%QoQ</th>
<th>FY21</th>
<th>FY22</th>
<th>%YoY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mobile revenue</strong></td>
<td>29,591</td>
<td>29,107</td>
<td>29,524</td>
<td>-0.2%</td>
<td>1.4%</td>
<td>117,244</td>
<td>116,696</td>
<td>-0.5%</td>
</tr>
<tr>
<td><strong>FBB revenue</strong></td>
<td>2,290</td>
<td>2,541</td>
<td>2,598</td>
<td>13%</td>
<td>2.3%</td>
<td>8,436</td>
<td>10,064</td>
<td>19%</td>
</tr>
<tr>
<td><strong>Other revenues</strong></td>
<td>1,515</td>
<td>1,481</td>
<td>1,718</td>
<td>13%</td>
<td>16%</td>
<td>5,291</td>
<td>6,274</td>
<td>19%</td>
</tr>
<tr>
<td><strong>Core service revenue</strong></td>
<td>33,397</td>
<td>33,130</td>
<td>33,840</td>
<td>1.3%</td>
<td>2.1%</td>
<td>130,972</td>
<td>133,033</td>
<td>1.6%</td>
</tr>
<tr>
<td><strong>IC and NT partnership</strong></td>
<td>3,374</td>
<td>3,171</td>
<td>3,373</td>
<td>0.0%</td>
<td>6.4%</td>
<td>13,820</td>
<td>12,976</td>
<td>-6.1%</td>
</tr>
<tr>
<td><strong>Service revenue</strong></td>
<td>36,771</td>
<td>36,301</td>
<td>37,213</td>
<td>1.2%</td>
<td>2.5%</td>
<td>144,791</td>
<td>146,009</td>
<td>0.8%</td>
</tr>
<tr>
<td><strong>SIM and device sales</strong></td>
<td>13,568</td>
<td>9,934</td>
<td>11,485</td>
<td>-15%</td>
<td>16%</td>
<td>36,542</td>
<td>39,476</td>
<td>8.0%</td>
</tr>
<tr>
<td><strong>Total revenue</strong></td>
<td>50,338</td>
<td>46,234</td>
<td>48,699</td>
<td>-3.3%</td>
<td>5.3%</td>
<td>181,333</td>
<td>185,485</td>
<td>2.3%</td>
</tr>
<tr>
<td><strong>Cost of service</strong></td>
<td>21,664</td>
<td>21,863</td>
<td>22,046</td>
<td>1.8%</td>
<td>0.8%</td>
<td>85,238</td>
<td>87,075</td>
<td>2.2%</td>
</tr>
<tr>
<td><strong>SG&amp;A</strong></td>
<td>5,821</td>
<td>5,633</td>
<td>5,492</td>
<td>-5.6%</td>
<td>-2.5%</td>
<td>21,700</td>
<td>22,353</td>
<td>3.0%</td>
</tr>
<tr>
<td><strong>EBITDA</strong></td>
<td>22,934</td>
<td>22,091</td>
<td>22,884</td>
<td>-0.2%</td>
<td>3.6%</td>
<td>91,408</td>
<td>89,731</td>
<td>-1.8%</td>
</tr>
<tr>
<td><strong>EBIT</strong></td>
<td>9,388</td>
<td>8,869</td>
<td>9,766</td>
<td>4.0%</td>
<td>10%</td>
<td>38,034</td>
<td>36,829</td>
<td>-3.2%</td>
</tr>
<tr>
<td><strong>NPAT</strong></td>
<td>6,863</td>
<td>6,032</td>
<td>7,363</td>
<td>7.3%</td>
<td>22%</td>
<td>26,922</td>
<td>26,011</td>
<td>-3.4%</td>
</tr>
<tr>
<td><strong>Sales margin</strong></td>
<td>0.8%</td>
<td>1.0%</td>
<td>1.2%</td>
<td></td>
<td></td>
<td>0.9%</td>
<td>1.0%</td>
<td></td>
</tr>
<tr>
<td><strong>EBITDA margin</strong></td>
<td>45.6%</td>
<td>47.8%</td>
<td>47.0%</td>
<td></td>
<td></td>
<td>50.4%</td>
<td>48.4%</td>
<td></td>
</tr>
<tr>
<td><strong>EBIT margin</strong></td>
<td>18.6%</td>
<td>19.2%</td>
<td>20.1%</td>
<td></td>
<td></td>
<td>21.0%</td>
<td>19.9%</td>
<td></td>
</tr>
<tr>
<td><strong>NPAT margin</strong></td>
<td>13.6%</td>
<td>13.0%</td>
<td>15.1%</td>
<td></td>
<td></td>
<td>14.8%</td>
<td>14.0%</td>
<td></td>
</tr>
</tbody>
</table>
Healthy Balance sheet and cashflow to support investment

**Balance Sheet**

- **Assets**
  - Spectrum license: 120
  - PPE: 337
  - Other: 43
  - A/P: 34
  - Others: 42
- **Liabilities**
  - Spectrum license payable: 63
  - Lease liability: 84
  - Other: 44
  - Retained earnings: 17
  - A/R: 18
  - Cash: 9
  - Others: 25
  - Equity: 86

**FY22 Cashflow**

- **Operating**
  - Cash increase: 87.8
  - Cash decrease: 6.4
- **Investing**
  - Cash increase: -32.3
  - Cash decrease: -11.0
- **Financing**
  - Cash increase: -3.4
  - Cash decrease: -14.1
  - Lease liabilities paid: -12.4
- **Net cash**
  - Cash increase: 10.7
  - Cash decrease: -3.7

**Operating cash flow remained healthy** to support ongoing CAPEX and spectrum payment.

**Free cash flow** after lease liabilities paid of Bt25.6bn and continued to deliver returns to shareholders.

**Average finance costs = 2.6% p.a.**
- AIS prudently managed currency and interest rate risk with hedging instruments where applicable
- Maintained investment-grade credit ratings
  - Fitch: national rating AA+ (THA), outlook stable
  - S&P: BBB+, outlook stable
4Q22 & FY22 Revenue Breakdown

### Mobile revenue

<table>
<thead>
<tr>
<th>(Bt bn)</th>
<th>4Q21</th>
<th>3Q22</th>
<th>4Q22</th>
<th>FY21</th>
<th>FY22</th>
</tr>
</thead>
<tbody>
<tr>
<td>YoY</td>
<td>-0.2%</td>
<td>+1.4%</td>
<td>-0.5%</td>
<td></td>
<td></td>
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<tr>
<td>QoQ</td>
<td></td>
<td></td>
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</table>

- Intense competition and rising cautious consumer spending caused heightened pressure in mobile business.

### Fixed broadband revenue

<table>
<thead>
<tr>
<th>(Bt bn)</th>
<th>4Q21</th>
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<th>FY22</th>
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<tbody>
<tr>
<td>YoY</td>
<td>+13%</td>
<td>+19%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>QoQ</td>
<td>+2.2%</td>
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- Growth from subscriber expansion reaching 2.2mn offset by lower ARPU due to low-price package offerings in the market.

### Enterprise and Other revenues

<table>
<thead>
<tr>
<th>(Bt bn)</th>
<th>4Q21</th>
<th>3Q22</th>
<th>4Q22</th>
<th>FY21</th>
<th>FY22</th>
</tr>
</thead>
<tbody>
<tr>
<td>YoY</td>
<td>+19%</td>
<td>+16%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>QoQ</td>
<td></td>
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- Digital transformation drove enterprise business, especially from Cloud and ICT solutions.

### IC and NT partnership

<table>
<thead>
<tr>
<th>(Bt bn)</th>
<th>4Q21</th>
<th>3Q22</th>
<th>4Q22</th>
<th>FY21</th>
<th>FY22</th>
</tr>
</thead>
<tbody>
<tr>
<td>YoY</td>
<td>-6.1%</td>
<td>+6.4%</td>
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</table>

- Dropped YoY from lower IC rate together with lower network traffic with NT.

### Net Sales & margin

<table>
<thead>
<tr>
<th>% sales margin</th>
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<tbody>
<tr>
<td>0.9%</td>
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</table>

<table>
<thead>
<tr>
<th>(Bt mn)</th>
<th>4Q21</th>
<th>3Q22</th>
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<th>FY21</th>
<th>FY22</th>
</tr>
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<tr>
<td>109</td>
<td>100</td>
<td>132</td>
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</tr>
</tbody>
</table>

- QoQ with higher sale volume from newly launched Apple products.
- Sales margin slightly improved YoY due to higher mix of high-margin handsets.
### 4Q22 & FY22 Cost Breakdown

#### Regulatory fee
- Regulatory fee increased YoY following the growth of core service revenue, the ratio is maintained at 4.1%.

<table>
<thead>
<tr>
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<th>3Q22</th>
<th>4Q22</th>
<th>FY21</th>
<th>FY22</th>
</tr>
</thead>
<tbody>
<tr>
<td>% to core service revenue</td>
<td>3.8%</td>
<td>4.2%</td>
<td>4.1%</td>
<td>4.1%</td>
<td>4.1%</td>
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#### D&A
- D&A slightly decreased YoY due to the fully depreciated of some 3G network equipment despite continuing invest in 5G network.

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<tr>
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<th>FY22</th>
</tr>
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<tbody>
<tr>
<td>% to core service revenue</td>
<td>5.3%</td>
<td>5.5%</td>
<td>5.5%</td>
<td>5.5%</td>
<td>5.5%</td>
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#### Network OPEX and NT partnership
- Network OPEX increased YoY following the rising electricity price but lower network traffic with NT.

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<thead>
<tr>
<th></th>
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<th>3Q22</th>
<th>4Q22</th>
<th>FY21</th>
<th>FY22</th>
</tr>
</thead>
<tbody>
<tr>
<td>% to core service revenue</td>
<td>13.2%</td>
<td>12.7%</td>
<td>12.7%</td>
<td>12.7%</td>
<td>12.7%</td>
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</tbody>
</table>

#### Marketing expense
- Marketing increased YoY from resumed advertisements and handset subsidy campaigns post COVID-19 lockdowns which reflected in last year’s low base.

<table>
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<tr>
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<th>4Q22</th>
<th>FY21</th>
<th>FY22</th>
</tr>
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<tbody>
<tr>
<td>% to core service revenue</td>
<td>6.0%</td>
<td>7.0%</td>
<td>7.0%</td>
<td>7.0%</td>
<td>7.0%</td>
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</table>

#### Admin & others
- Admin expense decreased YoY, mainly from cost control initiatives and lower staff-related expenses. There was one-time item booked in Q4 resulted in a lower expense QoQ.

<table>
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<tr>
<th></th>
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<th>3Q22</th>
<th>4Q22</th>
<th>FY21</th>
<th>FY22</th>
</tr>
</thead>
<tbody>
<tr>
<td>% to core service revenue</td>
<td>4.1%</td>
<td>3.8%</td>
<td>3.6%</td>
<td>3.6%</td>
<td>3.6%</td>
</tr>
</tbody>
</table>
AIS 5G : Merging consumers and businesses now and beyond

**The LARGEST COVERAGE**
with the best network quality

- > 85% Nationwide Coverage
  (26K Sites - 5G Base Station)

**The MOST BANDWIDTH**
to serve all customers’ needs

- High Band
  - 26 GHz
  - 1200 MHz
- Mid Band
  - 2600 MHz
  - 100 MHz
- Low Band
  - 700 MHz
  - 30 MHz

**VERTICAL / INDUSTRIAL TRANSFORMATION**

**NETWORK ECONOMICS & INNOVATION**

**MASSIVE IOT & CRITICAL COMMUNICATIONS**

**ENHANCED BROADBAND**

**BOUNDLESS CONNECTIVITY FOR ALL**

**The COMMERCIAL 5G Network Platform**
for Business

Cloud x 5G Connectivity x Convergence

**AIS 5G NEXTGen PLATFORM**

**MASSIVE IOT & CRITICAL COMMUNICATIONS**

**ENHANCED BROADBAND**

**BOUNDLESS CONNECTIVITY FOR ALL**

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for Business

Cloud x 5G Connectivity x Convergence

**AIS 5G NEXTGen PLATFORM**
Mobile 5G and FBB official packages launched
5G

Vertical Industry Use Cases

- Manufacturing
- Transportation and Logistics Industry
- Building and Property
- Retail
One-stop Platform to Manage 5G, Edge Compute and Cloud for Your Digital Transformation

FAST & EASY
Shorter Deployment Time from 4-6 Months to Day or Week
- Node Creation & App Deployment in real-time
- Deploy your 5G Applications to regional footprint at once
- Pick & Choose available applications from Marketplace

MANAGE AT ONE-STOP
Lower Latency from Second to Millisecond, Multiple Choices of Edge & Cloud
- Integrating Edge Computing with a Hybrid Cloud
- Multi Edge Computing Location in Thailand

READY FOR SCALE-UP
Save Investment Cost for 20 – 50%
- No Hardware Investment
- Simply Start with Small Scale

Enhance Cloud Integration
Ready in Q1-2023

Many applications are developed on the AIS 5G NEXTGen Platform

- Digital Twin Visualization
- IoT Data Platform
- Smart AGV
- AI Video Analytics
- VR Training
- Autonomous Vehicle
Some statements made in this material are forward-looking statements with the relevant assumptions, which are subject to various risks and uncertainties. These include statements with respect to our corporate plans, strategies and beliefs and other statements that are not historical facts. These statements can be identified by the use of forward-looking terminology such as “may”, “will”, “expect”, “anticipate”, “intend”, “estimate”, “continue” “plan” or other similar words.

The statements are based on our management's assumptions and beliefs in light of the information currently available to us. These assumptions involve risks and uncertainties which may cause the actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements. Please note that the company and executives/staff do not control and cannot guarantee the relevance, timeliness, or accuracy of these statements.