

No. AIS-CP 001/2026

26 January 2026

Subject: Clarification regarding unauthorized cross-border internet connectivity

To: President
The Stock Exchange of Thailand

Advanced Info Service Public Company Limited (the "Company") hereby provides clarification to the Stock Exchange of Thailand regarding the detection of unauthorized cross-border internet signal connections, arising from a customer's misuse of the Company's services in breach of the applicable service terms and conditions and in contravention of relevant laws.

The Company reaffirms its strict adherence to all applicable laws, rules, and regulations of the relevant government authorities, including those of the National Broadcasting and Telecommunications Commission (NBTC). Over the past period, the Company has been working closely and continuously with the relevant government agencies to monitor and review telecommunications network usage along border areas, as well as to regularly detect and surveil abnormal usage patterns on its network.

In addition, the Company has implemented proactive measures to prevent the misuse of its telecommunications network for unlawful activities. Such measures include the detection of fraudulent or simulated networks used by criminal groups, the enhancement of stringent identity verification processes linked to mobile numbers, and the implementation of robust registration and usage controls for corporate short message service (SMS) sender accounts.

With respect to the incident, Advanced Wireless Network Company Limited, a subsidiary of the Company, provided corporate internet services to the relevant customer. Upon verification that the customer had engaged in activities in violation of applicable laws and the service terms and conditions, the Company acted in accordance with the authorities' instructions to promptly suspend the relevant signal connections. Separately, the Company terminated the service agreements and filed complaints to pursue legal action in accordance with the applicable legal process.

The Company further confirms that its operations are in full compliance with the conditions of its telecommunications business operation licenses and all applicable laws and regulations. The incident has not had any impact on the Company's normal business operations or financial position.

The Company reaffirms its commitment to conducting its business with due regard to public safety and national security and cooperating fully with the relevant authorities to prevent the misuse of telecommunications networks for activities that may adversely affect public order or the security of the country.

Please be informed accordingly,

Respectfully yours,

- Signed -

(Mr. Pratthana Leelapanang)

Chief Executive Officer

Advanced Info Service Public Company Limited