

**Summary of questions and answers of the 2020 Annual General Meeting of Shareholders  
Advanced Info Service Public Company Limited**

**Agenda 1 : To Acknowledge the Board of Directors' Report on the Company's Operating Results in 2019**

**Question:** What are the company's strategic direction in 2020 to copings with contraction and impacts from COVID-19 pandemic?

Shareholder : Mr. Wasan Phongbudhamont

Evidently, telecommunication services are fundamental for public consumption and private sector nonetheless likely to less pronounced and is relatively resilient by nature in the economic downturn. The Company expected growth rate ahead of GDP. Meanwhile, the Thai economy expands by backed of exporting in addition to world economic recovery amid COVID-19 outbreak. As uncertainty lies ahead, management continued optimizing on cost and expense efficiency. As the same time, AIS remained the network investment as long-term strategy followed the accelerating trend after pandemic improved. As high demand both consumer and enterprise segment together with digital era transition, AIS continued investment strategy supporting from solid cash flow and strong financial position in consistent with positive cash flow after investment expenses.

**Question:** In term of 5G network and service, the Company deployed equipment and technology that compatible both 4G and 5G system. If 5G system were be launched commercially, would mobile phone be charged an additional fee as in some country happened with no subscription?

Shareholder : Miss Saisuree Pinijwaraporn

Evidently, 5G network and service has started unofficially since February in 2020. In the trial period, there were no additional charges; however, customers must apply for in relation thereto in order to activate the network and system, if not customers could still use 4G network and service with 5G devices.

**Agenda 2 : To Approve the Statements of Financial Position and Statements of Income for the Year Ended 31 December 2019**

**Question:** To keep depreciation lower to user

- Expand Useful Life of Assets
- Expand Salvage Value

With summary of suggestion

- 1) To reduce cost of borrowing
- 2) To lower depreciation cost
- 3) Appraise AIS's cash flow management

Shareholder : MR. BASANT KUMAR DUGAR

The depreciation is calculated based on the appropriate asset aging basis. The company has assessed appropriate level of aging cycle of the assets and salvage value in order to cover the risk involved particularly the assets pricing declined significantly or rapid change in technology which will devalue the assets and would affect the Company's annual performance.

**Agenda 8 Others business (if any)**

**Question :** In term of AIS' s customer base of more than 40 million subscribers, how much in proportion categorized in Serenade privilege segment? And AIS should provide and promote privileges much more to those of Serenade group.

Shareholder : Mr.Kittiyos Arphakietwong

AIS continued to deliver customer service with the highest quality standard of, together with equitable treatment practical for each customer. In addition, the Company took every comment, suggestion and feedback from customer with a view to product and service improvement (e.g. AIS Call Center provided particularly complaint channels as a tool in responding and reviewing as well as following up matters in relation thereto thoroughly in a way of equitable manner. Further, AIS provided continually in term of customer satisfaction to all groups in all perspectives, for instance, " AIS 360: Number 1 Ultimate Care" - comprehensive service channels to serve through (e.g. AIS Points, AIS Serenade, activities, etc. ). In term of Serenade program, there were 16% of total numbers of customers; this customer privilege group shall be provided the specified services in relation thereunder to meet the needs of customers in all lifestyles.

**Question :** The e-waste disposal campaign with AIS should provide incentive for participants to promote this campaign; for example, trade-in program or collecting AIS points.

Shareholder : Mr.Kittiyos Arphakietwong

The Company thanked shareholder for recommendations regarding e-waste projects and took for further consideration and improvement.

AIS continued to develop E-waste projects by expanding and covering many sectors and network partners under collaborative project named "Thais without E-waste", which has already launched e-waste drop points of 1,806 locations nationwide, together with creating awareness on division and disposal of e-waste properly. In connection with, the Company launched activities with Eco life Application to promote e-waste disposal and turn every waste into points, moreover collecting and redeeming points to premiums as specified therein as well as other activities throughout the year 2020.

**Question : Can AIS Issue AGM minutes to all shareholders within 15 days through TSD?**

Shareholder: MR. Basant Kumar Dugar

Regularly, the company prepares the minutes of the shareholders' meeting and submit a copy in relation thereof to relevant competent authorities (e.g. the Ministry of Commerce. The Stock Exchange of Thailand Including on the company's website and submit a copy of the minutes of the shareholders' meeting through), together with, disclose the copy through SETLINK or TSD issuer portal: a disclosure portal and system within 14 days from the date of the shareholders' meeting.

**Question : Should the Company's Article of Association be amended with respect to e-meeting requirement?**

Shareholder : Mr.Kittiyos Arphakietwong

As recommended by the Stock Exchange of Thailand, in case that the company does not have any prohibition on electronic conferencing specified in the Company's Articles of Association. The company could provide additional options in term of meeting arrangement through electronic media. Nonetheless, Articles of Association in relation thereto does not require amendment in accordance with the instructions of the Department of Business Development, dated 24 March

2020 which stated that if there were no restriction in convening electronic meeting, the company could organize an electronic meeting. Given the ongoing COVID-19 pandemic, the Company does not conduct the Annual General Shareholders' Meeting for the year 2020 through an electronic meeting. However, in order to prevent and reduce risks involved of virus transmission as well as facilitate shareholders by providing the special live broadcast for this 2020 Annual General Shareholders' Meeting.

**Question : Is there any possible free of charge in 2G/3G service fee due to monthly fee in relation thereto continued to contract?**

Shareholder : Mr.Kittiyos Arphakietwong

Given continuing technology advancement and development, pricing per unit (Data usage) continued to contract significantly owing to technology investment in consistent with economic of scale driven by demanding usage drastically increased. Further, 2G/3G subscribers contracted at slower pace due to an increase migration from 2G/3G to 4G system; however, the Company continued operating 2G/3G mobile network resulted in cost of service similarly to those occurred in the past. The Company therefore required collecting 2G/3G service fee so as to compensate cost burden in relation therein. In addition, 4G/5G network also supports 2G/3G network in term of network service and quality as well as lower pricing and cost saving management. In transitioning to new technology, the current technology would be terminated gradually for the propose of cost saving regarding capital network and frequency licensing.

**Question: Statistically, how much does it present in term of number of customer's complaints for incorrect billing? And how much in percentage that the customers received compensation thereto? According to the news, were there any billing of international call incurred without customers' usage? And Should I file this matter to competent authority?**

Shareholder : Mr.Kittiyos Arphakietwong

With respect to the Company's quality of service standards which comprised certain indicators; "Rate or customer's complaints in relation to billing incorrectness" is specified of not exceeding 0.3% per month; nonetheless, the Company's rate aforementioned of the Company were only 0.0085% per month.

In addition, the Company put in place data and privacy management and mechanisms particularly in telecommunication system with the highest quality standard in term of implementing as working procedures. In October 2019, there was the case derived from improper website that misleads or deceives consumers. Consequently, the company announced through the media to its customers to be more careful, relying on trustworthy website and sources, not forwarding any information that might be harmful or illegal, including suggesting proper guidelines and preventive mechanism.

**Question :**

With respect to e-waste disposal, AIS should provide marketing campaign or subsidy program in exchange for old mobile phones subject to the followings:

- 1) The device owner must be an AIS customer of more than (e.g. 5, 10,15...years)
- 2) The disposal shall buy a new device from AIS right away after old mobile phone exchanged.
- 3) The buying price of the old device is used for discount on the new device only. (Not in cash)
- 4) Providing similar condition in relation thereto for non-AIS customers.

Shareholder : Mr.Sethasak Aiemsamrit

AIS placed an emphasis on the importance of inappropriate disposal of e-waste that contribute to long-term negative impacts on Thais' quality of life and environment with impacts continually increasing. We proud as being part of e- waste disposal and management. AIS therefore launched "Thais without e-waste" program in 2020 so as to creating awareness of inappropriate disposal and dangers of e-waste. In addition, the Company provided collaboratively e-waste drop points at AIS shop, postal office, Central department stores and network partners of more than 1,806 drop points nationwide, together with launching Eco life Application to promote e-waste disposal and turn every waste into points, moreover collecting and redeeming points to premiums as specified therein as well as other activities throughout the year 2020.

**Question :**

1. Is there any adverse impact on the Company's operation arise from the legal disputes with greatly claimed amounts?
2. What is the Company's strategic direction for the 2020? Is there any change in relation thereto driven from COVID-19 outbreak?
3. Through upfront bearing great amount of investment in term of high 5G-spectrum cost with uncertainty of revenue generating. What is the direction for revenue generating from 5G spectrum whilst the Company continued to settling for incurred license installment of previously acquired frequencies on hand; how the Company manage to cover such expenses and remain profitability?
4. With global economic in downturn and high bad debt, How much in percent that the Company would manage cost saving in term of service and administration comparing with previous year due to telecom industry revenue contracted from previous year.

Shareholder : Mr.Wasan Phongbudhamont

1. Currently, the Company does not have any lawsuits that will affect significantly on the performance; however, the Legal Department of the Company considered comprehensively all risks involved and will set legal reserve appropriately.
2. The growing COVID-19 impact on economy is nonetheless likely to less pronounced to telecommunication business which is relatively resilient by nature in the economic downturn. Meanwhile, the middle and long term growth shall utilize and optimize digital technologies.  
In 2020, the Company continued focusing on strengthening core businesses in mobile phone business, together with expansion of Fixed Broadband business with coverage of 77 provinces particularly in areas with high demand usage. As the same time, the Company provided and strengthened capabilities of sales and technical department in order to cope with customers number continually increasing in addition to enterprise business and expansion particular in EDS, Cloud and data center.
3. In term of spectrum acquisition, AIS acquired more on its need in order to strengthen its leadership of industry and to differentiate products and services for consumers. The new spectrum will enable AIS to generate more revenue from value added services. During the early stage of 5G, the Company will capture high value customer with 5G service and uplift ARPU. Moreover, AIS shall provide value added services and raise service revenue with new technology e.g. virtual reality content via AR / VR technology. For corporate clients, 5G technology provides extensive services and enhance operation efficiency for various business and industry with specific use cases (i.e. wireless internet service, Video Analytic service, etc.) which could generate additional revenue for AIS.

The spectrum from the auction could provide services on any technology. AIS utilizes 2600 MHz to provide 4G services to serve continuously increasing demand for data usage, while currently 2600MHz has served approximately 20% of data usage on our network.

4. AIS continued optimizing on cost and expense saving ( e. g. network investment, marketing and administrative expenses) to maintain profitability. For 1H20, SG&A expense decreased -7.5% YoY mainly from -12% drop in marketing expense following lower marketing activities, and from -6% drop in Admin and other expense following staff cost control and saving from rental cost. Therefore, EBITDA for 1H20 still grow 1.8% YoY. Moreover, AIS has been implementing various digital and online technologies into business operations to enhance operation efficiency and cost saving in the future.