



BE THE BEST WITH

ANNUAL REPORT 2023

(Form 56-1 One Report)

Advanced Info Service Public Company Limited

Digital
Intelligence
Infrastructure



Human Capital
& Sustainability



Cross Industries
Collaboration

ECOSYSTEM ECONOMY

DIGITAL INTELLIGENCE INFRASTRUCTURE



**INTELLIGENCE 5G
NETWORK COVERED**
~ 90% OF POPULATIONS

**FIBRE BROADBAND
NETWORK**
> 13.3 MILLION HOUSEHOLDS

**5G NETWORK AND
PLATFORMS
FOR INDUSTRIES**

CROSS-INDUSTRIES COLLABORATION

The background of the slide is a dark blue-green gradient. It is populated with a dense collage of small, rectangular images. These images represent various industries: retail shelves stocked with goods, food items like a bowl of soup and a drink, people in a shopping mall, a person with luggage, and various product displays. Overlaid on this collage are several bright green, glowing, wavy lines that suggest a flow of energy or data, connecting different parts of the collage and symbolizing cross-industry collaboration.

CONNECT AND COLLABORATE WITH ALL BUSINESS PARTNERS
TO DELIVER DISTINCTIVE CUSTOMER EXPERIENCE

HUMAN CAPITAL & SUSTAINABILITY



ELEVATE DIGITAL CAPABILITIES AND
CREATE THAILAND SUSTAINABLE DIGITAL ECOSYSTEM



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In case this Annual Report (Form 56-1 One Report) references information disclosed on the Company's website, the disclosed information shall be deemed to be part of form 56-1 One Report. The Board of Directors certifies the correctness and completeness of disclosed information and annual information disclosure in form 56-1 One Report.



Operating Highlight

AIS, as Cognitive Tech-Co, with over 45 million subscribers.

Committed to deliver best in class digital experience through four core services.

Mobile Communication Service

 **N0.1** The Best Network
in Thailand
Verified by OOKLA

Subscriber market
share **46%**

with over
45 M
subscribers

5G
5G subscribers
Over 9.2
million



International Roaming
covered more than 240
countries worldwide

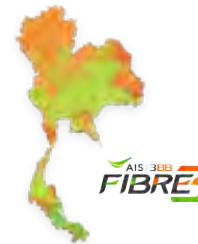
Service coverage of

nearly **90%**
the population
nationwide



Fixed Broadband Service

**Successful
3BB Acquisition**



Largest fiber optics cable
with coverage more than
13.3 million
Households
nationwide

Subscriber
market share **46%**
With over 4.7 million
Households

Enterprise Services



Network Solution
to support business connectivity

Business Cloud

Connect business opportunity
to provide flexibility and
seamless operations



AIS Paragon Platform
Integrated platform for solution
development with 5G technology

เติบโต อุ่นใจ ไปด้วยกัน



Digital Services

Video Platform 
Premium Entertainment Service

including Movies, Series, Sport, and Cartoon



Streaming content
Integrated top International and
Asia streaming applications



Gaming Platform
Services for gamers
both for Game top-up
and cloud gaming



Insurance

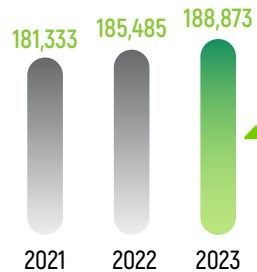
Insurance brokerage
covering tourism, accident,
health, and life insurances



Vehicle insurance,
tracking with IoT solutions



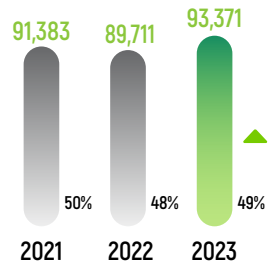
Financial Highlight



Total Revenue

188,873 [Bt mn]

Improved organic growth in all core services, and consolidation of TTTBB performance.

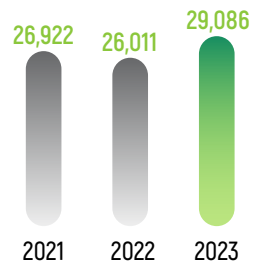


EBITDA and Margin

93,371 [Bt mn, %]

Increased from core service revenue and the positive contribution from TTTBB consolidation.

*EBITDA has been restated since 2021



Net Profit and Margin

29,086 [Bt mn, %]

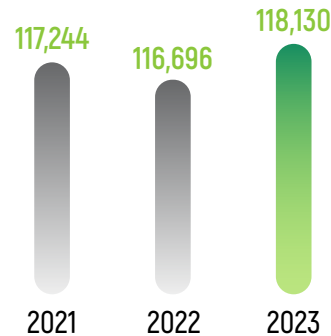
Growth was driven by top-line improvement and cost controls.



Mobile Revenue

▲ 1.2%

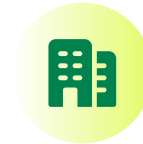
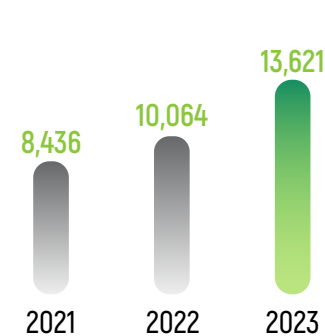
[Bt mn]



Fixed broadband Revenue

▲ 35%

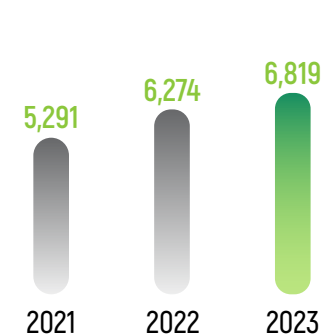
[Bt mn]



Enterprise & Other Revenue

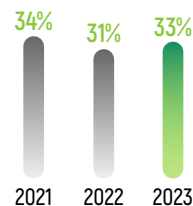
▲ 8.7%

[Bt mn]



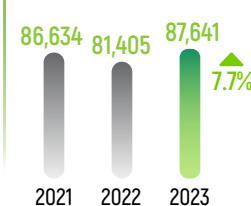
Return on Equity [%]

Increased as a result of profit enhancement, surpassing the industry's average ROE.



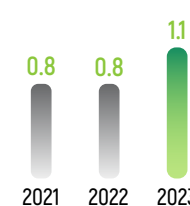
Operating Cash Flow [Bt mn]

Robust cash flow generation to support network investment.



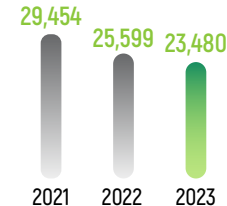
Net Debt to EBITDA [times]

Strong financial flexibility for future growth.



Free Cash Flow [Bt mn]

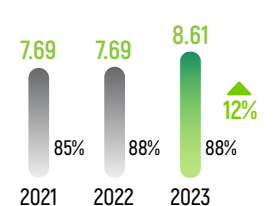
Healthy free cash flow to deliver sustainable return to all stakeholders.



Dividend Payment

[Bt/share, dividend payout ratio]

Maintained payout ratio at least 70% of consolidate net profit.





Sustainability Highlight

"Thriving in a greener and inclusive digital world"

Drive Digital Economy

of revenue generated from
new digital services

4.1% 



Enhancing cybersecurity system
with the

Zero-Trust Model



Certification in personal
data protection standards



AIS Academy's knowledge management system
achieved **ISO 30401:2018 certification**

AIS Academy provides training and conducting
digital knowledge assessments for

1,141 Employees

Over **85%** passing the assessment criteria



Promote Digital Inclusion

Improving the
socio-economic
condition of

2.57 M
People

Expanding 5G network
to cover nearly

90%
to the total population

Expanding AUNJAI CYBER Project,
enhancing digital technology skills,
and building cybersecurity awareness for

 **322,000**
People

Creating the
Thailand Cyber Wellness Index (TCWI)
as a standard to build
the digital citizenship for Thais



Act on Climate

Reducing GHG emissions by

30,327 tCO₂e

Total alternative energy

at **8,835 sites**



Transforming the operation
into **HUB of E-waste**,
Thailand's pioneering smart
e-waste management hub



Collaboration with a network of
190 organizations
and expanding e-waste drop points to
over **2,500** locations nationwide



Corporate Governance Highlight

Board Effectiveness



The Chairman of the Board of Directors
and Chief Executive Officer
are not the same person



The Chairman of the Board of Director is an
Independent Director

All board members

≤ **5**

Mandates

Other external directorships
in publicly listed companies

None of the executive directors
has directorships in other public
listed companies



5.1

Years
**Average
tenure**



Board Composition

Members of The Board of Directors



11
Directors

4 Independent Directors or 36%

All 3 directors of the Audit & Risk
Committee is independent and
holds Directorships not exceeding

9
Years

10
non-Executive
Directors or

82%



2
Female
Directors or

18%



Meeting, Evaluation and Appointment of the Board

Numbers of Board
meetings in 2023

8
Times



96.6%

**Total attendance
percentage**

All members comply with
the minimum attendance
requirement of 75%

1/3



of directors have
a rotation annually

Director election

in Annual General Meeting is based on an

individual basis

The annual performance evaluation

is conducted for an **individual**
and on a **group basis**,
and the evaluation result is disclosed.

The evaluation by an independent
counselor is conducted every **3 years**.





Message from the Chairman and CEO

“AIS places greatest importance to all groups of customers alongside transforming the organization towards a Cognitive Tech-Co aiming to mutually grow with all sectors in line with the principles of Ecosystem Economy and drive a sustainable future for Thailand”

Dear Shareholders,

Amid economic challenges that elevated the importance of digital technology, AIS progresses forward with continuous organizational development guided by the principles of Ecosystem Economy.

Over the past 3-4 years, The global socio-economic landscape has presented formidable challenges including the COVID-19 pandemic, volatile financial situation, extreme climate change, and geopolitical conflicts in multiple regions. These occurrences and instabilities are expected to escalate, posing increasingly unpredictable challenges in the future.

The evolving changes have inevitably made digital technology an indispensable component across all sectors. Its significance will extend to daily life, learning, and in particularly in the seamless integration of artificial intelligence (AI) into business processes. It is crucial to enhance process efficiency, boosting accuracy and speed, and empowering businesses to thrive amidst both internal and external fluctuations.

Last year, as a Cognitive Tech-Co, AIS prioritized organizational development in all dimensions to provide exceptional service quality to all customer segments. We delivered a net profit of 29,086 million baht, growing 12% YoY, and a dividend payment of 25,608 million baht, representing a payout rate of 88% for 2023. Throughout the journey, we have operated with a commitment to foster growth in collaboration with our business partners and propel Thailand towards a sustainable nation in accordance with the principles of Ecosystem Economy grounded on the following three components:



Strengthen the digital intelligence infrastructure to facilitate the expansion of digital capabilities across Thai society

Over the course of 34 years, AIS has played a pivotal role in advancing digital infrastructure in Thailand, addressing the growth of digital technology, creating business opportunities, enhancing competitive advantages, and contributing to the country's economic growth.

In 2023, with an investment of 41 billion baht, AIS strengthened the digital infrastructure for Thailand in various areas. Examples include the following:

- **Expansion of 5G intelligent network** and reached nearly 90% of Thai population by the end of 2023 to accommodate the exponential growth of 5G users, reaching to 9.2 million subscribers. This expansion included investment in private network and 5G ecosystem, aiming to enhance business efficiency and to support application of 5G technology in the industrial sector.
- **Cooperation with NT** to expand 5G network on the 700 MHz frequency band, of which NT holds a license. Under the contract, AIS is scheduled to deliver 13,500 base stations nationwide within two years and provide the rental of these base stations for the use of their 700 MHz frequency band for 13 years. This cooperation adheres to the principle of infrastructure sharing where joint investments in digital infrastructure are made to efficiently utilizing the spectrum. The goal is to ensure the maximum benefits derived from this valuable national resource for Thai society.
- **Communication platform as a service** that integrates multiple communication channels including voice, message, and video on one single platform. This enables customer to achieve cost efficiency while enhancing communication agility and flexibility.

Another achievement in 2023 was the acquisition of Triple T Broadband Public Company Limited and a 19% stake in Jasmin Broadband Internet Infrastructure Fund (JASIF), which consolidated AIS' digital infrastructure and enabled our fixed broadband network to cover 923 districts across the country and reach over 13.3 million households. These efforts have

provided greater opportunities for Thai people, especially those in remote areas, to access high-speed internet services, digital services and other privileges from AIS.

Fostering cross-industry collaboration to enhance the digital ecosystem and provide optimal privileges for customers

AIS places importance on cultivating collaboration with strong business partners across diverse industries, distinguishing AIS products and services from those offered by other providers. This has also secured AIS a competitive edge in sourcing an extensive array of products and services to cater to the requirements of diverse customer groups. The collaboration with clients through the provision of technological and digital solutions, help preparing them for digital transformation and foster mutual growth between AIS and the business sector.

To enhance the value for over 45 million subscribers, AIS is dedicated to strengthening connections while creating values through our robust Point and Privilege Ecosystem. Last year, AIS collaborated with business partners to diversify and expand the ecosystem. The initiatives include broadening point redemption channels to encompass over 30,000 leading stores and 500,000 Tung Ngern retail shops nationwide. A dedicated point platform was also introduced, facilitating a seamless transfer of partner points to AIS Points, providing customers with flexibility in engaging with the AIS Point and Privilege Ecosystem. The move ensures that AIS deliver optimal benefits and privileges to both our customers and business partners.

Conducting business responsibly to propel Thailand towards a sustainable nation

AIS acknowledges the urgency of addressing climate change and is dedicated to incorporating sustainability into its business practices. The adoption of the Green Network concept to our operations emphasizes

environmental stewardship through initiatives such as efficient energy usage, reliance on renewable energy, and support for digitalization. Over the years, AIS efforts have led to a significant reduction of 162,878 tonnes of greenhouse gas emissions annually, equivalent to planting 17 million trees. In addition, we have partnered with Gulf Energy Development to install solar panels on 4,500 base stations, aiming to boost future renewable energy consumption.

As a prominent digital technology services provider in Thailand, AIS is actively advancing the development of the Thai population's digital capabilities. This includes the creation of assessment and evaluation tools embedded in the Thailand Cyber Wellness Index, a collaborative effort between AIS and a consortium of leading organizations from both government and private sectors. The Index serves as a benchmark for assessing skills related to knowledge and use of digital technology. Additionally, AIS offers a platform and online learning course named "Academy for Thais" aimed at enhancing crucial digital skills for all Thai individuals. We envision that improving digital skills and promoting safe and responsible technology usage will contribute to Thailand's economic and social development, fostering a higher quality of life for Thai people to the fullest potential.

AIS firmly believes that embracing to the principles of the Ecosystem Economy and adopting a customer-centric approach is a crucial strategy for fostering our robust growth. This commitment not only aims to maximize benefits for all stakeholders but also propels Thailand's journey towards a sustainable nation.

Warm regards,

(Mr. Kan Trakulhoon)

Chairman of the Board of Directors

(Mr. Somchai Lertsutiwong)

Chief Executive Officer



The Audit and Risk Committee Report 2023

To the Shareholders of Advanced Info Service Public Company Limited

The Audit and Risk Committee of Advanced Info Service Public Company Limited comprises 3 independent directors with combined skills and expertise. All members possess adequate qualifications as prescribed in the Charter of the Audit and Risk Committee, prepared in accordance with the guidance and the regulations of the Stock Exchange of Thailand and the Capital Market Supervisory Board. The Audit and Risk Committee held 12 meetings in 2023 to review relevant matters. Its members and meeting attendance are as follows:

1. Mr. Krairit Euchukanonchai Chairman of the Audit and Risk Committee attended 12/12 meetings
2. Mr. Gerardo C. Ablaza, Jr. Member of the Audit and Risk Committee attended 11/12 meetings
3. Mr. Predee Daochai Member of the Audit and Risk Committee attended 12/12 meetings

Mr. Amnuay Uthairungsri, the Company's Acting Head of Internal Audit, acts as Secretary to the Audit and Risk Committee.

In 2023, the Audit and Risk Committee has carried out its duties independently within the scope specified in the Charter of the Audit and Risk Committee as summarized below:

1. **Financial Report:** The Audit and Risk Committee has reviewed the quarterly and annual separate and consolidated financial statements of the Group for 2023, including the disclosure in the notes to the financial statements. The Audit and Risk Committee has also discussed significant matters with the external auditor and Management and has received statements from the external auditor and Management to ensure that the preparation of the Company's financial reports including the disclosure in the notes to the annual financial statement for 2023 is conducted in accordance with financial reporting standards

and with adequate disclosure of information. As a result, the Audit and Risk Committee has concurred on the financial statements that the auditor has reviewed, audited, and issued an unqualified opinion. In addition, the Audit and Risk Committee held a private meeting with the external auditor without the participation of Management to discuss independently on how the external auditor obtained information, independence in performing duties, and recommendations for the internal controls over financial reports. For the year 2023, the external auditor did not have any remark.

2. **Connected Transactions or Transactions that May Conflict with the Company's Interests:** The Audit and Risk Committee has reviewed connected transactions or any transactions that may conflict with the Company's interests and concluded that such transactions were reasonable. In addition, such transactions were disclosed to the Stock Exchange of Thailand in accordance with the relevant regulations.
3. **Legality:** The Audit and Risk Committee has reviewed the work of the Corporate Compliance Department and the Legal Department to ensure that the Company has put in place adequate controls to ensure that operations comply with the applicable laws and regulations of the Securities and Exchange Commission, the Stock Exchange of Thailand, the National Broadcasting and Telecommunications Commission, Bank of Thailand, and other laws applicable to the Company's business operations, as well as business obligations with third-party agreements. The Audit and Risk Committee has continuously followed up on significant disputes and ensure material information was disclosed in the notes to the financial statements.
4. **Internal Control System and Internal Audit:** The Audit and Risk Committee has reviewed the effectiveness and adequacy of the internal

control system from the internal audit reports presented in 2023. The Audit and Risk Committee has consistently considered and monitored results pertaining to the recommendations addressed in the internal audit and external audit reports to acknowledge root causes and provide suggestions to Management to prevent potential loss that may adversely affect the Company and prevent recurrence of deficiencies, especially those related to cybersecurity. In addition, the Audit and Risk Committee has assessed the sufficiency of the Company's internal control systems using the Securities and Exchange Commission's recommended evaluation form, for which Management prepared accompanying documents as evidence of internal control activities. The Audit and Risk Committee has also reviewed internal audit activities, revisited the Internal Audit Charter, approved the annual internal audit plan for 2024, and considered the internal audit performance for 2023 to ensure that the internal audit activity has been performed with objectivity and independence with adequate resources to achieve audit plan, as well as in accordance with the Institute of Internal Auditors' International Standards for the Professional Practices of Internal Auditing, including Code of Ethics.

The Audit and Risk Committee concluded that the Company has implemented adequate internal controls for its business operations. There are no significant deficiencies that would cause a material impact on the Company's financial reports for which is in line with the external auditor's opinion. Furthermore, the Audit and Risk Committee concluded that the Company's internal audit has been carried out appropriately, effectively, and independently.

5. **Review and Oversight of Risk Management:** In 2023, the Audit and Risk Committee held another 4 meetings with executives from the Risk Management Committee to review the appropriateness of risk



assessment, risk control, risk monitoring, and risk reporting. The Audit and Risk Committee concluded that the Company has the appropriate risk management system facilitating the efficient and effective business operations.

6. Review of Fraud Investigation: The Audit and Risk Committee has reviewed and overseen the Company's adherence to the Fraud and/or Misconduct Reporting and Whistleblower Protection Policy, which covers reviewing complaints and investigation results according to the Company's processes, including the efficiency of the whistle-blowing channels. Most complaints were due to non-compliance with the Company's Code of Business Ethics and work rules, but with no material loss. Complaints submitted were taken into consideration for establishing preventive measures.

7. Nomination and Appointment of the External Auditor and the Annual Audit Fee: The Audit and Risk Committee took into consideration the nomination and appointment of the external auditor and the annual audit fee for 2024 based on the assessment of qualification, competency, experience, performance, and independence in auditing, as well as the appropriateness of the audit fee and non-audit services offered by the same audit firm to ensure its independence. After careful consideration, the Audit and Risk Committee therefore proposed to the Board of Directors to seek approval to appoint the external auditor from KPMG Phoomchai Audit Company Limited as the external auditor for the year 2024 at the Shareholder Meeting.

8. Duties and Responsibilities of the Audit and Risk Committee: The Audit and Risk Committee has undertaken an annual self-assessment for 2023, both individually and in group, in accordance with the Stock Exchange of Thailand's criteria. The result demonstrated that the composition and qualifications of the Audit and Risk Committee are appropriate, and the Audit and Risk Committee has appropriately carried out its duties and responsibilities in accordance with the Charter of the Audit and Risk Committee. The Audit and Risk Committee has

also revisited the Charter of the Audit and Risk Committee on an annual basis, taking into account best practices and compliance with regulations prescribed by the Capital Market Supervisory Board and the Stock Exchange of Thailand.

In conclusion, the Audit and Risk Committee has carried out its duties according to the responsibilities delegated by the Board of Directors, with expertise and due professional care. In addition, the Audit and Risk Committee has demonstrated independence in performing its duties and has full access to all pertinent information from management, employees and associated parties. The Audit and Risk Committee has also provided opinions and recommendations for continuously improving governance, risk management, and internal control system to be appropriate, adequate, and effective for all stakeholders' interest.

On behalf of the Audit and Risk Committee

(Mr. Krairit Euchukanonchai)

Chairman of the Audit and Risk Committee



Nomination and Compensation Committee Report

The Nomination and Compensation Committee (NCC) consists of three (3) members namely: Khun Kan Trakulhoon as Chairman, Khun Sarath Ratanavadi, and Khun Jeann Low Ngai Jong as members.

In 2023, The NCC had three (3) meetings of which all members attended. The performance summaries for the year 2023 are described as follows:

1. Compliance and Corporate Governance Policy Review

In 2023, the committee considered and concurred the restructuring of executive committee to support management in achieving their business objectives and proposed to the board of directors for approval.

2. Policy and Criteria Formulation on Directors' Nomination

The committee invited shareholders to propose candidate(s) to be nominated as a director during 1st October – 31st December 2023 so as to take them into consideration in connection with the nomination of directors together with the recommendations from other sources. The nomination process shall be considered by referring to the board skill matrix before proposing the qualified candidates to the board of directors and shareholders for consideration.

3. Compensation

• Directors' Compensation

The committee considered and concurred with the directors' compensation schemes based on his/her performance including the study and analysis of benchmarking with other listed companies in the same industry and other similar-sized companies which could attract and retain highly qualified directors to the Company.

• Top Executives and Employees' Compensation

The committee considered and concurred with the principle of top executives and employees' compensation basing on individual performance to achieve the company's goal and the benchmarking with other leading companies with the same size and/or within the same industry.

4. Leadership Development The committee promotes the development of executives' capabilities of the Company so as to lead its telecom business which has been facing the rising competition, the disruptive technological evolvement and the rapid change in consumer behavior. The committee has encouraged our executives and employees to learn and study from various sources both inside and outside the organization with a view to enhancing managerial capability and prepare our human capital to handle new challenges on a regular basis.

5. Executive Succession Plan The committee determined executive succession plan and strategies in all aspects comprehensively and transparently in order to manage risk mitigation from loss of key positions in the company by considering the succession plan before proposing to the board of directors for consideration.

(Mr. Kan Trakulhoon)

Chairman of Nomination and Compensation Committee



Sustainable Development Committee Report

The Sustainable Development Committee comprises four members: Chairman Kan Trakulhoon and members Yupapin Wangviwat, Arthur Lang Tao Yih, and Somchai Lertsutiwong.

In 2023, the Sustainable Development Committee met three times with all members present and performed their duties according to the scope of roles and responsibilities prescribed in the charter. Material actions carried out by the committee were as follows:

Implementation in accordance with the sustainable development policy, strategies, and targets

Monitored AIS sustainable development performance to ensure its alignment with the established targets by considering the 2022 Sustainability Report and the proper disclosure of sustainability information in line with the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB).

Acknowledged the assessment results of the greenhouse gas emissions scope 3 throughout the Company's business value chain from upstream to downstream operations and recognized the plan to reduce greenhouse gas emissions scope 3 in cooperation with the business partners in pursuit of reaching the targets.

Acknowledged the performance regarding the appropriate and safe use of internet and social media. One key development was the creation of Thailand Cyber Wellness Index (TCWI), which is divided into 3 levels (improvement, basic, and advanced levels) and covers the digital usage behaviors of Thai people in 7 areas. TCWI will be used as the measure of Thai people's digital skills to develop them into digital citizens.

Acknowledged risk assessment results regarding human rights which covered all groups of stakeholders and the vulnerable that might be impacted. It was found that the top 3 human rights risks were occupational health and safety of the business partners, customers' personal data, and business partners' personal data. The Company has set forth measures to manage risks along with remedial measures.

Providing advisory and guidance in undertaking sustainable development practices

Acknowledged and approved the priorities given to the sustainability index in different areas to allocate appropriate resources as well as approved the sustainability plan that focuses on driving sustainability initiatives. Also included was the development of sustainability disclosure that covers every dimension with transparency and verifiable.

Acknowledged the assessment results regarding information disclosure on the environment, society, and governance (ESG) to identify the areas for improvement. A plan has been put in place to develop multiple aspects such as a plan to achieve net zero emissions, biodiversity strategy, and employee engagement.

(Mr. Kan Trakulhoon)

Chairman of the Sustainable Development Committee



Executive Committee Report

The Executive Committee comprises of seven (7) highly experienced members namely Mr. Sarath Ratanavadi as Chairman, Mr. Arthur Lang Tao Yih, Mr. Somchai Lertsutiwong, Ms. Jeann Low Ngai Jong, Ms. Yupapin Wangiwat, Mr. Smith Banomyong and Mr. Mark Chong Chin Kok as members.

In 2023, the Executive Committee held a total of eight (8) meetings and performed its duties in accordance with the authorities and responsibilities in its Charter. The summary of the Executive Committee's performance for the year 2023 are substantially as follows:

1. Formulated the Company's strategic direction, management structure, and annual business plan and budget and proposed to the Board of Directors;
2. Monitored the financial and operational performance of the Company and reported to the Board of Directors;
3. Reviewed and made recommendation to the Board of Directors regarding the dividend policy;
4. Identified and evaluated new business opportunities and proposed to the Board of Directors for consideration;
5. Reviewed and approved all business transactions (e.g., investments) in accordance with the approval authority granted by the Board of Directors; and
6. Reviewed all other matters to be proposed to the Board of Directors for approval except those already been considered by the other board committees pursuant to the approval authority.

(Mr. Sarath Ratanavadi)
Chairman of Executive Committee



Business and Performance



VISION

TO BECOME THE MOST-ADMIRED “COGNITIVE TECH-CO” IN THAILAND



ON CONCEPT OF

The Ecosystem Economy through the following three components:

- Digital Intelligence Infrastructure
- Cross Industries Collaboration
- Human Capital & Sustainability



Business Overview

With a record of over 33 years of providing telecommunication infrastructure to Thai society, started in 1990 under collaborative contract or concessionaires, AIS was granted the right to utilize state frequencies under the 25-year Built-Transfer-Operate (BTO) agreement. In 2010, the National Broadcasting and Telecommunications Commission (NBTC) was established as the government agency regulating broadcasting and telecommunication, and tasked to grant the spectrum licenses. The licensing scheme was a major turning point for the telecommunications industry in Thailand that helps support fair competition and developments of new technologies.

AIS is committed to its vision of **“To become the most admired COGNITIVE TECH-CO in Thailand”** The vision stood on the concept of the ecosystem economy through the following three components:

- **Digital Intelligence Infrastructure:** By creating solid digital infrastructure comprising of 5G network, broadband internet, and 5G platforms for various industries.
- **Cross Industries Collaboration:** By promoting connectivity and collaboration with all businesses partners to deliver a diverse range of solutions suiting the customers' needs.
- **Human Capital & Sustainability:** By committing to enhance the digital capability of the Thais through educational platforms to implant necessary digital skills and cyber immunity, which creates a sustainable digital ecosystem in the Thai society.






As a Cognitive Tech-Co, AIS pledges to deliver best-in-class digital experience through its four core services;



 **Mobile Communication Service**

under "AIS" brand provides a monthly subscription service, top-up service as well as roaming with network partners in over 240 destinations worldwide with 4G and 5G technology for individuals, SMEs, and Corporates.




 **Fixed Broadband Service**


provides high-speed internet service to households and businesses under the "AIS Fibre3" and "3BB Fibre3" brands.



 **Enterprise Business Service**

provides digital solutions to the business sector under the "AIS Business" brand, encompassing connectivity services such as EDS and technological solutions such as cloud, data center, and ICT solutions to all sizes of enterprise customers



 **Digital Service**

involves new services focusing on building values leveraging on AIS telecommunication services to serve as a new revenue source in the medium to long term in line with the changing digital consumer behavior.

In 2023, AIS's total assets were valued at Baht 454,439 million with a market capitalization of Baht 645,404 million, ranked 4th on the Stock Exchange of Thailand.



Maintaining the Strengths in the Mobile Services

AIS provides quality mobile telecommunication services on 4G and 5G networks under the telecommunications spectrum licenses granted by the NBTC, and through a partnership agreement with National Telecom Public Company Limited (NT). At present, AIS holds a total of 1,460 MHz spectrum bandwidth, comprising low-bandwidth (Frequency 700MHz and 900MHz), mid-bandwidth (1800MHz, 2100MHz, and 2600MHz), and high-bandwidth (26 GHz) catering to all connectivity requirements from both consumers and industry. Currently AIS' 4G network covers 98% of Thailand's population across 77 provinces nationwide. AIS' 5G network has continued to expand since 2020, and presently reaches nearly 90% of population coverage, including more than 99% of those in Bangkok and the Eastern Economic Corridor (EEC), in accordance with the 2600 MHz license conditions stipulated by the NBTC.

As of the end of 2023, AIS retained its position as the leading mobile operator in Thailand with a revenue market share of 49%, a total subscriber of 44.6 million nationwide, and a 5G customer base of 9.2 million. The mobile communication service revenue accounted for 85% of core service revenue.

Revenue Market Share in

2023



Subscriber Market Share in

2023



Broadband Subscriber Market Share in

2023



"Other broadband home internet providers include TRUE, and NT"

A market Leader in Fixed Broadband industry after 3BB acquisition

In 2015, AIS started its fixed broadband business under the "AIS Fibre" brand, leveraging on the fiber optic network used in mobile communication services. The move allowed AIS to scale up the service coverage rapidly and fully on fiber optic technology. With the outstanding service quality especially on a swift problem-solving capability, and the convergence strategy combining with mobile and content services, AIS Fibre's has exhibited a solid growth in both subscribers and revenues for the past eight years.

In 2023, AWN, a subsidiary of AIS*, acquired Triple T Broadband Public Company Limited, the provider of fixed broadband internet under "3BB" brand with 2.3 million users and owner of the nationwide fiber optic network for home internet especially in the remote areas. The acquisition strengthens AIS rapid expansion of the broadband business with the combined network access to over 13.3 million households. The deal resulted in AIS' fixed broadband business revenue contributing to 9.8% of its core service revenue (46 days of revenue from Triple T Broadband was recognized), and now has a 46% subscriber market share with a total 4.7 million users.

*AIS holds a 99% stake.

Generating New Sources of Revenue from the Enterprise Business

AIS has provided services to enterprise clients under the "AIS Business" brand, building on the provision of mobile communication service and internet broadband service for corporates. After the takeover of CS Loxinfo Public Company Limited in 2018, AIS has expanded the scope of its service to technologies and digital solutions including cloud, data center, and ICT solutions. The scope also extends to communication connectivity services such as network management service, communication platform, 5G for business, and specific digital solutions for business to enable enterprise customers from large companies to SMEs to adopt technology in into their organizations to uplift the digital capabilities, increase competitiveness, and achieve sustainable business operations. The effort also serves as providing a new revenue stream for AIS.

In 2023, the revenue from the Enterprise Business (excluding mobile communication) accounted for 4.2% of the core service revenue. AIS



focuses its services to targeted industries alongside its efforts in enhancing employees' expertise and knowledge to serve the customers' specific needs. At present, the focused industries comprise manufacturing, property, transportation and logistics, and retail.

Building on Core Businesses with Digital Services

AIS adopts Ecosystem Economy principle by building collaborations with commercial partners for mutual growth to offer digital services which involve a diverse range of digital technology incorporated services encompassing networks, service platforms, and digital solutions to create digital experience for all groups of customers. The digital service focuses on three areas: video platform, mobile money transaction service, and other platforms such as insurance broker, gaming platform, and digital advertisements. The digital service is expected to play a key role in strengthening relationships between AIS and its customers and generating a new revenue source for AIS in the future apart from revenue from data connection and mobile internet fees. It also enables AIS to become an integrated service provider by converging its four core services together.

Operating Under Licenses Regulated by the NBTC

Most AIS' businesses, particularly the mobile communication and fixed broadband businesses, operate under the regulation of the National

Broadcast and Telecom Commission (NBTC), which is the regulatory authority formed in accordance with the Frequency Allocation Act 2010. AIS, through subsidiaries, was granted a telecommunications business licenses, including 26 GHz, 2600, 2100, 1800, 900, and 700 MHz spectrum licenses with an average license life of 15 years. At the end of the spectrum license, NBTC will redistribute a spectrum license through an auction.

AIS is obligated to pay the license fees, Universal Service Obligation (USO) fees, and numbering fees to the NBTC amounting to around 4% of core service revenue per year.

Driving Business in Accordance with Sustainability Concept

As a digital technology service provider that operates and has played a vital role in driving Thai economy and providing opportunities for Thais through access to information connectivity, AIS has realized the importance of sustainable business operations which can bring a robust long-term growth withstanding the fast-changing global context. With this, AIS takes on leading the Thai society towards mutual growth with sustainability principle in the era of digital economy. To achieve the long-term sustainable business operations, AIS has established a sustainable development framework comprising three aspects: drive digital economy, promote digital inclusion, and act on climate with concern for all stakeholders to create economic, social, and environmental values as well as to support developments in every sector, enabling them to grow together sustainably.

More details can be found on the sustainability section page 61



Key Developments over the Past Three Years

2023

Acquired Triple T Broadband Public Company Limited and a 19% stake in Jasmin Broadband Internet Infrastructure Fund (JASIF). The merger was completed on November 15, 2023, placing AIS as a leader in fixed broadband internet service with 4.7 million subscribers nationwide and the network access to over 13.3 million households.



Transferred a 15-year license in the 700 MHz frequency band (2x5 MHz) from National Telecom Public Company Limited (NT) in October 2023. This license was granted since 2021 and shall expire on March 31, 2036. The 700 MHz will enable AIS expansion of the 5G network to efficiently cover suburban areas and in high-rise buildings, and to increase network capacity to accommodate the genuine growth of 5G usages.



Entered into contractual agreements with National Telecom Public Company Limited (NT) for a network equipment rental on NT's 700 MHz spectrum to AIS by constructing a total number of 13,500 base stations across the country. AIS' subsidiary, is also obliged to provide roaming service for NT for 13 years in exchange for the rental and roaming fees from NT as specified in the contract.

Received Microsoft Best Partner of the Year 2023 award for the second consecutive year and was the only award recipient in Thailand. Microsoft presented the award to its world-class partners that successfully delivered distinguish innovative services based on Microsoft technologies to customers. The award was selected from Microsoft's 3,900 partners in over 100 countries across the world.



Entered into a cooperative agreement with the Federation of Thai Industries with the goal to support the operations of small and medium-sized manufacturing enterprises to develop new capabilities, reduce operating cost, and enhance efficiency of production processes and machinery. This encompasses the areas of precision enhancement, analytics, measurements, and monitoring using IoT technology enhanced with AIS 5G Manufacturing Platform solutions on the Paragon Platform.



Remark: JASIF has been renamed to 3BB Internet Infrastructure Fund (3BBIF) on 20 February 2024.



Signed an MOU between AIS and PTTGC to jointly build model organizations committed to conducting business sustainably. The goals would be achieved through the intelligence network capabilities coupled with green technological solutions to tackle environmental issues in a holistic manner. This is to mutually grow the business sustainably along with sustaining the environment and society as good corporate citizens.



Joined forces with Gulf and Singtel to push forward the construction of a 20MW-data Center in Samut Prakan under a joint venture company named GSA Data Center Co.,Ltd (GSA). The new data center is designed to use clean energy, efficiently managed energy, and feature a data storage system with the highest security to address the needs of corporate clients and cloud service providers both locally and overseas. It is scheduled to begin operating commercially in 2025.



2022

Signed an MOU with NCS Telco+ to support digital transformation in Thailand. For its part, NCS supported AIS' digital transformation efforts through synergistic collaboration in such technologies as 5G, IoT, Cloud, and Cyber Security which complemented AIS' strengths as the leader in the country's digital infrastructure and enhanced the Company's capabilities to support organizations in Thailand to materialize their commitments toward digital transformation.



Entered into a strategic collaboration agreement with ZTE to build an advanced 5G network through the A-Z Center to elevate the Company to an intelligent telecommunications organization. The objectives were to raise quality and deliver excellent service experience to customers. The agreement also aimed to develop innovations to put Thailand at the forefront of the digital economy through cooperation in three areas: 1) developing 5G innovations in infrastructure and solutions, 2) upgrading 5G network to an intelligent digital network through big data processing and AI, and 3) expanding 5G capabilities to elevate the industrial sector.



Received Microsoft Best Partner of the Year 2022 award, presented by Microsoft to its world-class partners that successfully delivered class-above innovative services based on Microsoft technologies to customers. The award was selected from Microsoft's 3,900 partners in over 100 countries worldwide.



Purchased shares in three startups from Intouch to enhance AIS' business potential in providing digital services to customers. This helped expand and consolidated AIS' core business in line with the Company's business direction to become a digital life service provider.

Established a subsidiary, AIS DC Venture Co.,Ltd, and entered into a joint development agreement of a data center business with Gulf Energy Development Public Company (GULF) and Singapore Telecommunications Limited (Singtel) to keep pace with growth and accommodate the needs for digital infrastructure in Thailand.



Joined hands with SCG and Huawei as well as incorporated the expertise of the two partners, Yutong and Waytous, to develop an unmanned system for logistics applications over an intelligent 5G network (private network) to operate electric engine trucks transporting raw materials to the factories in the SCG industrial estate in Saraburi according to the route planning. The move aligned with the efforts to develop future industry using digital technologies along with contributing to environmental sustainability.



Launched AIS CloudX, an intelligent cloud ecosystem, that allows businesses to develop cloud infrastructure as well as applications and solutions requiring high-speed processing for mission critical tasks and those demanding low latency. The Company also teamed with VMware as Southeast Asia's first provider of a sovereign cloud service to ensure maximum security standards while reducing costs and complexity in system design. The service enables the business sector to achieve digital transformation in pursuit of potential enhancement and business agility and to cope with unpredictable changes that may arise.



2021

Granted licenses in the 700 MHz frequency band (2X10 MHz and 2X5 MHz in width) from NBTC in January 2021, and April 2021, respectively for a term of 15 years. The 700 MHz is the standard frequency range for a low-band 5G marked with better coverage, enabling AIS to expand its 5G network to cover wide areas.



Obtained a license in the 26 GHz frequency band (1200 MHz in width) in February 2021 for a 15-year term. This millimeter-wave band meets the capacity requirements of the 5G network and allows for a high speed data transfer rate of gigabits per second (Gbps), which is vital for various applications that require high-speed and stable data rates with a low latency of 1 millisecond.



Partnered with Microsoft (Thailand) Limited to develop and provide cloud services in three key areas: 1. Driving digital solutions by promoting the use of cloud service solution 2. Upgrading AIS employees' digital skills by equipping them with Microsoft's in-depth digital technology skills, and 3. Developing innovations for businesses, using efficient solutions appropriate for each type of business.



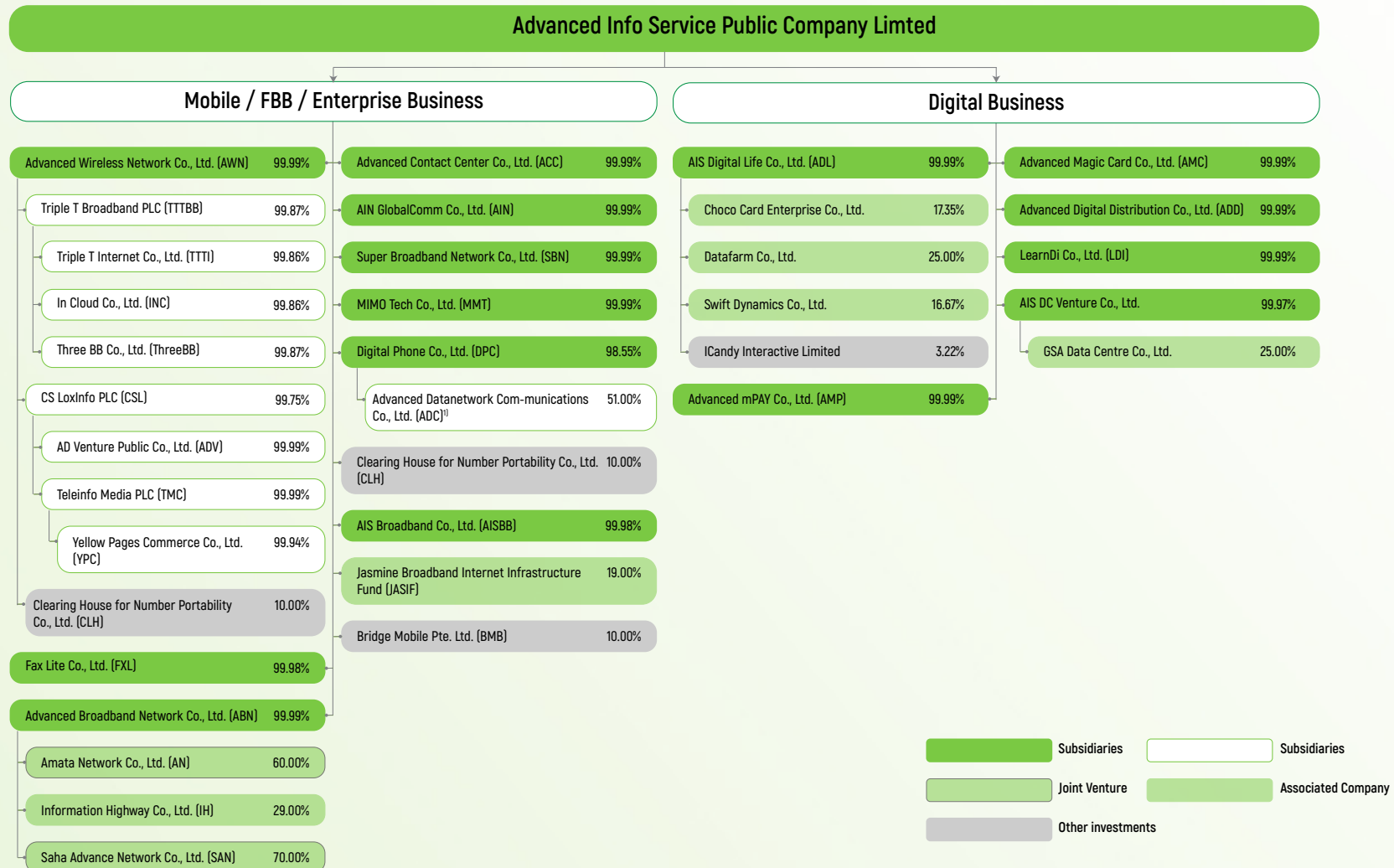
Appointed as an official distributor of Disney + Hotstar streaming service which has gained wide acceptance in Thailand, Asia, and worldwide to deliver class-above entertainment experience encompassing a diverse range of content for audiences of all ages in Thailand.





Investment Structure of AIS Group

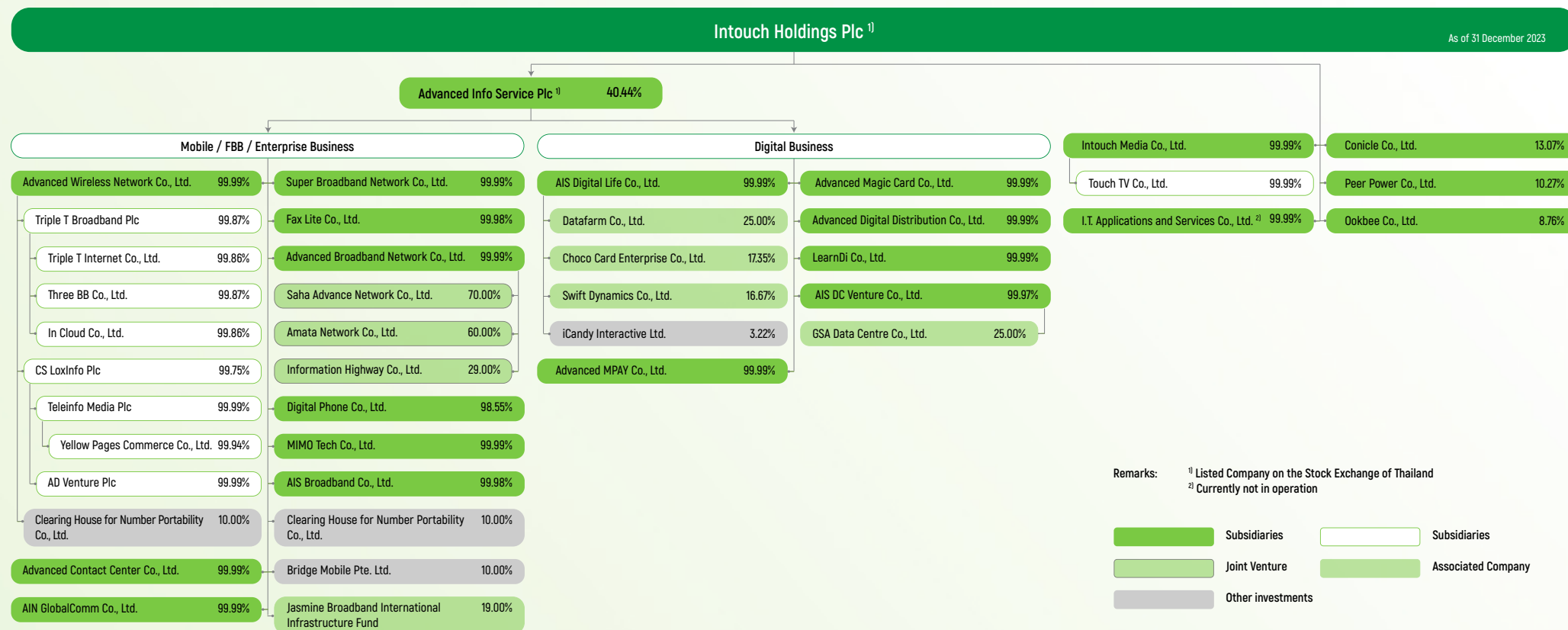
Investment structure of AIS group as of 31 December 2023



Remark: JASIF has been renamed to 3BB Internet Infrastructure Fund (3BBIF) on 20 February 2024.



Investment structure of the INTUCH group (major shareholder) as of 31 December 2023





Securities Information

Registered capital and Paid up capital

Registered Capital : 4,997,459,800 Baht divided by Common shares 4,997,459,800 shares and par 1 Baht per share

Paid up Capital : 2,974,209,736 Baht divided by Common shares 2,974,209,636 shares and par 1 Baht per share, One voting right per share

Top Ten Shareholders

(a) Top ten shareholders as of 21 August 2023, the latest book closing date for the right to receive dividend, are as follow:

No.	Name	No. of shares held	% of shareholding
1	INTOUCH HOLDINGS PLC	1,202,712,000	40.44
2	SINGTEL STRATEGIC INVESTMENTS PTE LTD	693,359,000	23.31
3	THAI NVDR CO.,LTD. ¹⁾	214,935,735	7.23
4	CITIBANK NOMINEES SINGAPORE PTE LTD-A/C GIC C	63,514,400	2.14
5	SOCIAL SECURITIES OFFICE	49,924,500	1.68
6	STATE STREET EUROPE LIMITED	47,753,807	1.61
7	SOUTH EAST ASIA UK (TYPE C) NOMINEES LIMITED	41,885,806	1.41
8	STATE STREET BANK AND TRUST COMPANY	37,581,778	1.26
9	THE BANK OF NEW YORK MELLON	13,065,274	0.44
10	VAYU1 by MFC Asset Management Public Company Limited	12,912,950	0.43
	TOTAL	2,377,645,250	79.94

Remarks: The information of Thai NVDR Co., Ltd. can be found at SET website <https://www.set.or.th/en/market/product/stock/quote/advanc/> major-shareholders. Thai NVDR Co., Ltd. holding Non-Voting Depository Receipt: NVDR, are ineligible for voting at shareholders' meeting but will not vote unless the meeting has been called specifically to consider delisting.

(b) Major shareholder whose behavior can influence when determining policy or handling operation, are

1. Intouch Holdings Plc holds 40.44% in AIS. Major shareholders of Intouch Holdings Plc. are as follows:

	Name	Number of shares	Percentage of investment
1	GULF ENERGY DEVELOPMENT PLC. ¹⁾	1,519,059,306	47.37
2	SINGTEL GLOBAL INVESTMENT PTE LTD ²⁾	801,328,970	24.99
3	THAI NVDR COMPANY LIMITED ³⁾	194,876,922	6.08
4	SOUTH EAST ASIA UK (TYPE C) NOMINEES LIMITED	47,567,143	1.48
5	SOCIAL SECURITY OFFICE	41,033,100	1.28
6	MR. PERMSAK KENGMANA	30,823,100	0.96
7	STATE STREET EUROPE LIMITED	23,668,747	0.74
8	BANK OF AYUDHYA PLC.	16,441,100	0.51
9	RAMKHAMHAENG HOSPITAL PLC.	9,562,600	0.30
10	TISCO MASTER POOLED REGISTERED PROVIDENT FUND	6,933,000	0.22

Remarks: ¹⁾ Gulf Energy Development Plc. (GULF) is a holding company listed on the Stock Exchange of Thailand (SET). GULF's major shareholders can be found on the SET website (www.set.or.th)

²⁾ Singtel Global Investment Pte. Ltd. is an indirect subsidiary of Singapore Telecommunications Ltd. (Source: Singapore Telecommunications Ltd.'s Annual Report for 2023.)

³⁾ The information on investors, which is shown on the SET website (www.set.or.th.)

2. Singtel Strategic Investments Pte Ltd holds 23.31% directly in AIS. The shareholder of Singtel Strategic Investments Pte Ltd is;

Name	% of shareholding
Singtel Asian Investments Pte Ltd*	100.00

(c) Agreements between major shareholders and the Company concerning topics which affect the issuance of securities or management of the Company's operations.

- None -



Relationship with the major shareholder

The major shareholders of AIS are Intouch Holdings Plc. and Singtel Strategic Investments Pte. Ltd. Intouch Holdings Plc. operates its business by investing in the telecommunications, media, technology (TMT), and digital business through which it acts as a holding company. Singtel Strategic Investments Pte. Ltd. is a global telecommunications investor. Both major shareholders maintain their respective roles in setting policy and directions for AIS through the Board of Directors.

Singtel has a long-standing experience in telecommunications and has been active in many markets, especially in Asia, which has helped broaden AIS' perspective and stay abreast of the key industry movement globally. Several businesses within Singtel also present opportunities for mutual support with AIS, particularly in the digital services for consumers and corporate clients such as collaboration to develop solutions for enterprise or ecosystem platforms for 5G and IoT. These services require cooperation at the regional level and thus allow for mutual strengthening and the expansion of customer bases and other business developments.

Intouch Holdings Plc. is a holding company that focuses on investments to help support AIS sustainable growth. This also includes seeking new investment opportunities for AIS to invest as appropriate. In addition, GULF Energy Development Pcl., the major shareholder of Intouch Holdings, holds the experience and expertise in energy and infrastructure businesses that will enhance the further business collaboration opportunities between AIS and Gulf in a digital age taking advantage of the energy infrastructures. The business includes Data Center Business which collaborates expertise and know-how from Singtel, Gulf's experience in energy management, and AIS' telecommunication strengths.

Dividend Policy

The Company aims to pay dividend at least 70% of consolidated net profit twice a year. The first of which shall be paid as interim as a result of operation during the first half of the year as approved by the Board of Directors and will be reported to the next general meeting of shareholders whereas the remaining thereof as annual payment which shall be approved by shareholders' meeting as a result of operation in the second half year.

As regards each subsidiary, dividend payment shall be based upon its operating results, financial conditions and other material factors.

In all cases, dividend payment shall be depending on cash flow, investment plan including any other future obligations of the Company and/or subsidiaries. Such dividend shall not exceed the retained earnings of the Company financial statements nor adversely affect the Company and subsidiaries ongoing operations.

Historical dividend in 5 consecutive years is as follows:

Historical Dividend	2019	2020	2021	2022	2023
Total Dividend Payment (Baht per share)	7.34	6.92	7.69	7.69	8.61
1. Dividend from the first-half-year operation	3.78	3.24	3.45	3.45	4.00
2. Dividend from the second-half-year operation	3.56	3.68	4.24	4.24	4.61
Earnings per share	10.49	9.23	9.05	8.75	9.78
Dividend Payout Ratio	70%	75%	85%	88%	88%

Debenture

As of 31 December 2023, the Company and subsidiaries have a total of 12 outstanding debentures under the Advanced Info Service Public Company Limited, Advanced Wireless Network Limited Company and Triple T Broadband Public Company Limited. The debentures are traded on Thai Bond Market Association with terms between 3 to 10 years, which will due between 2024 to 2033. The debenture's fix annual interest rate ranges between 1.58% to 6.25% and the outstanding amount is 50,691 million Baht. The debentures of the Advanced Info Service Public Company Limited and Advanced Wireless Network Limited Company's credit rating have been raised to AAA(thai) from Fitch Ratings indicating high quality investment with very high credit quality and very low credit risk. The debenture of Triple T Broadband Public Company Limited is a secured debenture with no credit rating. Refer to note to financial statement no.18

Bill of Exchange

There is no outstanding bill of exchange as of 31 December 2023.

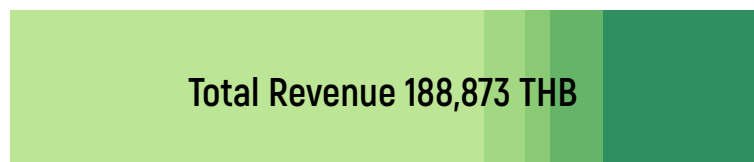


Nature of Business

Revenue Structure by Service Type

The revenue structure of AIS and its affiliates over the past three years is as follows.

	2021		2022		2023	
	Million Bt	%	Million Bt	%	Million Bt	%
Service revenue	144,791	79.8	146,009	78.7	151,921	80.4
1. Mobile communication business revenue	117,244	64.7	116,696	62.9	118,130	62.5
2. Fixed broadband business revenue	8,436	4.7	10,064	5.4	13,621	7.2
3. Other services revenue	5,291	2.9	6,274	3.4	6,819	3.6
4. Interconnection (IC) and equipment rental revenue	13,820	7.6	12,976	7.0	13,352	7.1
SIM and device sales revenue	36,542	20.2	39,476	21.3	36,952	19.6
Total revenue	181,333	100.0	185,485	100.0	188,873	100.0



Mobile communication business revenue
Fixed broadband business revenue
Other services revenue

Interconnection (IC) and equipment rental revenue
SIM and device sales revenue



Type of Products and Services

AIS's core products and services can be divided into four areas as follows.

Mobile

- Prepaid and postpaid mobile communication services on 4G and 5G networks
- Mobile phone and IT-related accessories sales
- International roaming and international calls



Fixed Broadband

- Fixed broadband services through fiber optic technology for household and SME customers under the 'AIS 3BB Fibre3' – a phenomenal convergence between 'AIS Fibre' and '3BB'



Enterprise services

- Business network and connectivity services
- Corporate cloud and data centers
- Internet of Things (IoT)
- ICT solutions
- AIS 5G services for business
- Services for SMEs



Digital Services

- Entertainment platforms and Video contents
- Mobile financial and insurance services
- Digital marketing services





Mobile Communication Service

AIS provides both voice call and mobile communication services through the following core service.

Postpaid

AIS provides postpaid mobile communication services through a variety of packages designed to meet diverse customer needs. Examples include the 5G Max Experience package providing premium data services on the 5G network, the 5G Netflix package combines mobile communication and Netflix streaming services, and the AIS 5G Seller package effectively assists online merchants through store management services. Customers can choose from these packages to align with their preferences and conveniently settle the monthly service expenses. At present, AIS has a total postpaid customer base of around 13 million subscribers.



Prepaid

AIS offers a wide variety of prepaid mobile communication services under the brand AIS One-2-Call. Customers can conveniently top up credit and select one-time or automatically renewing packages tailored to their needs, avoiding the commitment of a monthly fee. For instance, the Super Social Sim package allows unlimited access to social media applications, while the One Sim package integrates 5G service with voice call. Several supplementary packages are also available which customers can purchase to enjoy additional privileges, such as daily, weekly, and monthly internet, as well as VDO streaming contents. Currently, AIS has around 32 million prepaid mobile communication subscribers in total.



International Roaming and International Calls

AIS provides both international call and international roaming services with each covering more than 240 countries worldwide and 90 countries for 5G roaming service, respectively, such as the Ready2Fly package for postpaid mobile communication subscribers, the Sim2Fly package for prepaid mobile communication subscribers, the Thailand Tourist Sim for foreign tourists traveling in Thailand, and the international direct dialing (IDD) package.



Furthermore, AIS offers comprehensive online postpaid mobile communication services under the GOMO by AIS brand, targeting the younger generation market segment that prefers online channels for service. More information on GOMO is available at <https://gomo.th>.

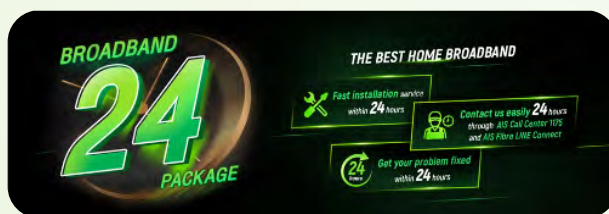




Fixed Broadband Service

AIS Fibre offers an array of packages serving all customer needs from household to business use, including the following:

- AIS Fibre Broadband 24 – a fixed broadband internet service equipped with the variable speed configuration function allowing the highest possible data transfer rate of 1 Gbps.



- AIS Fibre Entertainment – a package providing maximum entertainment by combining fixed broadband internet and AIS Playbox services streaming content according to the packages chosen by customers.



- AIS Fibre Power 4 – A convergence package combining extensive fixed broadband internet, mobile communication, and video services, elevating digital offerings to a new level.



Apart from the original broadband and convergence services, AIS differentiates itself by offering unrivaled experiences through constant technological innovation to add value to its products and services, including the following:

- HOME FibreLAN – a fiber-optic service connecting all home areas with fiber optic cables, ensuring faster and more stable data transfer at speeds reaching up to the maximum of Gigabit level.



- Smart-AI Gaming – A package that improves fixed broadband internet signals by incorporating an AI-controlled router with a built-in processing system. This system automatically adjusts the signal speed and latency according to usage requirements..



With prospect of fixed broadband market growth from a low household penetration rate, AIS in 2023 acquired Triple T Broadband Public Company Limited, a provider of fixed broadband internet services under the '3BB' brand with a customer base of over 2.3 million subscribers. This acquisition positions AIS for exponential growth in its fixed broadband internet business. By the end of the year, AIS had amassed over 4.7 million fixed broadband subscribers, securing a leading position in the industry. The 'AIS 3BB Fibre3' signifies the three benefits customers can expect: enhanced connectivity, increased opportunities, and greater happiness.



4.7 Million

AIS 3BB Fibre3 broadband subscribers



Enterprise Services

AIS is dedicated to empowering corporate customers, including large enterprises and SMEs, by enabling them to harness technology and digital processes for a competitive edge and sustainable business operations. The comprehensive range of services includes building digital infrastructure, providing digital platforms, and developing tailored industrial solutions.



AIS's core products and services in the enterprise business segment are as follows.

Business network and connectivity services

AIS provides total network technology and business connection services encompassing high-quality corporate internet, private data circuit, and enterprise broadband internet, together with 24/7 after-sales services delivered by teams of engineers and technical specialists.

Moreover, AIS enhances its foundational network and connectivity services with cutting-edge technology solutions to boost operational efficiency. These include SD-WAN, a centralized network management system, network security solutions for cybersecurity, and cloud connectivity solutions through global partnerships with Microsoft Azure, Amazon Web Services, and Google.

For more information: <https://www.ais.th/business/enterprise/technology-and-solution/business-network>

Corporate cloud and data centers

AIS provides technology services for development and management of business data storage through network and cloud connections for global cloud platforms like Microsoft Azure, Amazon Web Services, Huawei Cloud, and local cloud platforms such as AIS CloudX. AIS also provides tailored resource rental services and storage services for network devices and accessories through its 11 data centers in various provinces nationwide with a total storage capacity of up to 4,500 racks. These offerings conform to global standards in cybersecurity, governance, and environmental management, guaranteeing 24/7 support from dedicated teams of engineers and technical specialists.



In 2022, AIS established an affiliate under the company name 'AIS DC Venture Company Limited' to co-develop data center business in Thailand with Gulf Energy Development Public Company Limited and Singapore Telecommunications Limited. This initiative is driven by the escalating demand for digital infrastructure in the country and the increasing storage requirements of global and local businesses dealing with substantial data volumes. The collaborative objective is to construct energy-efficient, state-of-the-art greenfield data centers featuring advanced security technology, with the aim of completion within 2024.

For more information: <https://www.ais.th/business/enterprise/technology-and-solution/cloud-and-data-center>

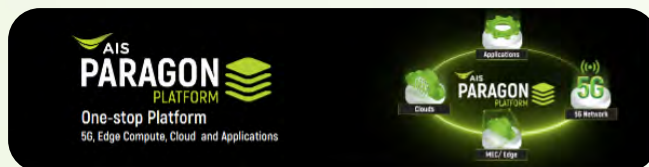
5G services for business and Internet of Things (IoT)

AIS delivers comprehensive 5G services to corporate clients, covering hardware, connectivity, platforms, and solutions tailored to support the digital transformative potential of 5G technology in industries. In aiding businesses through this digital era, AIS provides a diverse range of services, including 5G mobile broadband, infrastructure and platform development, wireless broadband 5G FWA, network slicing, MEC, and private networks for business application development. Additionally, AIS offers 5G horizontal solutions involving AI, AR/VR, robotics, and VDO analytics, as well as 5G vertical solutions specifically designed for manufacturing, transportation and logistics, property, and retail sectors.



For more information: <https://www.ais.th/business/enterprise/technology-and-solution/5G-and-iot>

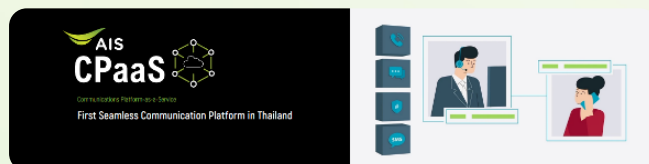
AIS promotes flexible business solutions through the AIS Paragon Platform, an all-in-one 5G technology platform managing resources like 5G network, Edge computing, and Cloud. This facilitates easy adaptation to budget constraints and usage patterns, fostering innovative 5G solutions and digital business process enhancement.



For more information: <https://www.ais.th/en/business/enterprise/technology-and-solution/5G-and-iot/platform/ais-paragon-platform>

Communication solutions

AIS renders comprehensive ICT solutions to corporate customers to enhance their market penetration with their own customers. These solutions encompass; 1) messaging services, including targeted and bulk messaging for both text and multimedia content, 2) multimodal business communication services such as integrating Microsoft Teams and Operator Connect to enhance intra-organizational communication, non-mobile and mobile device connection services such as Mobile PBX, and other services like chatbot, voice message transmission, or call center systems, 3) Communication Platform as a Service (CPaaS) which is a comprehensive communication platform service facilitating communication across all channels from text and voice messaging to video calls via specially developed application.



For more information: <https://www.ais.th/business/enterprise/technology-and-solution/communication/cpaas>

Services for SMEs

AIS champions and supports small and medium enterprises (SMEs) through its 'AIS SME 7s' services, encompassing: 1) SME Postpaid, providing comprehensive communication solutions nationally and internationally. 2) SME Add-on, offering supplementary services tailored to corporate customer needs. 3) SME Office Internet, delivering broadband internet and specialized maintenance services for SMEs. 4) SME Digital and Marketing Communication, a tool for diversifying marketing strategies to reach a broader digital consumer base. 5) SME Solutions, providing IT and digital services to address diverse business requirements. 6) SME Privileges, offering added business value through programs like AIS Points, AIS Privileges, and AIS Serenade. 7) SME Business Partnerships, creating opportunities for SMEs to become AIS trade partners and grow together.



For more information: <https://www.ais.th/business/sme>

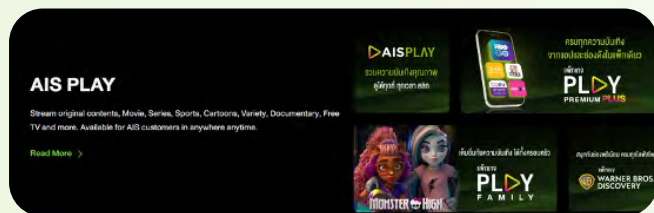


Digital Services

AIS has expanded its portfolio of digital services to adapt to evolving consumer behavior, fortify its core operations, and explore new revenue streams. This expansion involves robust digital development through strategic collaborations with experienced allies and trade partners, fostering mutual and sustainable growth. AIS core digital service businesses can be categorized into three areas as follows:

Entertainment platforms and Video contents

AIS provides a diverse range of entertainment services, offering customers a variety of content options to fulfill their preferences. These include TV, video, movies, dramas, sports, karaoke, and e-sports, accessible through AIS Play on mobile and tablet devices. Additionally, AIS Playbox is available to home internet subscribers of AIS Fibre and 3BB.



Moreover, AIS offers an extensive over-the-top (OTT) service featuring a diverse range of content, including locally and globally produced movies and series. This is made possible through collaborations with major global partners like Disney+ Hotstar, Monomax, Netflix, and HBO Go, Asian partners such as Viu, iQIYI, and WeTV, and local partners including 3Plus Premium. Additionally, AIS streams both live and video-on-demand (VOD) content, covering news programs and documentaries from Warner Bros. Discovery, HBO, and BBC World News, top sports programs from beIN Sports and 3BB Sports, and various entertainment programs from free TV, digital, or satellite channels.

For more information: <https://www.ais.th/consumers/entertainment>

Gaming platforms

AIS provides various gaming and entertainment services, including the Game On platform, a channel for gamers to recharge and acquire game cash card, and e-sports application. Additionally, AIS offers AIS 5G Cloud Game, a mobile center that features popular PC and console games, providing unlimited access through weekly and monthly membership programs.



Mobile financial services and Insurance

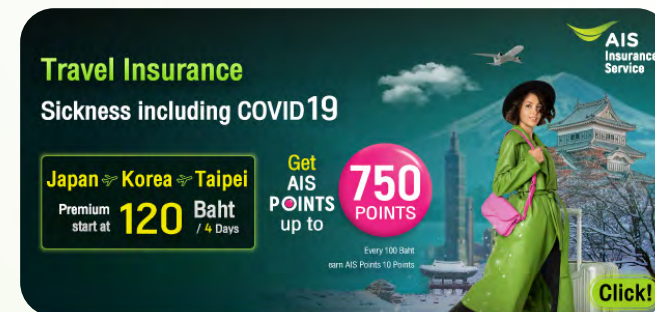
AIS offers mobile financial services, specifically mobile money, to corporate clients through its affiliate, Advanced mPay Company Limited. The focus is on creating a comprehensive mobile payment platform that integrates multiple payment channels, allowing corporate customers the convenience of electronic wallet-based bill settlement without the need for system investment or acquiring an operating license.

For more information: <https://www.ais.th/consumers/lifestyle/apps-and-services/mpay-wallet>.

Insurance

AIS has expanded into the insurance brokerage business through 'AIS Insurance Service,' operated by Advanced Digital Distribution Company Limited. This service not only ensures enhanced convenience, safety, and simplicity during the purchase process but also offers a diverse range of

insurance services, including domestic and international travel insurance, accident insurance, health insurance, car insurance, and life and health insurance. Additionally, AIS Insurance Service provides the flexibility of mobile insurance purchase and accepts premium payments through top-ups, monthly installments, credit/debit cards, and e-wallets. The pricing of insurance plans is thoughtfully set to accommodate the varying purchasing power of different consumer groups, facilitating broader access to insurance products.



Digital Marketing

In collaboration with AD Venture Public Company Limited and Teleinfo Media Public Company Limited (a subsidiary of AIS's CS Loxinfo), AIS offers digital marketing solutions to corporate clients, facilitating their expansion into digital consumer markets. These solutions include the location-based SMS platform, enabling targeted ads in specific areas, and the Thailand Ads Network (THAN), a compilation of ad spaces from the country's top 100 websites. AIS's digital marketing services encompass a wide range of options, from digital content creation, website and mobile application development, social media management, to digital advertising media management, providing comprehensive turnkey marketing campaign solutions.



Distribution and Sale Channels

AIS distribution channels are categorized into 5 main types as follows:



Shop & Service Center

AIS Shop The service centers operated by AIS under "AIS Shop", and selected high-potential distributors such as Copperwired group and SPVI group, operated under the name "AIS Shop By Partner", in a combined total of 212 locations. AIS Shop provides the most comprehensive range of products, services, and after-sales support among all distribution channels. It extends its services from mobile to home broadband and encompassing the sales of lifestyle products. Strategically positioned in densely populated urban areas, AIS Shop prioritizes maintaining the superior brand image of AIS products and services.

3BB Shops The shops are new additions following the successful acquisition of Triple T Broadband Public Company Limited. 3BB Shops provide a comprehensive range of 3BB home broadband services, including subscribing to services, offering promotions, paying service bills, filing complaints, and scheduling appointments for after-sale services. The shops also coordinate the provision of services through a team of experienced broadband technicians which covers every area in Thailand, especially in the provincial areas. Today, in addition to selling AIS SIM cards, 3BB shops plan to provide additional mobile and broadband services for AIS customers.

Distributors

AIS cooperates with a variety of distributors to meet the needs of a wide range of customers throughout the country. "AIS Telewiz" is a high competency distributor with over 361 locations in city areas and serves under the AIS brand. "AIS Buddy" accesses district and sub-district areas through more than 1,014 branches. AIS also distributes our products and services through other retail outlets and modern trade retailers such as JAYMART Group, TG Fone Group, and Central Retail as well as retails distributors both of online and offline which provide selling of product and service of AIS.

Wholesaler

AIS appointed Advance Distribution Partnership (ADP) wholesalers by area nationwide. The ADPs facilitate the efficient distribution of products such as SIM cards and mobile phones to more than 17,800 retailers across the country.

Direct Sales and Telesales

Focusing on postpaid customers acquisition, this channel makes product offering faster and more efficient while providing a direct approach to target groups. Examples of direct sales include sales booths or activities in the targeted areas. On top of this is the "AIS Easy App", which is designed to support sales, allowing sales teams to promptly sell products and services and complete customer registration with better efficiency. In the previous year, telesales was introduced to provide a direct sales channel via the Call Center.

Online Channel

The channel is dedicated to promoting customers self-service via the AIS website, AIS Online Store, myAIS application, Kiosks, Chat and Shop, Social Commerce and E-Marketplace. MyAIS has been upgraded to provide greater convenience as a one-stop application, its Express Service function provides the same range of services as an AIS Shop while the AI assistant Aunjai feature provides personalized End-to-End support 24 hours a day. In addition, myAIS application also offers retails SIM cards and facilitates applications for AIS Fibre home internet, providing a convenient channel for existing customers to take on further AIS services.



Customer Relations Management

AIS' customer relations management focuses on being a part of customers' digital lifestyles and delivering excellent user experience by integrating innovations and technologies to better reach customers and offer services that address the latent needs of each customer (personalization). The Company also commits to initiating collaboration with numerous business partners in line with the ecosystem economy concept to include their products and services to add value to AIS offerings and provide a distinctive digital experience to customers. AIS' privilege programs and service channels to foster relationships and enhance customer experience are as follows:



myAIS App is the most used channel by AIS customers

and has been continuously developed to include all core services on the app. Currently, myAIS has the highest number of customers access to AIS services with a 22% increase in transactions compared to 2022 and with over 11 million active users per month. At the end of 2023, myAIS was upgraded into a new version as a lifestyle application. Key changes are as follows:

- **AIS Living Network:** This allows users to monitor real-time quality of their mobile network at their current location while the app would also promptly provide alerts for any network disruptions. Customers can also optimize and boost their 5G internet modes on demand in response to their differing needs such as playing games, live streaming, and others.
- **Checking the broadband status and trouble shooting problems:** Users can self-check their AIS Fibre status from anywhere, as well as trouble shooting their home internet problems or scheduling a repair appointment with a service team through the app.
- **A new design with exclusive privileges offerings that match customer lifestyles:** The upgraded app allows users to flexibly set their usage pattern for convenience and ease of use. The app also has a function to personalize privileges together with products and services offerings for each customer, using Machine Learning.



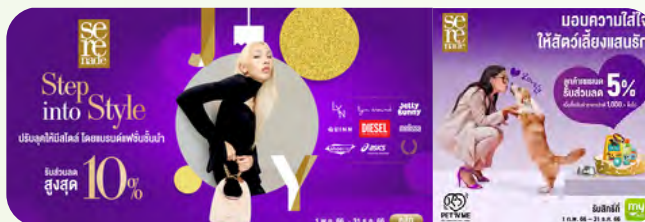
Special Privileges through “AIS Privileges” and “AIS Points”

AIS provides customers with a broad spectrum of products and services from both AIS and its partners to match various consumer lifestyles and to add the value to the core services. Currently, 23 million AIS registered users have joined the AIS Points program and create approximately 50 million redeeming transactions each year. The key point redemption channels include the following:

- **Over 30,000 leading stores** and another 500,000 Tung Ngern retail shops from Krungthai's Point Pay project across the country. Customers can use AIS Points to redeem discounts for products and services at participating stores.
- **AIS Points Plus program** is created in collaboration with partners that allows AIS customers to connect to their partner points accounts to redeem a wider selection of privileges. The partners include but not limited to Bang Chak Points, Citi Rewards Points, and K Point. Similarly, AIS customers can also transfer their accumulated partner points to AIS Points to redeem AIS privileges.
- **Other partnerships** collaborated from many sectors to provide additional AIS point collecting channels. Examples include purchasing through Be1st Digital AIS Points debit card, purchasing a mobile phone at AIS Shop, AIS Online Store, and other participating partner stores.

AIS Serenade

AIS Serenade is a customer loyalty program that offers special privileges and exclusive benefits for AIS customers with high usage and has been AIS customer for a long time. The privileges include food and beverages, shopping and entertainment, health and beauty, and tour packages. This year, the Company has extended collaborations with partners in new sectors to keep up with the new sustainable lifestyles such as MuvMi, an on-demand ride-sharing service, and EV charging stations.



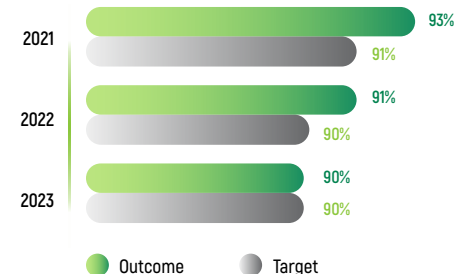
Provision of privileges and special promotions with personalization to customers behaviors

AIS is resolved to serve the latent needs of each customer. To that effect, the Company has developed a data analytics model to gain in-depth insights into each customer. To ensure contextual interactions, AI technology and machine learning have been adopted to analyze the situation and context of each individual, allowing AIS to offer special benefits to the customer at the most appropriate time.

Customer satisfaction measurement:

AIS observes customer satisfaction across numerous platforms, including rating via telephone calls, surveys in our service shops, and questionnaires arranged by an external agency. These ratings assess the quality of services at our shops, dealers, and automated service machines, including the measures of the likelihood for our customers to recommend AIS and our services to others, and are used to continuously improve our services. As a result, AIS was able to achieve the customer satisfaction goal of 93% for 2023.

Customer satisfaction scores





Procurement of Products and Services

Spectrum

Currently, AIS operates its mobile business with a total spectrum of 1,460 MHz (2x80 MHz on FDD technology and 1,300 MHz on TDD technology). 1,430 MHz of spectrum licenses are granted by the NBTC to Advanced Wireless Network Co.Ltd. (AWN), a subsidiary, and this included 5x10 MHz of 700 MHz frequency which transferred from NT on 24 October 2023. Another 2x15 MHz comes under the partnership agreement between the NT and AWN.

Details for the spectrum licenses are provided under the topic "Assets used in operations", Page 47.

Network equipment procurement

AIS adheres to a "multi-vendor policy" to avoid dependency on any single supplier. Equipment vendors and AIS work together to align plans for equipment and service development for the optimum solutions and mitigate procurement risk and ensure the on-time delivery of equipment.

To select suppliers, AIS appoints committees to evaluate and assess the most suitable options. Many factors are taken into account such as investment and operating costs, technical assessment, and vendors' technological development plan, to make sure that AIS will be able to operate sustainably through evolving technology in the future. AIS selected key network equipment from leading international vendors including Huawei,

Nokia, and ZTE. Other parts in the network are supplied by CISCO, Juniper among many others.

Procurement for mobile handsets, accessories for home internet, digital lifestyle devices, and other devices

AIS offers a wide variety of mobile phones with different features in various price ranges to match the diversified needs of customers. The Company carries most popular brands in the market including Apple, Vivo, Oppo, Samsung, Realme, Huawei, Xiaomi, and others. Added to these are devices to upgrade the home internet service to match consumers' various needs. Chief among them are intelligent routers that integrate AI technology to manage WiFi signals, Mesh WiFi Systems which have multiple access points to provide better coverage in hard-to-cover areas, and cloud PCs. AIS also offers IT and other digital lifestyle products such as tablets, accessories, IoT devices, and game devices in response to the growth in digital usage in Thai society and new digital lifestyles as a result of changing consumer behavior. In procuring mobile handsets and IT products, AIS has collaborated with leading manufacturers and financial partners to offer a wide variety of products and increase customers' access to devices, especially the 5G-enabled devices at more affordable prices on the AIS network, allowing them to experience flawless usage with maximum efficiency.

Work Under Progress

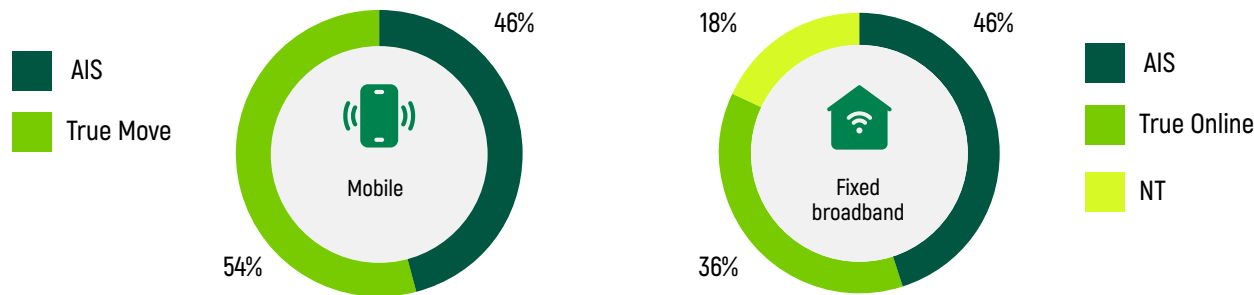
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Industry Competition in 2023 and Outlook for 2024

Industry Competition in 2023

Subscribers market share of Mobile and Fixed broadband



Mobile industry competition began to level off while the country's economy witnessed slow growth

In 2023, the Thai economy grew from the previous year, attributable to the revival of the country's tourism sector both locally and internationally despite the lower-than-expected number of international tourists. Simultaneously, private sector consumption rebounded from increased employment and enhanced consumer confidence toward overall economic conditions. However, the export sector experienced a steady slowdown driven by subdued demand from overseas trade partners due to the global interest rates tightening in the money market. In the meantime, Thailand saw signs of recovery in inflation, supported by government policies that contributed to a lower cost of living, thereby boosting purchasing power in the domestic market.

Last year, the mobile industry in Thailand saw a significant market change from the merger of operators, resulting in the existence of two major private operators and one state enterprise operator. For 2023, the mobile industry's revenue declined compared to 2022, totaling 301,000 million baht ¹. With competition stabilizing in the industry, operators attempted to offer attractive mobile plans bundled with diverse services to satisfy consumer needs while promoting the utilization of 5G network. Overall, the number of mobile users remained stable at **96 million** ¹.

AIS' strategic focus on delivering quality products and services, along with offerings tailored to customer needs, resulted in a 0.5% growth in average revenue per user (ARPU) and a 1.2% increase in mobile service revenue, surpassing industry's growth. Despite a 3.0% decline in the total number of subscribers by the end of 2023, AIS garnered a 46% ¹ share in term of subscribers and a 49% ¹ share in term of revenue.

Offering 5G services and expanding 5G network to meet the increasing demands of consumer and enterprise clients

In 2023, mobile operators continued their focus on the continuous expansion of 5G networks to accommodate a robust growth in the number of 5G users. The previous year saw Thailand achieving over 90% 5G population coverage, with a total of **19 million** subscribers, representing **20%** of the user bases. The rapid increase in 5G usage was driven by a shift in consumer digital behavior towards data consumption, making them better suited for 5G mobile plans that offer larger data allowances than other plans. This trend was supported by the broader availability of 5G handsets at more affordable prices. Crucially, 5G technology played a pivotal role in enhancing work efficiency for the industrial sector, offering high speed, low latency, and supporting a massive number of connected devices simultaneously. This capability allowed the Thai business sector to envision opportunities for integrating 5G technology with other solutions into operational processes to elevate efficiency, security, and effective cost management, thereby contributing to the sustainable growth of Thai business organizations.

Acknowledging the growing significance of 5G technology for both users and enterprise clients, AIS commits to advancing its 5G network to deliver superior quality and broader coverage. The focus is on emphasizing the efficiency and value that users can derive from utilizing 5G-enabled products and services. Additionally, business-to-business (B2B) clients are increasingly adopting 5G technology to streamline work processes, enhance security, and ensure prompt responses to challenges. In the past year, AIS served as an intermediary platform, connecting Thai business organizations with global developers to select 5G-based use cases that meet the demands of B2B clients. The primary emphasis was on four industries: Smart Manufacturing & Smart Factory, Smart Property, Smart Transportation & Logistics, and Retail. The heightened importance of 5G technology positions 5G-related products as key drivers for AIS's long-term growth.

¹ Excluding the National Telecom Public Company Limited (NT)



Fixed Broadband showed consistent growth driven by expansion of users and value-added services

Fixed Broadband market grew steadily in line with urban expansion in Thailand, resulting in a higher demand of Thai households for data information access as well as digital usage. In 2023, the number of internet users in Thailand reached **10.4** million households, an increase of 1.6% from 2022. The penetration rate of internet broadband in the country stood at 48% while the total industry value of the broadband market at the end of 2023 amounted to **60** billion baht, a slight decrease of 2%. This decline was influenced by marketing strategies that focused on offering affordable package plans and discounts to retain and expand customer bases, overshadowing attempts to adopt a value-adding strategy and provide convergence services. Consequently, the average revenue per user (ARPU) for the broadband market remained relatively unchanged from the previous year.

In 2023, a significant milestone for AIS in the fixed broadband service was the acquisition of Triple T Broadband Public Company Limited, the operator of '3BB' brand. The merger was completed on November 15, 2023, positioning AIS as a leader in the fixed broadband industry in Thailand. With 4.7 million household subscribers, AIS commands a 46% market share, supported by a broadband fiber network that spans over 13.3 million households. This extensive network enhances access to digital products and services, especially for users in remote areas, laying a robust foundation for the future development of Thailand's digital economy.

Technology and digital services played a pivotal role in the operational landscape of Thailand's business sector

In the current business landscape, organizations, ranging from small businesses to large corporations, must be equipped to navigate the dynamic economic and social conditions, highlighting the pivotal role of digitalization in their operations. Despite facing challenges such as a political vacuum post-election and a slowdown in international trade due to economic

sluggishness, Thailand's technology and digital services market achieved a notable 10% growth in 2023, reaching a total industry value of 160,000 million baht. Key products and services encompassed enterprise data services, cloud offerings, cybersecurity services, data centers, Internet of Things (IoT), and ICT solutions, contributing to the robust expansion of the enterprise service business. These services attract attention from global partners eager to collaborate with Thai operators, presenting opportunities for local telecom service providers with an enterprise client base to join forces with international partners in introducing new technology to clients. Beyond the business sector, there are prospects for investment and the development of new products to align with consumer adjustments toward a lifestyle that increasingly incorporates digital technology into their daily routines.

AIS is dedicated to delivering essential services to enterprise clients, starting with enterprise data services as the initial phase to prepare their operations for digitalization. Additionally, AIS is well-positioned to provide value-added services, including cloud services, data centers, digital business solutions, and diverse platforms, offering clients a comprehensive one-stop solution for digitalization. This strategic approach led to a 10% increase in revenue from AIS' enterprise non-mobile business in 2023.

AIS, become leader in Thailand Fixed broadband industry

Subscribers
Over 4.7 million
Households



Fiber Optic covered
Over 13.3 million
Households

Outlook for 2024

Mobile business growth from commitment to quality and superior user experience

Thailand's economic outlook for 2024 anticipates to continuously expand from 2023 where the National Economic and Social Development Council (NESDC) projects a growth range of 2.7% to 3.2%³. This growth is propelled by government stimulus packages, private sector domestic consumption, and a recovery in goods exports. However, uncertainties linger due to uneven household income recovery, elevated household debt levels, and economic slowdowns in major trade partners, particularly China.

Overall, the telecommunications industry is expected to benefit with an expansion in private consumption and the government stimulus packages, fostering increased telecom usage and domestic consumption. Furthermore, the arrival of international tourists is poised to elevate international-related usage and roaming, contributing to overall revenue growth in the mobile industry. Meanwhile, the market competition is projected to remain stable from 2023. The industry service providers are likely to offer comprehensive plans addressing users' digital needs with enhanced privileges, to deliver diverse values and experiences.

In 2024, AIS is committed to deliver products and services prioritizing quality and best user experience to grow mobile service revenue. The Company is also dedicated to differentiation by elevating user experience through the development of functions within key channels like MyAIS application. Additionally, AIS is delivering various comprehensive points and privileges through collaborations with numerous business partners, aligning with the principles of ecosystem economy to strengthen relationships with all customer groups.

³ Thai Economic Performance in Q3 of 2023 and the Outlook for 2023-2024 Monday 20 November, 2023 at 09.30 a.m. at the Office of National Economic and Social Development Council



5G technology usage set to grow amid rising demand for data access and evolving user digital behaviors

In 2024, 5G technology and 5G market value will continue growing as consumers has tendency to opt for 5G plans with higher data offering and distinctive value of high speed and low latency, to enjoy the enhanced user experience and improved efficiency. In addition, higher numbers of affordable 5G-enabled handsets foreseen in the market will further expand the customer base for mobile operators.

AIS aims to encourage user transition to the 5G network through strategies like enhancing the network for comprehensive and efficient usage, providing diverse 5G plans that match the customer needs, and offering smartphone bundling with 5G plans. Beyond general users, AIS pledges to extend its 5G services to enterprise clients, encouraging them to incorporate 5G technology and solutions into business operation such as remote controlling, real-time monitoring, unmanned vehicles, smart factories. This extension is expected to grow AIS' 5G revenue base in the future.

Fixed broadband market continues the trajectory of sustained growth

Thailand fixed broadband market is poised to sustain its growth, driven by the growing digital lifestyles and a 50% broadband penetration rate, signifying lucrative opportunities for market expansion especially in remote areas. Competition is expected to remain stable from the previous year with service providers place more emphasize on diverse and quality plans, including fixed-mobile convergence, bundled Internet of Things (IoT) offerings, and smart home solutions to meet consumer digital demands. The efforts aim to increase users and the market value for the broadband industry for 2024.

AIS sets to achieve its broadband growth target by synergizing the strengths of the 'AIS Fibre' and '3BB' brands under the 'AIS 3BB Fibre 3' concept. This involves integrating the networks of both companies, covering over 13.3 million households, and enabling AIS to extend its customer base into new areas. With a combined coverage of 4.7 million households nationwide, AIS can diversify its product and service offerings beyond home internet services, adding significant value to its fixed broadband business.

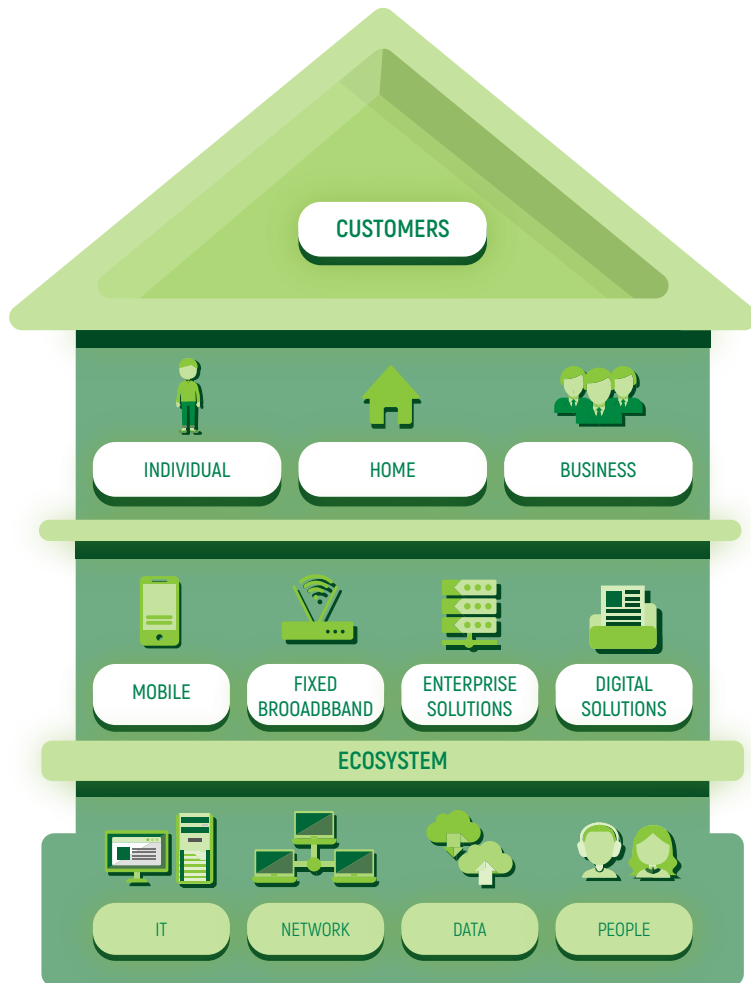
Heightened importance of digital technology amid the evolving social-economic context

In the face of dynamic socio-economic changes, digital technology becomes crucial for Thai industries to adapt by incorporating digital technology to enhance competitiveness and ensure efficient organizational management. Essential products and services to digital transformation such as connectivity, enterprise data service, business cloud, and data center, are crucial for business organizations to help increase the flexibility and convenience in operations. Similarly, the increased importance on safety and occupational health in the workplace may drive the adoption of automation and unmanned solutions, presenting future technological opportunities for business.

In 2024, AIS anticipates sustained growth in enterprise client business, prioritizing products and services to propel digitalization in the business sector and create new capabilities that can gain competitive advantages despite challenging economic contexts. Emphasis remains on offering connectivity services such as network technology, secure local and international cloud-based solutions, and diverse digital platforms. This includes offerings like Communication Platform-as-a-Service (CPaaS) and the AIS Paragon platform, catering to varied application needs and fostering mutual growth for AIS and its enterprise clients.



3-Year Business Direction



As a leader in providing digital technology services in Thailand with over 45 million users nationwide, AIS caters to individual, home, and business customers with diverse needs. The company sets its sights on delivering products and services that address these demands, ensuring the best user experience. The Company strives to transform into a Cognitive Tech-Co, adhering to the principles of the Ecosystem Economy. Over the next three years, it aims to enhance its four core services with the following strategic initiatives:

Mobile Communication Service: Sustain excellence in network quality while enhancing the values through 5G technology and segmented value-added services

AIS focuses on sustaining growth with superior services leveraging on its leadership in network quality backed by advanced technology. The Company also continuously improves the 5G network in both coverage and quality together with building a 5G ecosystem to accommodate the diverse uses of individual and business customers, and to support more adoption of 5G. The emphasis also extends to offering value-added services that are tailored to the specific needs to uplift and bring the best user experiences for all customers.

Fixed Broadband Service: Focus on quality acquisition and growth driven by distinctive services and innovations

AIS recognizes growth opportunities in the high-speed internet business due to a relatively low penetration rate. The company aims to fuel its growth by capitalizing on the strength of its network quality and expanding into new areas with a focus on attracting high-quality users. The successful acquisition of Triple T Broadband Public Company Limited has allowed AIS to gain a larger network with combined access to more than 13.3 million households. AIS is determined to meet the needs of both home users and businesses by providing beyond just high-speed internet. The company aims to offer customers wider opportunities with a broader range of services, particularly those distinguished by outstanding quality and innovations.

Enterprise Solutions: Focus on core connectivity service with additional values delivered through technology and solutions

In response to the growing trend of digital technology adoption for improving business operations, AIS is committed to fostering growth in the enterprise business sector by capitalizing on its longstanding leadership in telecommunication services. The primary focus is on expanding services, including digital infrastructure, data connectivity, and other connectivity-related solutions. Leveraging its existing enterprise client base, AIS is also extending its offerings to encompass additional digital technology services such as business cloud, digital platforms, and end-to-end vertical



solutions. These services enable the industrial sector to seamlessly and effectively integrate technology into their operations. Our enterprise-focused digital services target four specific industries: manufacturing, real estate, transportation and logistics, and retail. AIS is actively refining its employees' specializations to align with the unique demands of each industry, ensuring tailored and effective solutions for specific needs.

Digital Solutions: Address digital lifestyles through business partner collaborations and enhance the growth of core businesses

In light of changing consumer digital lifestyles, AIS is determined to address the various needs of customers with a broad array of digital services from collaborations with strong business partners to offer extended services such as video streaming and contents, and online insurance. In addition, AIS has cooperate with specialized partners to co-develop new platforms and services to add more value for every group of AIS customers such as digital financial services. All of which will support AIS' core businesses and potentially create a new revenue source for the Company.

Strengthen access to customers while creating broader values in point and privilege ecosystem

To deliver an extensive range of services to all customer segments, AIS focuses on strengthening its customer touchpoints both online and offline transforming them into comprehensive product and service delivery centers. Aiming to add more customer benefits and build lasting impression on AIS products and services to the Company's existing 45 million users, AIS has continuously developed its privilege and point ecosystem, building

on a collaborative model with business partners in various industries to effectively address the lifestyles of each group of customers.

Strengthen infrastructure and enhance speed, security, and stability

AIS emphasizes the significance of enhancing its infrastructure to improve operational efficiency and provide superior user experiences to diverse customer groups with speed and security. The four key infrastructure improvements are as follows:

Information Technology (IT): AIS aims to restructure and redesign its IT architecture, eliminating redundancies while incorporating new technology to automate the processes and reduce errors. This will enhance the speed of delivery and security for customers.

Network: To uphold its network leadership, AIS is committed to the ongoing expansion of its network and the development of an autonomous network. This initiative aims to improve user experiences, adapt to evolving technology and usage patterns among all consumer groups, as well as cost efficiency.

Data Analysis: We aim to gain customer insights through data analytics, enabling AIS to provide services and privileges that align with their diverse lifestyles and address rapidly changing usage behaviors.

Human Resources: AIS emphasizes developing its employees who play a pivotal role in driving the organization. This includes continuously upskilling employees, offering a competitive salary, providing growth opportunities, and creating an inspiring work culture for employees at all levels.



Assets Used in Operations

The total assets used in operation of AIS business can be divided into three main groups:

1. Fixed assets such as network equipment, service shops, office building, and land.
2. License to operate telecommunication service such as spectrum license and other licenses to operate telecommunication business.
3. Commercial Agreement such as agreement with NT and Jasmine Broadband Internet Infrastructure Fund (JASIF).

The details of significant assets are as at 31 December 2023 as follows;

Fixed assets of AIS and subsidiaries

	Type of Ownership	Estimated Useful Life (years)	Unit: Million Baht
Tools and equipment for providing telecommunication network and fixed broadband services	Ownership	3 - 30	331,977
Right-of-use assets	Right-of-use	1 - 24	159,643
IT equipment	Ownership	3 - 10	14,687
Network under construction and installation for rendering telecommunication and fixed broadband services	Ownership	-	14,376
Other fixed assets			8,377
Total			529,060
<u>Less</u> accumulate depreciation/ amortization			(288,611)
Net Book value			240,449

Fixed assets of AIS and its subsidiaries had included the financial leases recognized under right-of-use assets. The significant agreements are as follows:

- Lease and related service agreements for office space, cars, computers and base station
- Service agreement related to the national roaming service
- Telecommunication equipment rental agreement for providing telecommunication service
- Telecommunication tower rental agreement

License to operate telecommunication service

AIS and its subsidiaries operates 2G, 3G, 4G and 5G network service and other telecommunication services under the spectrum license granted from the NBTC which are Telecommunication business license type 1, Telecommunication business license type 2, Telecommunication business license type 3, Internet Service Provider Type 1, International Internet Gateway and Internet Exchange License Type 2 with its own network.

Moreover, the company including with subsidiaries companies, associated companies and joint venture companies which have electronic money business license and electronic payment service license to operate mobile money services, including prepaid card sales on prepaid systems and electronic wallet.

Remark: JASIF has been renamed to 3BB Internet Infrastructure Fund (3BBIF) on 20 February 2024.



Summary of Key Telecommunication Service License granted by NBTC

Spectrum license	License Fee	Grant date	Grant Period	Expiration
The right to use 21 GHz spectrum <ul style="list-style-type: none"> Bandwidth of 2x15MHz Provide telecommunication network covering at least 50% of population within 2 years and at least 80% of population within 4 years 	Pay for the license within the time period as specified by the NBTC.	7 Dec 2012	15 years	6 Dec 2027
The right to use 900 MHz spectrum <ul style="list-style-type: none"> Bandwidth of 2x10MHz Provide telecommunication network covering at least 50% of population within 4 years and at least 80% of population within 8 years 		1 Jul 2016	15 years	30 Jun 2031
The right to use 1800 MHz spectrum <ul style="list-style-type: none"> Bandwidth of 2x15MHz Provide telecommunication network covering at least 40% of population within 4 years and at least 50% of population within 8 years 		26 Nov 2015	18 years	15 Sep 2033
The right to use 1800 MHz spectrum <ul style="list-style-type: none"> Bandwidth of 2x5 MHz Provide telecommunication network covering at least 40% of population within 4 years and at least 50% of population within 8 years 		24 Sep 2018	15 years	15 Sep 2033
The right to use 2600MHz spectrum <ul style="list-style-type: none"> Bandwidth of 100 MHz Provide telecommunication network coverage on major economic zone of Thailand as follows; (1) At least 50% geographical coverage of the Eastern Economic Corridor (EEC) area within 1 year, (2) At least 50% population coverage of key cities area including Bangkok Metro area, Chiang Mai, Nakorn Ratchasima, Khonkaen, Songkla and Phuket within 4 years from license granted date. Provide network based on IMT-2020 (5G) technology of at least 50% geographical coverage of the Eastern Economic Corridor area within 1 year to receive special conditions applied for extended payment term in which 2nd – 7th installment starts in year 5 - year 10 	Pay for the license within the time period as specified by the NBTC.	21 Feb 2020	15 years	20 Feb 2035
The right to use 700MHz spectrum <ul style="list-style-type: none"> Bandwidth of 2x10 MHz 		15 Jan 2021	15 years	14 Jan 2036
The right to use 26GHz spectrum <ul style="list-style-type: none"> Bandwidth of 1200 MHz 		18 Feb 2021	15 years	17 Jan 2036
The right to use 700MHz spectrum <ul style="list-style-type: none"> Bandwidth of 2x5 MHz 		1 Apr 2021	15 years	31 Mar 2036
The right to use 700MHz spectrum <ul style="list-style-type: none"> Bandwidth of 2x5 MHz Provide telecommunications network service with the minimum capacity of 20% of its networks to the Mobile Virtual Network Operator (MVNO) 	Provide telecommunications network service with the minimum capacity of 20% of its networks to the Mobile Virtual Network Operator (MVNO).	23 Aug 2023*	12 years 7 months	31 Mar 2036

Remark: * The date the NBTC approved the transfer of license from NT



Commercial Agreement

Commercial Agreements with NT

1. Roaming Agreement

Company	Significant terms and condition	Benefit	Agreement Period	Expiration
AWN	NT provide roaming service on NT's 2100 MHz spectrum to AWN with terms and conditions as specified in the agreement.	Pay the monthly roaming fee to NT at the rate per subscriber as specified in the agreement	7 years 5 months	3 Aug 2025

2. Telecommunication Equipment Rental Agreement

Company	Significant terms and condition	Benefit	Agreement Period	Expiration
SBN	Provide equipment rental to NT, which allows NT to provide mobile service on NT's 2100 MHz spectrum	Receive rental revenue from NT which is subjected to the rate and usage as specified in the agreement	7 years 5 months	3 Aug 2025

3. Telecommunication Tower Rental Agreement (TOT)

Company	Significant terms and condition	Benefit	Agreement Period	Expiration
AWN	AWN rents the telecommunication towers from NT while NT agrees to use the space and maintenance services from AWN	Pay a usage base fee with an estimated total net value for 10-year period of approximately 28 billion Baht	10 years	31 Dec 2028

4. Telecommunication Tower Rental Agreement (CAT)

Company	Significant terms and condition	Benefit	Agreement Period	Expiration
AWN	AWN rents the telecommunication equipment tower from NT while NT agreed to use the space and maintenance services from AWN	Pay the monthly fees for tower rental and other related services	5 years	15 Sep 2025

5. Telecommunication Equipment Rental Agreement

Company	Significant terms and condition	Benefit	Agreement Period	Expiration
AWN	Provide equipment rental to NT, which allows NT to provide mobile service on NT's 700 MHz spectrum	AWN receives rental revenue from NT as specified in the agreement	12 years 7 months	31 Mar 2036

6. Roaming Agreement

Company	Significant terms and condition	Benefit	Agreement Period	Expiration
AWN	AWN provides a network rental on NT's 700 MHz spectrum to NT with terms and conditions as specified in the agreement	AWN receives roaming fee from NT as specified in the agreement	12 years 7 months	31 Mar 2036



Commercial Agreement with JASIF

7. Optical Fiber Cables Rental Agreement

Company	Significant terms and condition	Benefit	Agreement Period	Expiration
TTTBB	Lease the optical fiber cables with JASIF for 80% of all the optical fiber assets sold by TTTBB and delivering to JASIF	Pay the monthly fees for optical fiber cable rental and other related services	23 years	31 Dec 2038

Policy to invest in subsidiaries and associate companies

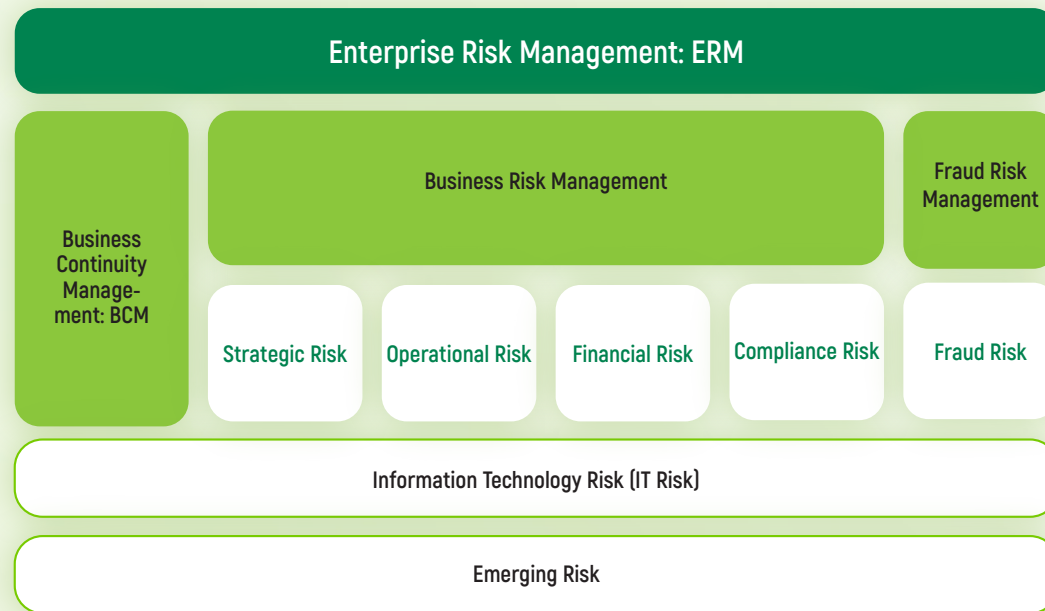
AIS invests in subsidiaries and other companies for the purpose of supporting our main business or operating other related services which is beneficial to our business. AIS has appointed directors and executives as our representative in those companies for the purpose of shareholder's benefit and value maximization.



Enterprise Risk Management

Risk Management Policy and Framework

Risk management is an important process that helps AIS and its group companies (AIS) achieve their objectives and goals as well as appropriately respond to the expectations of various stakeholders. AIS has established an Enterprise Risk Management Policy and Framework applicable to the corporate and operational levels in order to manage and maintain risks at an acceptable level (Risk Appetite). The Enterprise Risk Management framework of AIS consists of the following components.



For Business Risk Management, AIS has fully considered different significant business risks in line with its risk management guidelines, namely Strategic Risk (S), Operational Risk (O) Financial Risk (F), Compliance Risk (C) and Fraud Risk Management as well as Corruption Risk Management. In addition, the Company has considered Information Technology Risk (IT Risk), which the Company considers an important part of its operational risks. Emerging Risk is the newly identified risk category, which is expected to have a long-term impact on the company's business. Each risk category can be further classified to align with the ESG dimensions.

AIS Enterprise Risk Management Framework & Processes

The AIS Enterprise Risk Management framework and process are aligned with the integrated framework of the COSO ERM 2017: Enterprise Risk Management Integrating with Strategy and Performance and is applied to business risk management and fraud risk management. The 7 steps in the risk management process are:



- 1. Set objectives** at both corporate and functional levels, with alignment to the AIS corporate strategy and are within its risk appetite as approved by the Board of Directors and reviewed annually.



2. Identify the events that could have a negative impact (risks) on AIS's ability to achieve its goals and targets considering internal factors such as operational processes and human resources, and external factors such as customers, the economy, politics, and regulations.

3. Assess the identified risks by considering the likelihood of the risk occurring and the potential impact if the risk were to occur. Added to this is the correlation between the impact of any risk and how it could affect another risk.

Risk assessment approaches may be qualitative, quantitative, or a combination of both.

- Qualitative assessment approaches, such as interviews, workshops, surveys, and benchmarking.
- Quantitative assessment approaches, such as sensitivity analysis and scenario analysis.

4. Prioritize risks with consideration to the degree of importance of each risk and the potential damage to the Company.

5. Plan risk response measures with consideration to the level of risk involved and the corresponding cost and benefit.

6. Establish control activities to help ensure that the desired risk responses are implemented as intended and are carried out effectively.

7. Monitor and report the status of risks and the effectiveness of the risk management process. Reports are to be forwarded to the Audit and Risk Committee and the Board of Directors regularly.

Effectiveness of Risk Management Process

To ensure appropriateness and effectiveness of the Risk Management Process, AIS conducts both internal audit and external audit.

Internal Audit:

- Audit and Risk Committee, appointed by the Board of Directors, is responsible for performing risk oversight to ensure compliance with

the Company's risk management framework and guidelines. The Audit and Risk Committee conducts quarterly meetings to review and assess the adequacy and effectiveness of risk management.

External Audit:

- External parties including independent third-party auditors, assess the effectiveness of risk management process annually, as a part of other management standards i.e., ISO/IEC 27001 (Information Security Management Systems), ISO 22301:2019 (Business Continuity Management System), ISO 50001:2018 Energy management systems and ISO/IEC 20000-1:2018 Information technology – Service management.
- Regulators such as National Cyber Security Agency (NCSA) and Bank of Thailand (BOT) specifically review IT risks.

Roles & responsibilities of AIS Risk Management



Board of Directors

The Board of Directors is responsible for overseeing overall risk management in accordance with business strategies and objectives by establishing the

Company's risk management policy, risk appetite and tolerance, considering key risks and mitigation plans and fostering a risk management culture within the Company.

Audit and Risk Committee

The Audit and Risk Committee, appointed by the Board of Directors, is responsible for performing risk oversight to ensure compliance with the Company's risk management framework and guidelines. The Audit and Risk Committee is also responsible for reviewing the appropriateness and effectiveness of the Company's business processes and risk management process.

Risk Management Committee

The Risk Management Committee is chaired by the Chief Executive Officer and comprises heads of the business units. The Risk Management Committee holds quarterly meetings in order to identify and assess new risks and correlations with other identified risks as well as to review and follow up on the accomplishments of its risk management strategy by comparing action plans against their measured results.

The Risk Management Committee reports the risk management results to the Audit and Risk Committee and the Board of Directors on a quarterly basis to ensure that the Company's key risks are closely monitored and managed to an acceptable level and that the Company is able to accomplish its goals and objectives.

Risk Management Unit

The Risk Management Unit is responsible for providing advice to the management and employees on implementing the risk management process in accordance with the established framework. It is also responsible for integrating the risk management process into the strategic planning process.

Chief Executive Officer

The Chief Executive Officer is responsible for determining key operational strategies, taking into account the Company's risk appetite. The CEO is the ultimate owner of all risk issues of the Company and is responsible for promoting a risk management culture at all levels of employees.



Heads of business units

Heads of business units are responsible for complying with the risk management policy and framework, as well as communicating them to employees within their line of work to ensure understanding. They are responsible for identifying, assessing and managing risks associated with their work line in accordance with the Company's established framework and delivering information to the Risk Management Unit.

Employees

Employees are responsible for learning and having awareness of risk management and applying the risk management policy and framework to their daily operations.

Fraud and Corruption Risk Management

AIS has declared its anti-bribery and corruption policy to provide guidelines for directors, executives, and employees at all levels in their performance of duties and to enable the Company to comply with relevant laws and regulations. It also prevents the Company, directors, executives, employees, and stakeholders from performing any act that may violate the laws on bribery and corruption. Additionally, AIS carries out an assessment of risks associated with bribery and corruption every 3 years and has designed the work processes for the involved department to prevent any risks arising from bribery and corruption.

To manage corruption risks, AIS has declared its policy on management of risks arising from corruption to prevent, monitor, report, and manage corruption issues. The policy has prescribed guidelines on managing corruption risks according to the following three aspects:

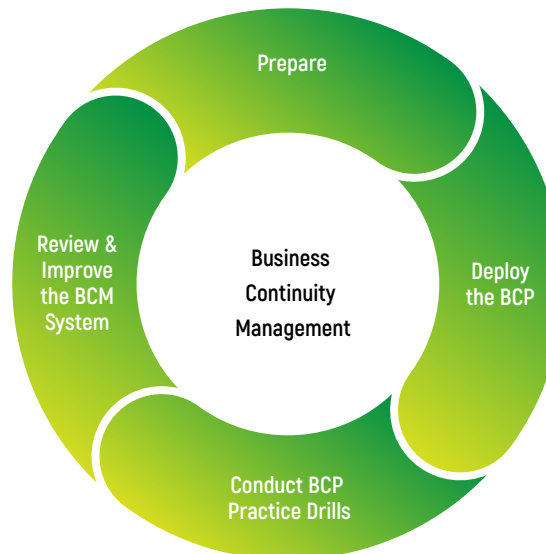
- 1. Prevention** –proactively identify, assess, review and respond to all possible acts of fraud in the organization and communicate such issues to employees at all levels to build awareness and understanding of the importance of fraud, corruption and misconduct reporting.
- 2. Detection** –check or investigate any misconduct or fraudulent case where there is reasonable suspicion.

3. Response – perform investigation processes through to punishment.

The Company's objective is that directors, executives and employees are aware of fraud risk and notify the Company of any action possibly leading to fraud immediately while being ready to fully cooperate in any investigation relating thereto. The Company has appointed a Fraud Risk Management Committee (FRMC) to oversee the policy and fraud risk management process as well as support other functions relevant to developing fraud risk management, including self-management and systematic risk control.

Business Continuity Management

AIS has set in place a business continuity management system in conformance with international standards. The objective is to continue operations in the event of natural disaster or any other situation beyond the Company's control with the potential to cause interruption to its core operating system and a loss of company property and personnel including Critical Business Process at both central and regional levels, including AIS Group and subsidiary companies.



In support of this system, AIS has established the Business Continuity Management policy and manual and appointed the Crisis Management Committee, comprising top executives from each business unit and chaired by the Chief Executive Officer. The Crisis Management Committee is given the responsibility and authority to make decisions during times of crisis, including incident response and overseeing necessary internal and external communication in an efficient and timely manner to ensure the effectiveness and sustainability of the Company's business.

The business continuity management (BCM) process comprises 4 main steps as follows:

1. Prepare business continuity plan:

A business continuity plan must be prepared in accordance with the objectives of business continuity management to enable the Company to cope with the potential impact of a disaster. The plan takes into consideration both the Business Impact Analysis (BIA) and Risk Assessment (RA) to determine the critical service or the critical process of each unit and define the time period that could be endured as a result of disruption before being deemed unacceptable.



2. Deploy business continuity plan:

The approved business continuity plan is to be distributed and communicated to all related parties and understanding must be ensured. This step includes the preparation of resources, both internal and external, that are necessary for the implementation of the business continuity plan.

3. Conduct business continuity plan practice drills:

Business continuity plan practice drills are to be arranged according to a defined schedule and targets. The report results of practice drills shall be reported to the person accountable for the business continuity plan and to the Crisis Management Committee, respectively.

4. Review & improve business continuity management system:

The plan shall be periodically reviewed and improved by the observation from the practice drills to ensure its effectiveness and alignment with the risk level currently faced by the organization.

Overview of Business Continuity Management Framework

AIS has in place a Business Continuity Management System comprised of an Enterprise Business Continuity Plan (Enterprise BCP), Departmental Business Continuity Plan (Departmental BCP) and IT Disaster Recovery Plan (IT DRP). Risk assessment of any threat to the Company must assess both the likelihood of that threat occurring and its impact in order to prepare the Business Continuity Plan at each level as detail below:

1. **The Enterprise BCP** by assessing threat that might impact the Company, for coping with the crisis or any emergencies which could adversely affect or damage working facilities or staff.
2. **Departmental BCPs** based on the findings of the Business Impact Analysis (BIA), are also in place to manage the situation in the event that

any department is not able to perform any process that could directly impact the Company's products or services.

3. **IT Disaster Recovery Plan (IT DRP):** The plan has been established to provide a strategy and working process to recover all information technology systems that support critical processes. This includes all of the resources required to ensure business continuity within an acceptable recovery time and to an acceptable operational level.

BCP for critical business process: The AIS Business Continuity Management Committee has assigned senior executives and heads of related parties to prepare the business continuity plan to ensure continuation of critical business processes that have a direct impact on the Company's ability to deliver its critical services. It is the responsibility of all management and staff to support the activities related to business continuity management. Chief among them are preparation of the business continuity plan, allocation of resources according to the business continuity plan, carrying out practice drills, and reviewing the plan to ensure the effectiveness of business continuity management.

AIS received the ISO 22301:2019 Business Continuity Management System (BCMS) in Cloud Service and Co-Location businesses for having developed the business continuity management system in compliance with the ISO requirements to deal with any emergency or natural disaster in support of sustainable development. Also, the Company practices business continuity management plan simulation exercises annually to be prepared for handling any emergency, enabling AIS to provide continuous services according to the predefined business continuity plan.

Building an organizational culture of Enterprise Risk Management

To promote a robust implementation of the risk management framework, the Company has put in place various activities to embed risk culture among management and employees, building awareness and understanding of roles and responsibilities to apply risk management in day-to-day operations

to enhance their abilities to achieve the Company's objectives and goals. AIS works to foster an organizational culture of risk management by doing the following:

Tone at the top

1. Set clear direction for the Company and communicate through semi-annual performance reviews to ensure employees at all levels have the same understanding and acknowledge the direction and obstacles/challenges of the company's business operations in the short-term and long-term. Management set clear expectations for employees to manage risk to achievement of objectives.
2. Management, as a role model, actively discuss about risk and risk appetite in day-to-day operations and activities.

Risk governance and transparency

1. Management and employees are clear about their accountability for managing risk. These roles are clearly stated in the Company's Risk Management Policy and Manual.
2. Promote open and honest communication among all relevant parties, including risk-related information and incidents.

Risk resources and competence

1. Encourage directors and executives to attend training and development in Risk Management related topics in various forms such as the training programs, knowledge sharing from experts and other activities.
2. Provide knowledge of Risk Management principles to employees via online learning platform (AIS LearnDi) where employee can self-study at their convenience.
3. Publish knowledge-sharing material via infographic, easy-to-understand e-brochures for all employees.
4. Risk Management Unit provides advice to other departments in applying risk management concept to their functions via facilitated risk workshops, risk register template, etc.

Decision making and motivation

1. Promote discussion on what risks are acceptable, or not acceptable, and use this information as a basis for decision making process.



- Integrate risk management with the company's new product and/or service development process. In the feasibility study process, the project owner shall identify the risk factors such as financial risk, regulatory and compliance risk along with related mitigation plans to support the consideration of project approval.
- The Company plans to integrate risk management into its business plan approval process and performance appraisal.

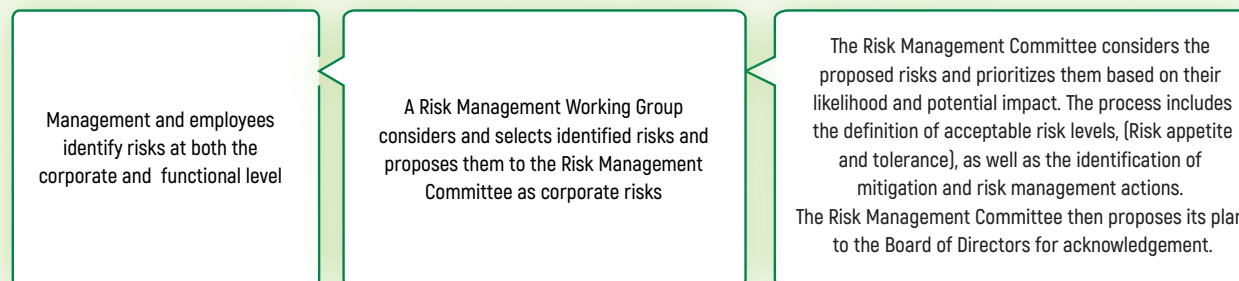
Risk factors

AIS recognizes the importance of risk management amidst potential risk factors that may affect business operations from both internal and external factors.

Towards identifying risks with the potential to impact the business objectives, goals and opportunities of AIS and AIS group companies, AIS considers the following factors:

- Internal and external factors such as human resources, changes in technology and regulations, customer behaviors and the business environment.
- Extreme events or ongoing conditions that have adverse effects on the Company's work practices or business competitiveness including floods, fires, natural disasters or pandemics.
- Past events, current exposures, and future trends which may affect AIS and its group's business operations.
- Significant movements in the economy, society, and the environment in both the short term and long term.
- The causes of potentially adverse events which may affect AIS and its group's business operations.
- New initiatives or new products and services that AIS is seeking to develop.
- Opportunities to identify new value adding activities.

Risk Identification Process



Significant Risk Factors

In 2023, AIS considering risk factors based on Sustainability (Environmental, Social, Governance: ESG) by considering risk factors that are ongoing risks and emerging risks that might occur under the changing environment. It can be classified as follows:

ESG	Risk category					
	Strategic Risks	Operational Risks	Financial Risks	Compliance Risks	IT Risk	Emerging Risks
Environmental (E)	Climate Change Risk					
Social (S)		<ul style="list-style-type: none"> Risk in acquiring and retaining talents to cope with market changes 			<ul style="list-style-type: none"> Risk from Data Privacy 	
Governance and Economic (G)	<ul style="list-style-type: none"> Risk from Intensive Competition in the Market Risk from Technological Advancements and substitution of products and services 	<ul style="list-style-type: none"> Supply Chain Risk Risk from Major network Failure or Interruption to Important Systems 	<ul style="list-style-type: none"> Risk from Exchange Rate Fluctuation Risks from the absence of a debt covenant ratio 	<ul style="list-style-type: none"> Risk from changes in government policies, rules, regulations and orders of regulators Risks Arising from Disputes with Government Agencies 	<ul style="list-style-type: none"> Risk to Information Security and Threats from Cyber-Attack 	<ul style="list-style-type: none"> Risks from the merger of competitors Geopolitical and Geoeconomics Risk Potential risks from acquisition of TTTBB and stake in JASIF

Remark: JASIF has been renamed to 3BB Internet Infrastructure Fund (3BBIF) on 20 February 2024.



Risks from Industry Regulation and Government Policies

Risk from Changes in Government Policies, Rules, Regulations and Orders of Regulators

AIS operates under the supervision of government agencies such as NBTC, the organization responsible for regulating operators under granted license in the telecommunications industry and with the legal authority to issue rules, regulations and orders to regulate licensees. Rules, regulations, and orders issued in the future, such as those that relate to amending tariff structures and service fees or measures for consumer protection, have the potential to affect the Company's business operations, reduce the Company's ability to generate profit and/or increase the cost of services.

For any work directly related to government agencies, AIS has a dedicated unit responsible for regularly monitoring the issuance and change of regulations and reporting such changes to management and coordinating with relevant departments to ensure they are informed promptly and are ready to respond. The unit's role includes acting as an intermediary to coordinate with government agencies and ensuring that it is given all the necessary information on the business impact of regulations. Furthermore, the Company, as a service provider which is a direct stakeholder, is invited to provide opinions and comments on drafts of laws, rules, regulations and/or orders which will be issued for enforcement in the future. Through this unit, the Company also has the opportunity to make comments or suggestions and/or raise concerns or opposition to the enactment of laws, rules, regulations and/or orders in the event that they are deemed likely to have a serious impact on the Company's operations, or to have been unlawfully conducted.

Risks Arising from Disputes with Government Agencies

In the past, AIS operated a business providing telecommunications services under concession agreement with State Enterprises. This required the transfer of assets which the Company had invested for use in its business

operations to government contracting parties as well as the implementation of revenue sharing models at specified rates. Formerly, AIS encountered a number of disputes arising from disagreement in the interpretation of Agreements such as the amount of revenue to be shared. In some cases, NBTC announcements, regulations or orders resulted in impacting upon AIS business operations or concerns for compliance to the extent that it could affect business operation or operating income and/or increase service costs. In many cases, AIS exercised its right under the law to sue the NBTC in a court of law in order to contest the legitimacy of the actions undertaken by the NBTC. (Information and additional details are shown under the topic Legal Disputes)

AIS established a department that is directly responsible for coordinating with government agencies so that the Company as a contract party can conduct its business correctly and in complete compliance with relevant contracts. In the event of a conflict, the Company would enter into negotiations with the aim of seeking a prompt settlement. In the event that the issue could not be resolved through negotiation, the dispute would be entered into the dispute resolution process by the arbitral tribunal as specified in the Agreement. In addition, the matter would be taken before a court with the jurisdiction to rule a final decision.

Strategic Risk

Risk from Market Saturation and Declining Growth

In the telecommunication market, particularly in the mobile business with a high penetration rate of 140%, expanding the customer base possess a significant challenge. Over the past five years, the industry revenue growth has averaged merely -0.7% in service revenue, or -1% in total revenue. Throughout the year, the consolidation of mobile operators aimed at cost savings and increased profitability resulted in the emergence of two major service providers. These highlight the limited potential for further growth in the telecom service business, signaling market saturation. Additional challenges include slow economic growth, declining purchasing power, high household debt in Thailand, and global economic and geopolitical uncertainties impacting the Thai economy. These factors limit opportunities

to increase revenue in the telecom industry as the service providers must continue investing in the network to maintain competitiveness and offer quality services at affordable prices, potentially leading to the risk of lower returns for the business.

AIS has thus incorporated the following steps into its risk management plan:

- Develop into new technologies such as 5G, which opens up opportunities for products and services that can be differentiated and are more diverse than 4G services, both for residential and corporate customers. This will help generate additional new forms of income.
- Introduce Fixed Mobile Convergence (FMC) products by continually expanding the Company's Fixed Broadband network to enhance network quality and coverage.
- Drive new digital business to offer services related to daily life in digital form to customers such as video platform services, insurance service and financial services, etc., which will help create new sources of income.
- Enhance the quality of after sales services and privileges program to build differentiation and gain customer engagement.
- Develop strategies for maintaining the customer base and offering personalized products and services that meet the needs of customers by using Advanced Analytics Tools.
- Manage costs prudently with respect to investment evaluation to create good returns to ensure the Company can generate steady cash flow over the long term, and efficient operational cost management by using technology to streamline processes to ensure appropriate cost and deliver a good service experience for customers.

Risk from Technological Advancements and substitution of products and services

Changes and advances in technology, especially digital technology, have enabled new types of products and services, new entrant as service providers, new digital and online channels or even new business models with lower cost structure. These includes platform providers (Over the Top: OTT) of various services such as messaging, music, video and social media, where no investment in telecommunication infrastructure is required and hence



has enabled consumers to enjoy more alternative services from OTT with low fees or in some cases for free based on advertising model. Moreover, there has been an increase in new services that may substitute services currently provided by the Company, such as internet service via satellite.

These trends directly affect the business operations of the Company, requiring it to continue to invest in and improve its network while developing and offering products and services that generate revenue and respond to customer needs. It is imperative for the Company to adapt and develop its business plan to tackle these challenges in order to retain customer base, generate revenue and sustain long term growth.

AIS has incorporated the following steps into its risk management plan:

- Define key strategies, both short-term and long-term, to respond to changing customer behavior and technologies.
- Invest in new business to create new sources of revenue over the long term focusing on new digital business in collaboration with partners and industry experts such as Cloud, IoT, Cyber security, Digital finance.
- Develop and improve existing products and services with advanced technologies to address digital lifestyle of consumer, for example.
 - Offer new value-added products and services for mobile phone, high-speed internet, and digital content to reduce complexity, save costs for customers, and increase privileges to attract customers.
 - Increase capabilities to satisfy customer needs, using Data Analytics to offer products and services that meet customer demand.
 - Digitalize customer service e.g. online product offering, build AI/Chatbot capabilities and implement Robotic Process Automation for customer services
 - Develop the network infrastructure, customer service systems and support systems by incorporating new technology such as cloud technology.
- Transform the organizational structure and develop the competency of employees to support the key strategies of the Company.
- Invest in research and development of innovation by capturing trends and new technologies as well as partnering with external organizations and business partners to research and develop innovation.

Operational Risk

Risk in acquiring and retaining talents to cope with market changes

The global situations and the market outlook have witnessed changes in various dimensions. Examples include changing lifestyles following the relaxation of COVID-19 restrictions, the ageing population trend, and the emerging businesses to address changing consumer behavior. Also, rapidly-evolving technology advancements such as big data, cloud computing, and artificial intelligence in the form of generative-AI have transformed the current labor market structure, causing some jobs to disappear while creating new jobs in the process. These challenges have prompted employees to adjust and upskill to keep pace. At the same time, the Company is faced with the challenge to acquire and retain talents keen in these technological areas.

Moreover, to be able to respond quickly to customer needs. If the Company cannot develop the necessary skills or capabilities in a timely manner, its business advantage both in current businesses and new businesses in the future will be impacted.

AIS has thus incorporated the following steps into its risk management plan:

- Recruit employees with new abilities that meet the needs of the Company and develop the necessary skills or capabilities that can be applied in new businesses in the future.
- Collaborate with world-class institutions that have specific expertise to lay the foundations for developing the requisite knowledge and prepare high-potential employees for the digital business age to ensure readiness for emerging risks in the digital era.
- Plan a succession plan with a clear Career Model and open up various opportunities for growth in the organization.
- Create an organizational culture towards the digital era with agility, capability, continuous self-improvement and ethics [FIT FUN FAIR].

Supply Chain Risk

The Company sources its network equipment and maintenance services from a limited number of vendors/suppliers available, mainly from China and European countries. In general, telecommunication service providers tend to use only 1-2 equipment vendors to ensure technology compatibility for nationwide service as well as proper maintenance service. During the past few years, an increased tension caused by public policy and trade disputes between the People's Republic of China and the United States of America. If those vendors/suppliers are unable to deliver the network equipment, it may affect the network expansion plan.

AIS has thus incorporated the following steps into its risk management plan:

- Apply a multi-vendor purchasing policy for major equipment and services to prevent risk of rely on a single supplier.
- Establish an approved vendor/supplier list of vendors/suppliers that pass the Company's quality standards [Multi-vendor].
- Maintain the equipment and spare parts inventory at a suitable level in order to avoid shortages.
- Engage in a long-term contract (Frame Contract) with main vendors/service suppliers.
- Explore new technologies to reduce dependence on a particular equipment.

Risk from Major Network Failure or Interruption to Important Systems

Telecommunications services are part of the basic infrastructure for consumers and enterprises. An uncontrollable disaster, natural disaster, or crisis event could potentially lead to the interruption of the Company's network primary operating systems and business activities, directly affecting the continuity of service delivery, Company reputation and reliability, Company revenue including additional expense to compensate customers and recovery services.



Towards ensuring the Company's continuity in delivering services to customer, AIS has set up the following steps in its risk management plan

- Set up redundancy and backup for several key operating systems required to provide service.
- Set up a system and process for monitoring the quality and operation of the network and resolve problems in a timely manner.
- Schedule maintenance plan for equipment and systems in important parts.
- Adopted an infrastructure design that reduces the potential impact from disasters e.g. applying the EIA-222C standard to telecom towers to support higher wind speeds than in recorded Thai history, raising the height of base stations based on the level of heavy flooding in the year 2011.
- Establish Business Continuity Management (BCM) policy at both the corporate and departmental levels and conduct an Annual Review and carry out exercises to practice and test the Business Continuity Plan. Moreover, AIS received ISO 22301:2012 Business Continuity Management System certification to cope with crisis situations.

Financial Risks

Risk from Exchange Rate Fluctuation

The Company is exposed to the risks of foreign exchange rate fluctuation due to International Roaming revenue and expenditures in foreign currencies with certain network expenditures also in foreign currencies.

AIS has thus incorporated the following steps into its risk management plan:

- To enact the exchange risk management policy to manage it through financial instruments. For example, using Forward Contracts that specify the exchange rate at the time of the contract date will apply to the future delivery of contracted services.
- Use existing foreign currency deposits (Natural Hedge) to make payments for goods and services in foreign currencies.

Risks from the absence of a debt covenant ratio

Due to the terms of the company's loan agreement and the absence of a debt covenant ratio in conditions for debenture issuers and holders with which the company can adhere, the company could accrue an unmitigated amount of debt impacting its repayment ability. However, the company exercises caution on debt accrual, analyzing the necessity of any debt in terms of the benefit of the resulting investment, related opportunities and the generation of revenue and profit that would support long-term growth.

Analysis is also performed to appropriately plan cash flow and ensure long-term stability, to determine financial obligation repayment capabilities, and to determine the most appropriate borrowing instruments and the right cost so as to avoid impact on the company's financial status. The company has long maintained a high credit rating among leading domestic and international firms and achieved an AAA (tha) rating from Fitch Ratings and BBB+ rating from S&P Global Ratings at the end of 2023, reflecting its high capability to settle both interest and capital obligations and its strong financial standing. The company devotes importance to maintaining its credit rating in the interest of keeping capital costs at an appropriate level and long-term financial stability, prioritizing the maintenance of financial ratios that act as key indicators for credit ratings, such as Net Debt to EBITDA, above the standard of ratings firms.

Information Technology Risk

Risk of Data Privacy

The Company provides services to a large number of customers, both individuals and enterprises, making it essential to secure personal data and prevent risks arising from the leakage of customer personal data. In addition, risks may occur from the violation of human rights when the Company discloses such information upon request. The Company is also subject to compliance with relevant laws and regulations; for example, the Personal Data Protection Act (PDPA) and the General Data Protection Regulation (GDPR).

AIS has thus incorporated the following steps into its risk management plan:

- Set up the Data Protection Office (DPO) to monitor and coordinate with other relevant parties and ensure that the Company has proper processes with respect to the collection, use and disclosure personal data.
- Develop a Privacy Policy in accordance with relevant laws, regulations and announcements from the government.
- Develop procedures to access and manage personal data in a secure manner. Ensure proper internal controls are in place and subject to regular review.
- In case the Company has to disclose personal data to government bodies upon request, the Company will verify the legal authority of the requestor, determine the scope of the data as prescribed by law, and ensure that there is no violation of personal rights.
- In case of data leakage, undergo processes in place to handle customer complaints, including how to respond and mitigating actions.

Risk to Information Security and Threats from Cyber-attack

The Company has rapidly developed a variety of products and services to serve customers' needs following digital era which transformed customers behaviors. While new technology and various IT systems are essential in developing and improving these products and services, the complexity in application of advanced technology also comes with the risks inherent to information technology. Such risks result from the complexity of the technology itself, gaps in the skill and knowledge levels of Company employees, the potential deficiency of the Company's own systems, and external threats or cyber-attacks. If an information security system is insufficient or incomplete, it can have a serious impact on the company, especially if important data such as the personal data of customers is compromised. This includes cyber-attacks, e.g., DDoS attacks, website phishing, malware/viruses, etc, which may cause severe business disruption.

Ensuring the effectiveness of the Company's information security, AIS regularly reviews and revises the security policy of the Company's IT system in the following ways:



- Apply suitable international standards and alignment with the Cybersecurity Act and Personal Data Protection Act.
- Extend and expand security tools to cover significant systems such as Multi Factor Authentication (MFA) for accessing information technology systems from outside the Company, expanding threat detection capabilities (Threat Hunting), emphasizing proactive threat detection focusing on reducing detection time and time to handle detected threats and applying automation in the process of detecting and responding to threats, etc.
- Enhance information security measures, e.g., by reviewing the access control procedure; maintaining a closed working environment; and building IT awareness across the entire Company.
- Enhance staff competencies related to Cybersecurity in order to operate in accordance with the standards for personal data protection, cloud security, vulnerabilities of the system and detection of threats, etc.
- Enhance cybersecurity knowledge, understanding, awareness to employees and executives at all levels.
- Review and improve cyberthreat response processes to align with the global NIST Cybersecurity Framework and integrating with organization's crisis response plan.
- Conduct Cyber Drill every year covering relevant employees and executives.

Emerging Risks

Climate Change Risk

Climate change is an issue that has increasingly gained attention from the global community. As one of the top 10 countries that were most affected by extreme weather events, Thailand has joined forces with the international community to tackle the problem, announcing a plan to pursue a net-zero carbon emissions target by 2065. The development has made climate change an emerging risk, prompting the Thai government to adjust policies. It is now in the process of drafting climate change-related laws and revising the national energy plan to prepare for operations in line with the target. In addition, the failure of climate-change adaptation has been discussed

in the global community, resulting in the need for adjusting the plans to tackle increased risks from climate change.

AIS business operations are likely to be affected by physical risks and transition risks in 3 areas as follows:

1. Natural disasters which may damage the network infrastructure and devices can increase operating costs from leveling up preventive measures against damage and maintenance. Also, transportation and production may be impacted by supply chain disruption.
2. The changing regulations and government policy that tend to control greenhouse gas emissions and can put upward pressure on the operating and management costs may prompt AIS to adjust its way of thinking and create innovations that enhance energy efficiency and reduce greenhouse gas emissions in compliance with future legislature.
3. The changing behaviors of consumers to become more eco-conscious bring both challenges and opportunities for AIS, demanding the Company to adjust business strategies and corporate image to align with such development. This can generate new sources of revenue from low carbon products and services for enterprise clients looking for digital services that help reduce greenhouse gas emissions and for general customers opting for companies with concern for the environment.

AIS has thus incorporated the following steps into its risk management plan:

- Changing the targets to be aligned with the global and national trends. Aiming to be a part of global community to tackle with climate change, AIS has thus adjusted the Company's environmental targets to be more challenging by adopting the Science-based Target Initiative (SBTi) which stimulates the business value chain to streamline its operations to be more environmentally friendly.
- Promoting Energy Efficiency by studying customers' usage behavior and using power saving features to properly manage network channels to help reduce energy consumption and GHG emissions.
- Alternative Energy Use by installing solar panels at base stations, data centers and switching centers. Moreover, AIS has teamed with business partners with expertise in alternative energy to plan and accelerate

the proportion of alternative energy use for lower operating and management costs.

- Preparation for climate adaptation. We assess climate-related risks through scenario analysis and formulate plans for new site construction such as elevating the Mobile Base Station (BTS) and build flood wall in flood-prone areas.
- Low-Carbon Products and Services Development and Customer Engagement by developing smart solution services to enable corporate clients to enhance energy efficiency as a means to reduce GHG emissions such as Smart factory and Smart property & building. Furthermore, AIS encourages customers to switch from mailing bills to E-billing and promotes my AIS application. This effort helps reduce paper usage and the need for travel.

Geopolitical and Geoeconomic Risks

Major geopolitical events such as Israeli-Palestinian conflict, Russia-Ukraine conflict, U.S.-China strategic competition especially through international trade barriers implemented through policies, and terrorist attacks, among other things, are creating shocks on global markets, and subsequently the overall well-being of our domestic economic conditions. These factors result in uncertainty in the macroeconomic environment including consumer and business demand and supply, purchasing power, employment, and tourism. The disruption of supply and demand has both effects toward revenue and cost structure for industrial and service sectors including the telecommunication industry.

The geopolitical and geoeconomic risks may have the following effects toward our business:

- The raising cost of living and the purchasing power of the customers especially in prepaid which holds a majority portion of the subscribers could lower the ability to generate revenue growth.
- The increased in operating cost from heighten energy price and inflation including the disruption in supply and demand could impact the ability to generate profit of the company and may also delay investments in new businesses. These factors may reduce the competitiveness in the long term.



We are incorporating the following steps as our risk mitigation:

- Provide products and services in a variety of price levels and packages for consumers to choose according to their purchasing power, including products and services that are targeted to specific customer groups to meet their needs.
- Provide various distribution channels for customer to easily access including shops, online channel and agents.
- Enhance the features of myAIS application to include other services that meet consumer's lifestyle and several use cases.
- Regularly review the allocation of capital and cost structure among various businesses. Encourage business units to revisit operating model and do transformation programs to improve cost structure.

Potential risks from acquisition of Triple T Broadband Public Company Limited (TTTBB) and stake in Jasmin Broadband Internet Infrastructure Fund (JASIF)

In line with strategy to grow AIS broadband business and improve efficiency of the fiber network in Thailand, AIS acquired TTTBB and a 19% stake in JASIF. The objectives include providing a wide array of products and enhancing service delivery to meet the extensive needs of customers. This initiative aims to offer consumers faster and higher-quality internet services with extended coverage, particularly in suburban and provincial areas. Additionally, it contributes to minimizing the environmental impact by reducing unnecessary fiber cable installations. Furthermore, this strategic move is expected to add value to the business and generate stable cash flow for the Company in the long run.

Nonetheless, the acquisition of TTTBB may introduce challenges during the integration of two companies with differing working styles. This encompasses the joint development of operational strategies, alignment of operational processes, and the retention of talent to promote confidence, understanding, and morale among employees post-merger. Managing relationships with business partners, suppliers, and dealers also remains a crucial aspect of navigating through this integration process. Other than

this, financial challenges may arise such as the loan undertake for the acquisition may potentially impacting the Company's leverage ratio in the short term, the increasing cost for the integration, and the consolidation of TTTBB's operating results that may affect investor confidence as the anticipated returns post-merger may not meet their expectations.

The acquisition of a 19% stake in JASIF, an infrastructure fund, carries the potential risk of market price volatility which could result in a risk of asset impairment due to a deress in market value, despite the Company careful consideration of the returns before the acquisition. To address these risks, the Company has implemented the following measures:

- Establish clear organizational structure and appoint Chief Executive Officer for the broadband business (CEO-BB) to define and supervise the overall strategy for the broadband business, ensuring ongoing and sustainable growth, and to oversees the integration activities are aligned with the set objectives.
- Establish a dedicated team and assign a responsible individual to oversee integration activities, monitoring execution against the plan and providing weekly progress reports to senior executives.
- Develop a financial plan and manage cash flow to use as a source of capital and set forth a payment mechanism to set aside some funds for due payments.
- Maintain continuous communication with investors to build clear understanding on the impact from the acquisition including impact to the financial statements, the integration process, and reassure that the consolidation does not affect the Company's dividend policy and the ability to pay its dividends.
- Periodically engage with employees and stakeholders throughout the business value chain to foster understanding and garner support, ensuring the smooth progression of all processes.
- The Company considers the impairment risk to be minimal as the cash flow generated from the investment in the infrastructure fund exceeds the value of investment cost. Additionally, the Company is confident in the continued strengthening of the TTTBB broadband business, resulting in the stable cash flow of the fund.

Remark: JASIF has been renamed to 3BB Internet Infrastructure Fund (3BBIF) on 20 February 2024.



Sustainable Development for Business

Sustainability Policy and Targets

AIS has defined its business direction to develop “Ecosystem Economy”, comprising the building of robust digital infrastructure to lay the foundations for digital economy development, collaboration with key partners in both government and private sectors across multiple dimensions to create a broad spectrum of digital products and services as well as human capital development and commitment to operating business with concern for sustainable growth. Emphasis is placed on propelling every sector in Thai society to transition to the digital economy equitably while protecting the environment to drive Thailand toward becoming a sustainable nation.

In 2023, Thai businesses faced various challenges amid volatility and weak global economic activity as well as the risks from climate change adaptation. These challenges have inevitably contributed to widening social inequality. In parallel, rapidly evolving digital technologies have changed people’s behavior in using the media, fostering exponential growth in digital usage from both individuals and businesses. This has positively contributed to the information technology and communication industries, which serve as the infrastructure and intermediary platforms facilitating the use of digital technology to achieve economic growth, foster social equality, and safeguard the environment.

AIS recognizes the significance of digital technology in steering the three aspects mentioned above. Therefore, we have set a direction to become ‘a digital life service provider that thrives in an inclusive and greener digital world.’ We have established three core strategies to drive sustainable business: ‘Drive Digital Economy,’ ‘Promote Digital Inclusion,’ and ‘Act on Climate.’ Under these three core strategies, we identify aspects related to risks, opportunities, and financial implications, categorizing them into seven topics: digital innovation, cybersecurity, customer privacy protection, human resource management, social inclusion, digital wellness, climate actions, and waste management.

To transition from policy to implementation, the Board of Directors has appointed the Sustainable Development Committee to consider the policy, strategies, goal targets, and activities relevant to sustainable development as well as review performance under the prescribed policy and strategies for goal achievement. The Sustainable Development Committee reports to the Board of Directors quarterly. (Further details are in One Report pages 129 under the Scope of Authority and Duties of the Board of Directors and Board-committees).



Business Sustainability Strategy

"Thriving in a greener and inclusive digital world"



Drive Digital Economy

Enable people and businesses to grow in the digital economy

- Expand 5G connectivity to support economic growth
- Drive digital services to both consumers & enterprise
- Maintain resiliency for data security and privacy
- Enhance human capital capabilities to support business transformation



Promote Digital Inclusion

Build inclusive and responsible digital access in our products & services

- Provide inclusive digital access to promote social & economic wellbeing
- Support consumers to be digitally responsible and promote livelihood



Act on Climate

Shape a greener future of life for consumers and society

- Manage our own network and operation to be light to the environment
- Support our customers and supply chain to reduce environmental footprint



Targets for Business Sustainability

Drive Digital Economy

Digital Innovation

- 8% of revenue generated from new digital services that enable the digital economy by 2027

Digital Innovation

- Uphold security standards equivalent or better than our peer group of companies in our industry and our region as verified by an independent third party by 2027
- Enhance cybersecurity and data privacy to protect the critical business value chains by 2025

Human Resource Management

- 90% of AIS employees is equipped with new digital skills and literacy by 2025



Promote Digital Inclusion

Social Inclusion

- Improve the socio-economic condition of 5 million people by 2027

Digital Wellness

- Empower digital citizenship by providing digital solutions and tools for 3 million people by 2027



Act on Climate

Climate Actions

Short term target (2023)

- Reduce GHG emissions intensity as calculated from the ratio of direct and indirect emissions to data traffic by 90% compared to the baseline in 2015
- Increase renewable energy usage to 5% of total energy consumption

Long term target

- Net-zero emissions by 2050

Waste Management

Short term target (2023)

- Zero e-waste to landfill by 2023

Long term target

- Maintain zero e-waste to landfill





Management of Impact on Stakeholders in The Business Value Chain

Business Value Chain

AIS is committed to working and sustaining long-term relationships with its business partners across the value chain, emphasizing sustainability and the creation of value through its products and services that meet the expectations of all stakeholders. The company actively adopts procurement policies and strategies with the dual focus of preserving competitiveness and upholding operational standards in collaboration with business partners. Additionally, there is a commitment to prioritize economic, environmental, social, and governance considerations. These comprehensive policies guide all operations at AIS, encompassing engagements with both new and existing business partners, forming the fundamental principles for the subsequent code of ethics.

Fair Procurement emphasizes ethical business practices, transparency, auditing, anti-corruption measures, and strict adherence to legal and regulatory requirements. It also emphasizes social responsibility, fair labor practices, human rights, and the cultivation of sustainable partnerships.

Green Procurement focuses on having environmental requirements embedded into selection criteria for all product and service categories. This aims to reduce resource consumption, minimize waste and pollution, decrease or eliminate the use of hazardous chemicals, as well as reduce greenhouse gas emissions.

Distribution Channel Quality Control Standards Evaluation of the quality of distribution channels is undertaken with different standards applied in accordance to the capability of main partner channels to control the quality and service standard of each channel. Evaluation includes:

- Declare the ethical principles in business dealings with all business partners

- Establish criteria for the selection of key distributors, ensuring their capability to adapt to market conditions and competition
- Establish guidelines for the operations of distributors and dealers to uphold quality and service standards in alignment with AIS's image
- Conduct workshops on customer service quality management for all distributors
- Establish benchmarks for assessing both sales and service quality
- Evaluate supply chain risks and ensure the implementation of a comprehensive risk management process.
- Conduct on-site inspections of critical partners or those presenting social, environmental, and governance risks significant to AIS operations
- Conduct customer satisfaction survey regarding services provided through distribution channels
- Have an independent auditor conduct an audit of the distribution channels

Supplier Selection and Sustainability Risk Assessment

Determined to work with suppliers, AIS engages in an evaluation process of suppliers and risk assessments as appropriate throughout the lifecycle of its partnerships. Assessment begins with an overview of the suppliers' sustainability and an evaluation of their material business, social, and environmental operations.

Preliminary Screening

Newly registered suppliers have their fundamental environmental, social, and governance information evaluated and are also assessed in terms of

conflict of interest, corruption and fraud history and compliance with the AIS Code of Ethics.

Pre-Procurement Screening

Prior to procurement from key suppliers, AIS thoroughly screens their governance, corruption and fraud history, labor and human rights practices, workplace safety and health, and environmental practices. AIS includes a Code of Ethics as standard in its partnership contracts along with requirements that pertain specifically to the suppliers.

Annual Audit and Evaluation

The annual sustainability risk assessment is undertaken on all Tier 1 suppliers that have passed the primary screening based on four main criteria: 1) spending volume, 2) ESG aspects, 3) Supplier segmentations, and 4) commodity-specific risk. This will be done through questionnaire assessments, on-site visits, and critical job observations. Additionally, there will be an evaluation of the suppliers' understanding of the business ethics of the company for the fiscal year by independent assessors. Cooperation with Tier 1 suppliers, who directly communicate with Tier 2 business partners, will be sought to inform them of sustainable business practices. A supplier must achieve a total score of at least 70% to be considered as meeting the assessment criteria.

Remedial Action and Follow-Up

Following a ranking and scoring of partners based on risk evaluations, suppliers with high risk in the area of sustainability are required to compile an approved risk mitigation plan and timeline ensuring identified risks will be minimized to acceptable parameters. Regular follow-up and inspections are undertaken to ensure proper management of the sustainability risk.



Management of Business Value Chain





Analysis of Stakeholders in The Business Value Chain

Channels and Frequencies	Concerns and Expectations	Operational Approaches to Addressing Concerns and Expectations
Employees		
<ul style="list-style-type: none"> Communication via email and the Company's online system Direct communication between employees, supervisors and the Human Resources Department Direct communication from the Management to employees via Town Hall at least twice a year 	<ul style="list-style-type: none"> Job security and career advancement opportunities for every employee Appropriate benefits and remunerations Digital knowledge and skill development Equitable treatment 	<ul style="list-style-type: none"> Follow the guidelines on recruitment of a new generation of quality employees and retain the existing personnel to grow together with the Company Provide a diverse range of benefits and amenities for employees Continually develop employees' potential by organizing training together with assessment to measure the training efficiency Provide complaint channels for employees to report frauds or wrongdoings e.g. hotline, email, letter
Communities and society		
<ul style="list-style-type: none"> Community complaint center via Call Center 0-2029-5555 (every day except public holidays) LINE official account: Mtr Chumchon offering knowledge and information and answer questions about radio waves, electromagnetic waves, and signals from the base stations LINE official account: @aorsormor, Facebook Fan Page, Hotline 0625201999 (every day except for public holidays) communicating and giving information about the use of AorSorMor Online application 	<ul style="list-style-type: none"> Quality telecommunications services and service channels with extensive coverage in the community Advanced technology that improve the quality of life for the community No health risks from electromagnetic waves emitted from the cell towers Receiving support or assistance for the community in times of disasters or emergencies 	<ul style="list-style-type: none"> Expand the mobile network to cover over 98% of the total population and the broadband internet network to reach 8.8 million households in 77 provinces with a wide range of packages to choose from Promote the quality of life in the community and the Thai health care and control the spread of infections by enabling access to technology through the AorSorMor Online application project Enhance knowledge and skills in using digital technology for online marketing to the community enterprises and promote safe and decent use of the internet and social media Offer knowledge and understanding to the community and community leaders about health safety associated with electromagnetic waves emitted from the cell towers and set up appropriate complaint channels Provide assistance to the community in times of natural disasters e.g. floods, the cold Add online channels to meet the community's expectations and call to interact with the community regularly during the COVID-19 when taking part in the community activities is difficult Open up educational opportunities by providing scholarships to young people in need
Customers		
<ul style="list-style-type: none"> AIS Call Center functioning as a primary channel to collect customer satisfaction survey results as well as comments and recommendations on the employee's service via the automatic IVR and chatbots (every day). In addition, AIS Call Center also provides sign language services for the hearing impaired via the LINE application as a communication channel. Complaint Center 08-0000-9263 (Mon-Fri 08:30 – 17:30) Lodging of complaints through service center and dealers nationwide Conducting surveys on customer satisfaction and comments by market survey experts every quarter in real time 	<ul style="list-style-type: none"> Quality of cell phone and home internet signals as well as quality of product offering and fast, easy access to services through various channels Protection of personal data privacy at the highest level Transparency and clarity in providing information about products regarding prices and promotions to customers and employees capable of solving problems and following up through to the end within the time specified in the schedule and notify the customer of the updates Being encouraged to access call center contact channels through sign language. 	<ul style="list-style-type: none"> Develop and take care of both wireless telecommunications system and home internet to ensure uninterrupted quality services backed by 24-hour monitoring and quality control processes Offer multiple channels to access the Company's products and services in the forms of service centers, stores, and online shops to reach every group of customers Put in place strict policies, strategies, and processes to ensure cybersecurity and personal data privacy and set up a dedicated unit to oversee the affairs with transparency. Also provide training and test employees' knowledge about protection of personal data, allowing for efficient protection of customers' data Provide product information through diverse channels clearly and transparently to keep customers fully informed of their right to service Implement processes to monitor and evaluate the service quality regularly and develop the Interactive Voice Response (IVR) system to provide quick, efficient service to customers. Also put in place "Ask Aunjai", a chatbot/AI on myAIS application, website, social media to provide services and transactions like real employees Educate call center staff and improve work processes to ensure faster, more efficient services and allow customers to track the service status via an automation system



Channels and Frequencies	Concerns and Expectations	Operational Approaches to Addressing Concerns and Expectations
Enterprise clients		
<ul style="list-style-type: none"> Channels to receive complaints and Suggestions e.g. AIS Call Center, AIS ICT Service Desk, and AIS business website (every day) Surveys of customer satisfaction in the use of different service channels e.g. enterprise client sales teams, AIS Call Center, ICT Solution installation team, ICT Service Desk (offering technical consultancy) and online channels such as e Business portal (once a month) Surveys of customer satisfaction in the use of Enterprise Digital eService (once a month) 	<ul style="list-style-type: none"> Quality of products and services such as networks with expansive coverage, high stability, high data connection speeds a wide range of business solutions that enhance business operation potential, after-sales services, quick efficient problem solution A variety of services that address customers' demand and the New Normal along with enhancing business performance amid the changing business context Enhanced service convenience via Enterprise Digital eService: service invoice, eReceipt, online payment, and appointment AIS as a withholding tax agent Protection of personal data privacy strictly in line with the standards 	<ul style="list-style-type: none"> Develop quality of 4G and 5G networks constantly, checking efficiency on a regular basis, and adopt 5G technology to develop the Internet Fibre service for high speed connections Develop new services in cloud, ICT, cybersecurity, and IoT to accommodate the needs for safe, flexible business operations to increase energy efficiency, and to contribute to the environment Offer cost-effective promotions, applications, solutions and devices as well as provide several exclusive privileges for enterprise clients Develop digital channels to facilitate sales and ensure fast, efficient service delivery such as purchasing products and services online Offer Sovereign Cloud service focusing on safe and secure data processing and storage Introduce Cyber Security Operation Center (CSOC) that provides 24 × 7 cyber threat monitoring and handling as well as data security standard certification for clients e.g. ISO27001 and Payment Card Industry Data Security Standard (PCI DSS)
Business partners		
<ul style="list-style-type: none"> Survey of business partners' satisfaction (once a year) Employee representatives in contact with business partners (every day) Applications and websites for distribution channels (every day) Annual meeting with business partners [1-2 times a year] Interview (once a year) 	<ul style="list-style-type: none"> Growing alongside AIS in expanding services to a broad array of customers Expecting AIS' fair business dealings with all partners 	<ul style="list-style-type: none"> Support business partners to sell products through more diversified channels by offering an online training course "Learn Kan Di", enabling them to enhance potential and increase new revenue channels Develop a tailored curriculum to empower business partners, including business owners, successors, and shop managers. This curriculum aims to equip them with the skills needed to effectively manage stores and analyze market situations, ultimately reducing overall operating costs. Implement a program focused on enhancing the sales expertise of business partners. Cultivate specialized skills in technology and brand-specific knowledge, such as Digital Life Guru, Apple Champion, and Samsung Pro, to broaden sales opportunities. Arrange a monthly online meeting to provide product knowledge and pricing information to sales representatives of business partners, enhancing their effectiveness in sales. Establish standards of work with a fair and appropriate compensation structure Develop platforms to facilitate efficient collaboration for business partners with AIS
Shareholders and investors		
<ul style="list-style-type: none"> Shareholders' meeting (once a year) Press conferences to report on operating performance e.g. conference for analysts or both Thai and foreign investors, SET Opportunity Day, and SET Digital Roadshow [5-6 times per quarter] Investor relations website, email: investor@ais.co.th, LINE@ and call (every day) 	<ul style="list-style-type: none"> Sustainable business growth Continuing payment of compensation Good corporate governance, and transparent, reliable business operations Equitable access to information 	<ul style="list-style-type: none"> Maintain leadership in the mobile market and sustain a high level of growth in home internet and enterprise client businesses along with advancing into new businesses with high growth potential to create new sources of revenue such as video streaming, digital lending, insurance and others Set a policy to pay dividends at 70% and to be paid twice a year Achieve the level of "Excellence" in Corporate Governance Report by Thai Institute of Directors Association Communicate quarterly operating performance regularly in every channel by disclosing material information fully and in a timely basis via channels suitable for each group of investors/shareholders



Drive Digital Economy

Digital Innovation

AIS underwent a business strategy transformation towards becoming a "Cognitive Tech-Co" in search of new sources of revenues from new digital services and to sustain competitiveness and create long-term growth. AIS has worked in three core areas: Strengthening Network and IT Foundation, People and Culture Transformation, and Ecosystem Development.

2023 Progress

1. Strengthen Network and IT Foundation

AIS enhanced the network operation toward an autonomous network with a focus on managing network in response to customer usage, employing Artificial intelligence (AI) and Machine Learning (ML). AIS also enhanced the capabilities of its IT systems, using cloud technology to ensure agility, stability, and security. Furthermore, AIS introduced "Living Network" to provide a new level of digital service that better satisfies customer lifestyles. It offered three service modes: Boost Mode for customers looking for high-speed data transmission, Game Mode for those demanding low latency to respond with minimal delay, and Live Mode for customers requiring fast upload speeds for live streaming.

2. People and Culture Transformation

We placed focus on development of our people and have deployed various programs such as including Innovation way for everyone everyday, AIS INNOJUMP Festival & Competition 2023, Citizen Developer, to enhance employees' skill for innovation. This includes opportunities for employees to demonstrate their creativity and propose new ideas, as well as promoting and nurturing the culture of innovation in the organization.

3. Partnership Ecosystem Development

AIS has committed to developing an innovation ecosystem by bringing together cooperation from the academia, the business sector, the government sector, and independent organizations tasked with promoting and supporting innovation development. The projects and activities jointly carried out in 2023 includes AIS 5G Paragon platform, ROBOT Platform & Low-code Technology, Ari Innovation District.

See more details of 2023 progress from the sustainability report under the topic Digital Innovation.

Cyber Security and Customer Privacy Protection

Develop a reliable system for cybersecurity and customer privacy protection

To protect our customers from potential impact on data privacy and mitigate both reputational and financial risk to the company, we focus on safeguarding the IT security and personal data privacy, ensuring that our business operations align with the legal framework and relevant regulations as well as continuous capacity building for our staff, enhancing their readiness against cyber threats.

AIS has established a governance structure to oversee cybersecurity and personal data protection, appointing dedicated supervisory committees and business units. These entities are responsible for defining regular monitoring and control procedures, implementing Cybersecurity and Personal Data Protection Policy across all company departments and associated third parties, ensuring regular systematic auditing, and complying with the policy, standards, and the Company's operating procedures.

Further information on

1. Privacy policy
2. Cyber security policy

2023 Progress

1. **Rules and Regulations:** Promoted coordination between public and private entities in cybersecurity and personal data protection through participation in public hearings and legal interpretation sessions involving regulatory drafts and guidelines as well as participation in the National Cyber Exercise
2. **Capacity Building and Awareness Raising for Employees,** emphasizing cybersecurity and personal data protection for its employees to instill the concept of "Cybersecurity in Mind" and ensure that they can fulfill their duties in line with the company's security standards and guidelines.

3. Technology Development and Process Improvement

- **Cyber Security:** Adopting Zero Trust concept, AIS enhanced the policies and processes for managing risks associated with access to its information system to mitigate potential risks and strengthen data and IT security. This included Privilege Password Management (PAM), configuration management database (CMDB), identity and access management system (IAM).
 - **Data Privacy Protection** AIS improved the standard for data classification and control, imposing stricter measures specifically for biometric data, revised procedure for requesting the use of customer data for analysis, enhanced the process for verifying access to customers' personal data using Data Privacy Log Monitoring (DPLM)
 - **Cyberthreat Drills:** AIS conducted a cybersecurity drill simulating a personal data breach using a tabletop exercise approach.
4. **Audits in 2023,** both internal and independent auditors conducted audits on the company's cybersecurity and personal data protection systems to verify compliance with company policies and relevant laws.
 5. **Standard Certifications** AIS obtained certifications such as ISO27000, CSA STAR, PCI DSS, affirming its commitment to achieve and maintain the highest standards of personal data protection

See more details of 2023 progress from the sustainability report under the topic Cyber Security and Customer Privacy Protection.

Human Resource Management

Nurture and develop AIS human capital to support business growth, particularly digital business.

AIS is aware that human resource management, aligning with the demands of the digital economy and the Company's shift towards a Cognitive Tech-Co, poses challenges for employees to adapt to continuously evolving skill requirements. Consequently, the Company is committed to providing employees with a new mindset, skills, and capabilities to navigate business expansion successfully. This initiative aims to enhance employees' ability to contribute to the Company's competitiveness and growth, making them valuable contributors in the digital economy landscape.



The human resource management at AIS encompasses employee care through the 6S strategy integrated with the creation of the FIT FUN FAIR culture. This includes working environment and well-being, training and development, recruiting and retaining high-quality personnel, fair performance evaluations, and equitable compensation based on job performance, as well as fostering equality and equal opportunities for all employees.

2023 Progress

- Digital Readiness Assessment and Development:** AIS Academy has organized training and conducted digital knowledge assessments for employees within the organization covering essential topics relevant to the job, such as ChatGPT, AI, Mobile IOT, Cloud, and Data. In 2023, 1,141 employees participated in the program with over 85% passing the assessment criteria.
- Employee Engagement:** The company conducted the AIS Culture and Innovation Survey 2023 to gather employee opinions and suggestions related to the corporate culture of "Fit Fun Fair". Over 87% of employees responded to the survey with an average score of 4.47 out of 5. The company will utilize the survey results to enhance the workplace environment and activities, aligning them with the requirements and preferences of employees.
- Career Development** AIS has developed a career model to define a development path and plan career growth for each employee through competency gap assessment to identify the knowledge and skills that meet the demand in the functional line of work. In 2023, AIS undertook a functional competency assessment for all job positions.
- SkillSphere People Hub:** The program to expand the source of learning for employees to tailor their learning needs from various leading educational institutions i.e. Harvard Business, Duke Corporate Education, Southern Alberta Institute of Technology (SAIT), McGill University, Dalhousie University, Udemy, Voxo, YouNextYou, Skilllane, PacRim. Over 4,000 AIS employees have enrolled in the selection program.
- AIS Academy** achieved the ISO 30401:2018 certification for the management and development of digital technology knowledge and work competencies.

- AIS INNOJUMP** develops the innovation skills of employees, fosters a Growth Mindset, Entrepreneurial Mindset, and Agile Mindset opens a space for employees to express their ideas through workshops, innovation competition, and innovation boot camp. A total of 436 employees joined the program in 2023.
- Promoting holistic support for employee well-being:** AIS promotes and supports employee welfare, encompassing the promotion of family well-being, childcare support, development of the quality of employees with disabilities, support for retired employees, promotion of physical and mental health, assistance in various emergencies, and organizing activities to promote employee happiness.

See more details of 2023 progress from the sustainability report under the topic of Human Resource Management.

Promote Digital Inclusion

Social Inclusion

Upgrade the quality of life for the community and reduce social inequality with digital infrastructure and solutions

AIS is committed to being a part of bettering life for the Thai people, using its communication technology to support the economic and social well-being of Thai people in pace with the digital era. In recognition of inequalities in quality of life and opportunities for people in remote areas, AIS prioritized improving access to public healthcare and education using its own and partners' digital platforms. AIS implemented the three following strategies:

- Expansion of digital infrastructure for maximum coverage in support of efficient communication and alignment with national economic development
- Supporting public access to affordable digital communication devices
- Developing digital platforms that enhance economic and social structures along with quality of life

2023 Progress

- Development and Expansion of 5G Technology to Nationwide Coverage**
At present, AIS operates a network that supports high-speed connection using 3G and 4G technology with coverage over 98% of the total population, broadband home internet using fiber-optic technology across all of the country, and Wi-Fi networks in support of educational institutions and businesses. AIS is currently rapidly expanding its 5G network and has reached nearly 90% of the total population and offers low-cost 5G smartphones at 390 Baht and 5G packages for postpaid and prepaid.
- Established and Developed Digital Platforms in Support of Technological Access and Improve the Well-being of Thai**
 - Public Health**
 - AorSorMor Online Application** serves as a communication tool among medical personnel of the Health Promotion Hospitals and the Village Health Volunteers to support greater convenience and efficiency in basic health care at the community level.
 - In 2023, AIS also conducted a social impact assessment of using the AorSorMor Online application to study the efficiency of the application in facilitating the provision of proactive health services and in contributing to residents' quality of life. The result reflects the use of the AorSorMor Online application helps support the proactive performance of healthcare staff and AorSorMor volunteers contributing to better health and well-being.
 - Education**
 - AIS Academy for Thais** AIS and LearnDi Co.,Ltd have collaborated in EdTech industry by providing LearnDi digital platform to offer equal and diverse learning opportunities with ease of access anywhere and anytime. AIS has also initiated the "Mission to drive digital society" by leveraging its in-house learning platform, LearnDi, and expanding its use as a digital learning platform for the public including programs such as The Educators Thailand, Digital Library, and the program that provide opportunities to access world-class knowledge in collaboration with leading Canadian Universities and Canadian Embassy. In 2023, the AIS Academy for



Thais had approximately 166,869 participants and approximately 423,000 program beneficiaries.

- **The Good Kids, Brave Heart Project** Building upon the concept "Giving opportunities is giving a future", the project grants scholarships up to the bachelor's degree to disadvantaged youth. Over the years, AIS granted over 1,000 scholarships. We also supported the youths to gain knowledge and skills in the Aunjai Cyber program to help protect against the risk of online threats and fraud on the internet.

See more details of 2023 progress from the sustainability report under the topic Social Inclusion.

Digital Wellness

Striving to establish a brand that promotes safe and appropriate use of the internet and social media

AIS stresses the importance of taking responsibility for the services offered to consumers by promoting appropriate and safe online uses. The aim is to help develop people's use of digital technology to benefit society and the economy, enhance online immunity and the skills of Thai people to become competent digital citizens and reduce problems related to online scams, with a focus on high-risk groups such as children and youth. We deployed AUNJAI CYBER program encompassing three core strategies: Creating knowledge to encourage digital wisdom, Cyber threat protection tools, and creating awareness of the danger and effects of the Internet and technology

2023 Progress

1. **Creating Knowledge to Encourage Digital Wisdom:** Through collaboration with several partners in both public and private sectors with wide-ranging expertise, AIS provides the curriculum to people of all genders and ages in Thailand at no cost through an online learning platform. In 2023, participants in this online curriculum amounted to 322,000 persons. AIS also created the Thailand Cyber Wellness Index (TCWI), providing a standard for creating digital citizens, and a better

society for digital use. The first-year assessment result showed that Thailand people were at the Basic level of cyber wellness.

2. **Cyberthreat Threat Protection Tools:** AIS provides digital services that safeguard against online threats for both individual users and enterprise clients, covering mobile internet and home internet. In 2023, there were 186,570 users of the cyber threat protection tools. Furthermore, we offer the hotline 1185 AIS Spam Report Center, where customers can make free calls to report spammers' phone numbers or spam SMS. These reports are then forwarded to regulatory agencies and cyber police for further legal action.
3. **Creating Awareness of the Dangers and Effects** of the Internet and Technology via various communication channels to promote digital skills for safe use. This involves collaboration with Kai Hua Ror Studio to produce light-hearted knowledge of 8 digital skills, and collaboration with cyber police and production houses to produce series addressing cyber threat broadcasting on social media.

See more details of 2023 progress from the sustainability report under the topic of Digital Wellness.

Act on Climate

Climate Actions

Reducing environmental impacts through effective management of business operations and the supply chain

AIS realizes the impact of climate change on the Company's business operations in the following areas: the risk of natural disasters, the investment in equipment for resiliency including the costs of maintenance, changes in government policies and regulations, and trends toward environmentally conscious consumer behavior. Consequently, AIS commits to aligning its environmental performance target with science-based emission reduction targets which includes supporting the business value chain to become more environmental-friendly. We also set the targets of maintaining ecological balance and forest preservation. Our strategy toward climate actions covers the entire AIS business operation and value chain including energy

efficiency, renewable energy, green procurement, assessing greenhouse gas emission scope 3, as well as customer engagement.

2023 Progress

1. **AIS Business Operations** focus on designing and managing network operational efficiency including energy efficiency, increasing renewable energy, developing environmental management system, water efficiency, biodiversity, and forest protection. In 2023, the company reduced its GHG emission intensity by 92% compared to the base year of 2015 while increasing the renewable energy to 2.25% of total energy consumption, compared to 1.73% in 2022.
2. **Business Value Chain:** In 2023 AIS started the assessment of Indirect GHG Emissions Scope 3 to enable the Company to understand the sources and amounts of GHG emissions throughout the business value chain and subsequently formulate strategies to reduce emissions in cooperation with the stakeholders. AIS assessed GHG Emissions Scope 3 in 10 out of 15 categories related to its business. Based on the information in 2022, AIS emitted 544,760 tCO₂e of GHG emissions scope 3, accounting for 44% of the total GHG emissions. For 2022, GHG Emissions Scope 2 accounted for the highest proportion at 55% of the total emissions. In addition, AIS integrated digital technology into its internal operations, processes involving partners and in service of customers such as the Full-E project, and development of low-carbon products and services. However, the information on greenhouse gas emission was verified by SGS (Thailand) Limited as presented in the Sustainability Report on page 91 "Assurance Statement"
3. **Climate-related Disclosures** following International Standards AIS has adopted the Taskforce on Climate-related Financial Disclosures (TCFD), enabling the Company to have a comprehensive assessment of the opportunities and risks arising from climate change. We also adopted a scenario analysis to assess the financial impacts under different climate scenarios.

See more details of 2023 progress from the sustainability report under the topic of Climate Actions.



Waste management

Reducing and recycling waste from operations and promoting proper e-waste disposal among Thai people

As a digital and integrated telecommunications service provider, AIS bears responsibility for generating e-waste through its service offerings and the sale of related electronic devices. Since electronic waste typically includes hazardous materials, primarily heavy metals, improper or inefficient disposal of e-waste could pose risks to human health and the community. Furthermore, the adverse impacts extend to environmental pollution and the wasteful utilization of resources in the absence of effective management. AIS aims to achieve zero e-waste to landfill by 2023 and encourages consumers to take responsibility for society and the environment. Embracing the principles of a circular economy to reduce resource consumption and enhance product and service circularity, we are dedicated to waste management in our operations. This commitment involves adopting green procurement practices, overseeing waste disposal from our operations, managing office waste, and promoting responsible e-waste disposal among customers and the public.

2023 Progress

- 1. Operation Waste Management:** AIS manages the disposal of electronic waste through a recycling process conducted by licensed waste operators. In 2023, the percentage of non-recyclable waste is 0%.
- 2. Office Waste Management:** AIS promotes the efficient separation of waste within its offices to facilitate smooth integration into the recycling process. AIS Contact Center Development & Training Arena in Nakhon Ratchasima has carried out a project to turn food waste into fertilizer. The initiative can reduce around 11 tons of food waste in 2023. The total waste generated from our business in 2023 amounted to 2,927 tons, consisting of 54% general waste from offices and buildings and 46% hazardous electronic waste from operations.
- 3. Promoting Proper e-waste Disposal through "AIS HUB of e-waste"**
In 2023, AIS introduced HUB of E-waste, Thailand's pioneering smart e-waste management HUB with cooperation from an extensive network of government and private organizations, dedicated to collaborating on sustainable solutions to e-waste issues. The Hub successfully expanded to over 2,500 drop-off locations nationwide, providing more convenient options for people to dispose of their e-waste. Furthermore, we carried out special activities in continual support of the "Thais Say No to E-waste" project such as co-campaign with business partners, raising awareness during important environmental days to stimulate and invite Thai people to be part of proper e-waste drop-offs in an effort to foster proper behavior in dropping off e-waste.

See more details of 2022 progress from the sustainability report under the topic of Waste management

Human Rights Performance

Acknowledging the fundamental importance of respecting human rights, freedom, and equality in societal coexistence, AIS is dedicated to embracing equality and diversity, while actively preventing discrimination based on gender, race, religion, or skin color. AIS has implemented a human rights policy as an integral component of its Code of Business Ethics. This policy serves as a set of guidelines for conducting business operations following the principles outlined in the United Nations Universal Declaration of Human Rights (UNDHR), the International Labor Organization (ILO), and the General Data Protection Regulation (GDPR). The company designates the Business Ethics Committee with the responsibility for human rights affairs as outlined below.

- Analyzing operational processes to identify human rights issues that require improvement, along with proposing mitigation and preventive measures for potential human rights violations throughout the business value chain. This includes considerations for vulnerable groups such as children, women, LGBT individuals, the disabled, migrant workers, the elderly, etc.
- Communicating with employees, business intermediaries, distributors, contractors, suppliers, business partners, and individuals engaged in business operations to ensure a comprehensive understanding and adherence to the policy.
- Collaborating with the Risk Management Committee, identify human rights risks, plan, and communicate policies and measures to business partners and suppliers across the value chain. This emphasizes the significance of governance, human rights, and health and safety in business practices to all relevant stakeholders. The company also conducts surveys with business partners and suppliers, utilizing the survey results for analysis, seeking improvements, and identifying operational issues that require mitigation and measures affecting business operations.



Furthermore, the company has established a whistle-blower policy, integrating it into the human rights policy to safeguard employees who report cases of human rights violations. This ensures that no employee faces demotion, punishment, or any adverse consequences for raising concerns about harassment, discrimination, or rights infringements. AIS is devoted to treating every employee with dignity, respecting their human rights, upholding non-discriminatory practices, and preventing workplace harassment. For more details, refer to the complete version of the Human Rights Policy.

Human Right Policy

To ensure that the Company's operations will not lead to human rights violations throughout the business value chain, AIS has conducted human rights due diligence every three years, encompassing the entire business operations and activities across the value chain, particularly to the Critical Tier 1 Supplier. They span risk management plans and processes as follows:

1. Define scopes of human rights due diligence process
2. Identify human rights issues associated with value chain
3. Human rights risk assessment

4. Define risk management and mitigation measures
5. Monitor human rights risk and review human rights risks assessment
6. Identify remediation actions

Where there are material changes in activities, operations, or legal regulations, the Company will carry out additional human rights risk assessment in response to current situations and actual operations, which will enable AIS to solve the issue promptly and rapidly. According to the assessment of human rights risks, the two risk issues are as follows:

Human Rights Risk Issue	Key Potential Affected Group	Potential Affected Vulnerable Group	Risk	Sample Risk Management Measure
1. Workplace environment	Suppliers and contractors	Individuals operating under high-risk job conditions, such as tasks related to heights and electricity, include contractors responsible for network and home internet installation.	Contractors undertaking tasks in conditions involving risks like heights and electricity on telecom towers may encounter accidents if they fail to use proper preventive equipment.	<ul style="list-style-type: none">• Establish safety rules for contractors and partners in the workplace.• Oversee that contractors and partners provide training on safety for their employees before commencing work to obtain a license to operate under the AIS Safety Passport program.• Perform a Job Safety Analysis to analyze risks associated with the work.• Ensure that contractors and partners are responsible for ensuring that all employees wear appropriate safety equipment according to the nature of the work involving risks throughout their tasks.
2. Protect information systems and safeguard the personal data of customers	Customers and business partners	Corporate customers, in particular the government agencies	The risk of privacy breaches of personal data remains, despite measures taken to ensure the security and privacy of personal data.	<ul style="list-style-type: none">• Promote standards for data classification and data control measures• Establish employee guidelines for conducting security operations and safeguarding personal data.• Specify tools, both physical and technological, to limit access to personal data.

Remediation

In the event of human rights violations, the company will implement a proper procedure to address the issue. This involves conducting an investigation, considering remedies such as financial and non-financial compensation for all affected stakeholders, and implementing monitoring and preventive measures to avoid future occurrences.

Further details about human rights efforts are available at the Company's website

<https://sustainability.ais.co.th/en/sustainability-priorities/business-fundamental/respect-to-human-rights>



Management Discussion & Analysis

Executive Summary

Achieved solid revenue growth from core business focus and TTTBB acquisitions.

FY23, the Thai economy experienced moderate growth amid global economic uncertainty, driven by the expansion of private consumption and tourism sectors, while the purchasing power of the grassroots consumer remained challenging. AIS reported a core service revenue of Bt 138,569 mn, increasing 4.2% YoY, attributed to the performance of all core services dedicated to delivering high-quality products, as well as additional revenue recognition since mid Nov-23 from the acquisition of TTTBB to expand broadband business.

Mobile business resumed growth YoY through quality commitment aiming to elevate customer experiences.

Mobile revenue reported Bt 118,130 mn, increasing 1.2% YoY, driven by expanded Thai consumption and notable recovery in tourist-related usage. The resumed growth was driven by delivering superior quality in network and services with value-based package structures, together with the deployment of personalized cross-selling upselling services to attract and retain high-quality customers at higher ARPU.

AIS prioritizes elevating service quality, particularly the quality of the 5G network which presently covers nearly 90% of the Thai population nationwide, utilizing the 700MHz and 2600MHz frequency bands for optimal coverage and best user experience. As a result, AIS 5G users experienced substantial growth reaching 9.2 million subscribers, or 20% of the total subscriber base.

FTTBB business sustained growth momentum propelled by quality expansion and TTTBB acquisition.

Fixed broadband revenue achieved Bt 13,621 mn, a noteworthy 35% YoY growth. The surge is attributed to a larger revenue base resulting from the inclusion of TTTBB since mid Nov-23 which expand our broadband business subscriber market share to around 45%. AIS Fibre also continued to achieve strong growth through the acquisition of new subscribers in a broader footprint while offering higher values, led by quality products and services with advanced technologies, driving sales of higher ARPU packages.

Enterprise business thrived on digitalization demand amid economic uncertainty.

Non-mobile enterprise business posted a revenue of Bt5,792mn, growing 10% YoY, despite global economic challenges and political uncertainties in Thailand during 2Q-3Q23. The emphasis was on high-margin services beyond connectivity with enhanced technology like SD-WAN, value-added services such as business cloud, and specific 5G vertical solutions to enhance operational efficiency in targeted industries. In addition, enterprise non-mobile revenue also benefited from TTTBB enterprise revenue consolidation.

Delivered healthy earnings through profitability focus and cashflow generation.

AIS reported an expanded FY23 EBITDA of Bt 93,371 mn, reflecting a 4.1% YoY increase. The growth was attributed to both solid ongoing operations as well as new acquisition of TTTBB, while sustaining a healthy margin of 49% through a focus on profitable revenue and efficient cost optimization.

AIS reported a net profit of Bt 29,086 mn, increasing 12% YoY reflecting an improved operating performance, and a one-time gain from FX.

Market and Competitive Environment

In FY23, the Thai economy sustained modest growth, driven by private consumption and the recovering tourism sector. Challenges persisted, including uneven income recovery, restrained spending in mid to low-income segments, high household debt, and global macroeconomic uncertainties. As a consequence, the overall economic growth is lower than initially anticipated.

The mobile industry has gained momentum aligned with increased private consumption and the resurgence of tourist-related activities. Amid an evolving competitive landscape of market consolidation, operators are focusing on providing value-driven based packages, incorporating cross-sell and upsell strategies. This approach has contributed to a rising trend in overall industry revenue and ARPU. Furthermore, the emphasis on 5G technology remains a fundamental growth engine with operators prioritizing the quality and coverage of 5G networks, and encouraging subscribers' transition to 5G packages, resulting in significant growth in the industry 5G subscribers.

The fixed broadband industry sustained its growth momentum, driven by rising household connectivity demands while Thailand's broadband penetration rate remained below 50% in FY23. The operators continued expanding networks to capture subscribers in remote areas with a strategy to diversify the services tailoring to specific segments such as gamers, entrepreneurs, and industrial users, aiming to boost the revenue and ARPU. The broadband market experienced consolidation in the latter part of the year, with competition remaining relatively stable across regions. While some operators continue offering discounts and promotions to attract new subscribers, others are introducing convergence services to attract new customers while enhancing the value proposition of the products and services.



Enterprise services are expanding due to the increasing digitalization of Thailand's business sectors. This growth is driven by the desire to enhance operational efficiency, particularly through essential digital infrastructure and data storage solutions like cloud and data centers that are pivotal for successful digital transformations. Simultaneously, digital platforms and 5G solutions are also in high demand as they are crucial in optimizing efficiency, security, and real-time operational process agility.

FY23 Operational Summary

Mobile Business: In 2023, AIS concluded the year with a mobile subscriber base of 44.6 million, a reduction of 1.4 million numbers mainly from a decrease in Prepaid customers by 1.5 million subscribers, while Postpaid customers grew by 155,000 subscribers. This reduction was a result of AIS' strategic focus on quality customers and implementing stricter Prepaid Identification (PI) as mandated by the NBTC. Despite this, a commitment to customer quality and package enhancements resulted in a Blended ARPU increase to 223 Baht in 4Q23, compared to 213 Baht in 4Q22, reflecting a 4.7% YoY increase. The number of 5G subscribers increased to 9.2 million numbers, growing 34% YoY.

Broadband Business: Following the successful acquisition of TTTBB, the Fixed broadband business achieved a total customer base of 4.74 million subscribers by the end of 2023. This includes an organic increase of 276,000 subscribers from AIS operations and an additional 2.3mn subscribers from the acquisition of TTTBB. Through cross-sell and up-sell strategies and a focus on attracting high-quality customers with value enhancing packages, AIS FIBRE's ARPU reached 434 Baht in 4Q23, marking a 6.6% YoY increase on a standalone basis. Combining with TTTBB, the blended ARPU was uplifted to 490 Baht with a strong quality TTTBB subscriber base.

Subscribers	4Q22	3Q23	4Q23	%YoY	%QoQ
Mobile Business					
Postpaid	12,560,100	12,663,800	12,715,000	1.2%	0.4%
Prepaid	33,453,000	31,785,900	31,901,500	-4.6%	0.4%
Total subscribers	46,013,100	44,449,700	44,616,500	-3.0%	0.4%
Net additions (Churns)					
Postpaid	189,100	[9,400]	51,200	-73%	-645%
Prepaid	162,300	[857,100]	115,600	-29%	-113%
Total net additions	351,400	[866,600]	166,800	-53%	-119%
ARPU (Baht/sub/month)					
Postpaid	455	446	449	-1.3%	0.6%
Prepaid	123	125	133	8.5%	6.3%
Blended	213	216	223	4.7%	3.4%
MOU (minute/sub/month)					
Postpaid	153	141	139	-9.2%	-1.4%
Prepaid	58	55	58	—%	5.5%
Blended	82	77	79	-3.7%	2.6%
VOU (GB/data sub/month)					
Postpaid	33.8	35.6	37.4	11%	5.1%
Prepaid	30.2	31.6	31.3	3.6%	-0.9%
Blended	31.5	33.0	33.4	6.0%	1.2%
5G subscription					
5G subscription	6,830,000	8,496,000	9,170,000	34%	7.9%
Fixed Broadband Business					
Total subscribers	2,169,200	2,380,700	4,742,300	119%	99%
Total net additions	83,300	51,900	2,361,600*	NM%	NM%
ARPU (Baht/sub/month)					
AIS FIBRE	407	428	434	6.64%	1.4%
3BB			549		
Blended (AIS 3BB Fibre 3)			490		

Remark: *Including acquisition of TTTBB subscriber of 2.3 mn



4Q23 Snapshot (reported and organic growth)

For 4Q23, core service revenue was at Bt 37,055 mn, a 9.5% YoY and 8.7% QoQ growth, mainly from high seasonality in mobile and the organic growth momentum in fixed broadband, further boosted by the consolidation of TTTBB's revenue for 46 days. Excluding TTTBB, the core service revenue's organic growth was 3.1% YoY and 2.4% QoQ. Mobile revenue improved by 1.8% YoY and 2.6% QoQ, with seasonal variations driven by tourism and festivities, increasing purchasing power in the hospitality sector, and high-quality acquisition. Fixed broadband revenue ascended by 94% YoY and 67% QoQ, largely reflecting the consolidation of TTTBB's revenue along with the increasing number of new subscribers with high-value packages that also positively impacted the ARPU. Excluding TTTBB, the Broadband's organic growth was 21% YoY and 3.9% QoQ. Enterprise business and other service revenue reported at Bt 1,957 mn rose by 14% YoY and 12% QoQ driven by consolidation of TTTBB's non-fixed broadband revenue. Excluding TTTBB's contribution, the Enterprise's organic revenue dropped -1.1% YoY and -2.8% QoQ from those quarters with sizable projects.

The cost of service increased by 4.5% YoY and 5.7% due to the inclusion of TTTBB's expenses. Excluding TTTBB, the cost of service was relatively flat, -1.0% YoY and 0.2% QoQ. Depreciation and amortization expenses which increased 4.9% YoY and 7.0% QoQ came largely from TTTBB's assets and lease agreement, while the impact from the new 700MHz spectrum offset with fully depreciated asset in the quarter. Network OPEX rose 5.3% YoY and 3.0% QoQ from TTTBB cable-related expenses, while AIS operational transmission and equipment costs were offset by a lower FT rate. Selling general and administrative expenses increased 35% YoY and 49% QoQ driven by seasonal marketing expenses and acquisition-related expenses. Furthermore, a rise in administrative and other expenses was from increasing staff-related costs mainly from the consolidation of TTTBB, and asset provision expense occurred in 4Q23. SG&A excluding TTTBB impact increased 20% YoY and 33% QoQ.

EBITDA increased 4.6% YoY and 1.4% QoQ attributable to TTTBB consolidation. Excluding this consolidation effect, AIS reported a 0.3% YoY increase in EBITDA driven by improved core service revenue, offset by higher administrative expenses and -2.7% QoQ. Consequently, the reported net profit amounted to Bt7,003mn, a decrease -4.9% YoY due to the impact of net losses from TTTBB operations, asset provision expense, and increased finance cost from the acquisition. The profit declined -14% QoQ from one-time gain divestment in RLP during 3Q23, asset provision expense in 4Q23, and higher finance cost, despite an increase in FX gain. Excluding one-time items, FX gain, and TTTBB impact, the normalized net profit was at 7,086 growing 6.3% YoY and -8.0% QoQ.

FY23 Financial Summary (reported and organic growth)

Revenue

In FY2023, AIS achieved a total revenue of Bt 188,873 mn, marking a YoY increase of 1.8%. This growth was from improved service revenue from the consolidation of TTTBB performance, organic growth in broadband service, a revival of mobile service, and a strong momentum in enterprise business, partially offset by reduced device sales revenue. Excluding TTTBB impact, total revenue increased 0.7% from lower device sales.

Core service revenue (excluding IC and NT partnership) recorded at Bt 138,569 mn, an increase 4.2% YoY driven by the inclusion of TTTBB performance, improved mobile revenue, and growth momentum on fixed broadband and enterprise. Excluding TTTBB impact, organic growth was at 2.5% YoY.

- **Mobile revenue** was at Bt118,130mn, increased 1.2% YoY growing due to a focus on providing quality and superior experience to the customer and value-added product offerings, boosted by the overall economic recovery and increased consumer spending attributed from increased domestic and international tourism which led to higher roaming revenue. Our efforts to increase 5G adoption also provide additional uplift to the ARPU.
- **Fixed broadband revenue** was at Bt 13,621 mn, marking a 35% YoY increase due to the TTTBB consolidation of 46 days and sustained organic growth. The growth was also driven by quality customer acquisitions in the suburban areas through the introduction of attractive value packages aiming to uplift new customer ARPU while introducing convergence products to cross-sell and upsell to existing customers. Excluding TTTBB, broadband organic growth was at 17% YoY.
- **Enterprise non-mobile & others** was at Bt 6,819 mn, reflecting 8.7% YoY fueled by the robust performance of Enterprise Data Services (EDS) and Cloud services in alignment with the prevailing digitalization trend. This growth also includes the consolidation of TTTBB revenue for enterprise customers. Excluding this impact, enterprise business and others grew 4.6%.

Revenue from interconnection charge (IC) and NT partnership

was at Bt 13,352 mn, showing a 2.9% increase from higher traffic usage with NT, despite a lower interconnection rate.

SIM & Device sales reported Bt 36,952 mn, showing an -6.4% YoY decrease, caused by diminished sales volume, particularly during the mid-year period when no new flagship phones were launched, and a decrease in bundled packages with subsidized handset sales. Furthermore, the government tax campaign in early 2024 delayed significant customer expenditures in the last quarter of the year. The sales margin increased from 1.0% to 1.8% due to a higher mix of high-margin handsets.



Cost & Expense

FY23, the cost of service was Bt89,110mn, which increased 2.3% YoY due to TTTBB impact, higher IDD cost and network operating, including expenses related to electricity, and partnership costs with NT. Excluding TTTBB, the cost of service increased 1.0% YoY.

- **Regulatory fee** was Bt 5,680 mn, increasing 3.2% YoY, in line with an increase in core service revenue. The regulatory fee as a percentage of core service revenue remained flat around 4.1%.
- **Depreciation & amortization** were at Bt 51,404 mn, relatively flat at 0.2% YoY due to the fully depreciated network equipment, offset by the depreciation of new assets, including the 700MHz spectrum, and the Right of Use resulting from the consolidation of TTTBB.
- **Network OPEX & NT partnership cost** was at Bt 21,825 mn, increased by 8.7% YoY mainly due to increased network electricity cost from a low base of FT rate in the previous year. In addition, the higher NT partnership costs are associated with the NT partnership revenue.
- **Other costs of service** recorded at Bt 10,201 mn, flat YoY from higher IDD costs correlated with the increase in IDD revenue offset by lower interconnection costs. Additionally, there are some additional expenses related to the consolidation of TTTBB's costs,

SG&A expenses were at Bt 22,840 mn, slightly increased 2.2% YoY despite TTTBB impact due to the cost optimization efforts in marketing expenses. Excluding TTTBB, SG&A decreased -1.4% YoY.

- **Marketing expenses** reported at Bt 5,784 mn, decreasing -18% YoY from the high base last year after the country reopened post-COVID-19 and cost controls in advertising expenses.

- **Admin & other expenses** were at Bt 17,056 mn, increasing 11% YoY driven by higher employee-related costs and from the inclusion of expenses related to TTTBB acquisition. The increment also include asset provision expense occurred in 4Q23. The provision of bad debts as a % of postpaid and broadband revenue was 2.3% lower from FY22 at 2.6%.

Net FX gain at Bt 620 mn in FY23, compared to FX loss of Bt-37mn in FY22. AIS has the policy to mitigate the currency risk using hedging instruments where applicable.

Other Income at Bt 877 mn, increased 79% YoY from a one-time gain recognized in 3Q23 of Bt434mn from Rabbit Line Pay (RLP) divestment.

Finance cost

was at Bt 6,145 mn, increasing 17% YoY mainly from acquisition funding. The average cost of borrowing was 2.9% in FY23.

Income Tax

was at Bt 6,909 mn, increasing 12% YoY, following the increase in profit before tax. The effective tax rate was at 19.2% relatively flat from FY22.

Profitability

FY23 EBITDA was at Bt 93,371 mn, increasing 4.1% YoY driven by an increase in core service revenue and the positive contribution from TTTBB consolidation. Excluding TTTBB, EBITDA grew 3.0%.

EBITDA margin was at 49.4%, compared to 48.4% in FY22 from a lower proportion of device sales revenue.

The reported net profit was at Bt 29,086 mn, increasing 12% YoY, a noteworthy increase in core service revenue, surpassing growth in both

OPEX and SG&A expense, which are continuously being optimized despite the profit-dilution impact of TTTBB consolidation. Furthermore, there was also a positive impact from foreign exchange gain and disposal of RLP in Q3. Excluding one-time items, FX gain, and TTTBB impact, the normalized net profit was Bt28,656mn, improving 12% YoY.

Cash flow

In FY23, cash flow from operation (after tax) reported at Bt 87,641 mn, increasing 7.7% compared to FY22 following an improvement in EBITDA. Net cash outflow from investing was at Bt37,088mn for network investment and at Bt 13,904 mn for spectrum license. As a result, free cash flow for FY23 was at Bt 23,480 mn (OCF less CAPEX, spectrum license, and lease liability paid). In summary, net cash increased by Bt 5,730 mn resulting in an outstanding cash of Bt 14,744 mn at the end of Dec-23.

Financial position

Total asset as of ending 2023 significantly increased 35% to Bt 454,439 mn mainly from TTTBB and JASIF acquisitions. Current assets were at Bt 41,838 mn, increasing 22% from higher cash received from loan and higher trade account receivable. Total non-current assets were at Bt 412,602 mn, increasing by 36% from goodwill and PPE from acquisition, and higher ROU assets from JASIF rental contract.

Total liabilities amounted to Bt 363,761 mn increasing 45% mainly from increasing debt for TTTBB and JASIF acquisition and the lease liability from OFC rental contract obligation with JASIF. Interest-bearing debt stood at Bt 127,244 mn, increasing by 51%, Net debt to EBITDA (including lease liabilities and license payable) was at 2.9x increase from 2.0x in FY22 from the consolidation of TTTBB lease liability and new debt for the acquisition transaction. Total equity was at Bt 90,678 mn, increasing 5.7%.

Remark: JASIF has been renamed to 3BB Internet Infrastructure Fund (3BBIF) on 20 February 2024.



Financial Ratio

Profitability: AIS continued delivering healthy profitability with an EBITDA margin of 49.4% from the focus on profitable revenue and well-cost control especially in marketing expenses. Net profit margin remained at 15%, while ROE improved to 33% and ROA stood at 7.3%.

Liquidity & Leverage: Current ratio was at 0.3x which illustrated stable liquidity status. Net debt to EBITDA rose up from 2.0X in FY22 to 2.9x and remained manageable despite new debt incurred for the acquisition deal. The interest coverage ratio remains healthy at 13x. In FY23, the Company maintained a credit rating of BBB+ from S&P Global rating and being upgraded to AAA(thai) from Fitch Ratings. The company places an importance to maintain its credit rating in the interest of keeping the capital costs at an appropriate level and strive to maintain the financial ratio that are keys to credit rating consideration such as Net Debt to EBITDA. However, there is no debt covenant that mentioned the required ratio that the company needs to adhere to. The detail of debt obligation of the company can be found in note NO.18 to the financial statement.

Asset turnover: The inventory was effectively managed, although inventory days increased from 28 days to 40 days. This was a result of an elevated handset stock-to-sales ratio due to the government tax campaign in early 2024, which postponed significant customer expenditures in the last quarter of the year. Account payable days was at 166 days, declined from 187 days in FY22 [Calculated from 365 / Cost of service excluding IC / Trade accounts and other payable.]

Credit term and collection period

The normal credit term granted by the Company ranges from 14 days to 120 days depending on the type of provided service and clients. For consumer business, mainly in mobile and fixed broadband service, the Company allows 30 days of credit term as most services are monthly mobile subscriptions. However, for enterprise clients, a longer credit terms were granted ranging from 30 days to 120 days depending on the type of services. The average collection period (days) for FY23 was 52 days [Calculated from 365 / Core service revenue excluding NT partnership & IC / Trade accounts and other receivables.]

Significant Events in FY23

- Advanced Wireless Network Company Limited ("AWN") entered into an agreement to accept a transfer of the license of 700 MHz spectrum for 5 MHz for telecommunications service from National Telecom Public Company Limited ("NT"). The total spectrum value is THB 14,866 million whereby AWN shall make a spectrum transfer payment to NT and the remaining annual spectrum installments to NBTC. The transfer of license was completed on 24th October 2023. The 700 MHz will enable AIS expansion of the 5G network to efficiently cover suburban areas and in high-rise buildings, and to increase network capacity to accommodate the genuine growth of 5G usages.
- In Sep-23, AWN entered into 13-year agreements with NT for a network equipment rental on NT's 700 MHz spectrum for NT to provide their 5G mobile service by constructing a total number of 13,500 base stations across the country. AWN will start recognizing rental income when the service is delivered in phases to NT within 2 years. AWN is also obliged to provide roaming service for NT for 13 years in exchange for the rental and roaming fees from NT as specified in the contract.
- In Nov-23, AIS has announced the Completion of the acquisition of Triple T Broadband Public Company Limited ("TTBB") and investment units in Jasmine Broadband Internet Infrastructure Fund ("JASIF"). The settlement value of the transaction was at 28,371 million Baht. The consolidation of financial statements starts on 16 November 2023 onwards.

Remark: JASIF has been renamed to 3BB Internet Infrastructure Fund (3BBIF) on 20 February 2024.



Income statement (Bt mn)	4Q22	3Q23	4Q23	%YoY	%QoQ	FY22	FY23	%YoY
Mobile revenue	29,524	29,311	30,065	1.8%	2.6%	116,696	118,130	1.2%
Fixed broadband revenues	2,598	3,021	5,033	94%	67%	10,064	13,621	35%
Other service revenues	1,718	1,748	1,957	14%	12%	6,274	6,819	8.7%
Core service revenue	33,840	34,080	37,055	9.5%	8.7%	133,033	138,569	4.2%
IC and NT partnership	3,373	3,313	3,371	-0.1%	1.7%	12,976	13,352	2.9%
Service revenue	37,213	37,393	40,426	8.6%	8.1%	146,009	151,921	4.0%
SIM and device sales	11,485	8,675	10,892	-5.2%	26%	39,476	36,952	-6.4%
Total revenues	48,699	46,069	51,318	5.4%	11%	185,485	188,873	1.8%
Regulatory fee	1,392	1,409	1,509	8.4%	7.0%	5,502	5,680	3.2%
Depreciation & Amortization	12,722	12,479	13,349	4.9%	7.0%	51,296	51,404	0.2%
Network OPEX and NT partnership	5,277	5,394	5,557	5.3%	3.0%	20,075	21,825	8.7%
Other costs of services	2,655	2,508	2,622	-1.3%	4.5%	10,202	10,201	0.0%
Cost of service	22,046	21,789	23,036	4.5%	5.7%	87,076	89,110	2.3%
Cost of SIM and device sales	11,353	8,517	10,638	-6.3%	25%	39,096	36,277	-7.2%
Total costs of service and sale	33,399	30,306	33,674	0.8%	11%	126,172	125,387	-0.6%
Gross profit	15,300	15,762	17,644	15%	12%	59,313	63,486	7.0%
SG&A	5,492	4,957	7,402	35%	49%	22,353	22,840	2.2%
Marketing Expense	1,874	1,126	2,001	6.8%	78%	7,026	5,784	-18%
Admin and others	3,619	3,832	5,401	49%	41%	15,327	17,056	11%
Operating profit	9,807	10,805	10,241	4.4%	-5.2%	36,960	40,646	10%
Net foreign exchange gain (loss)	572	123	412	-28%	236%	-37	620	1791%
Other income (expense)	26	473	247	832%	-48%	489	877	79%
Finance cost	1,294	1,366	2,196	70%	61%	5,231	6,145	17%
Income tax	1,747	1,887	1,702	-2.6%	-9.8%	6,168	6,909	12%
Non-controlling interest	-1	-1	0	-127%	-119%	-3	-3	7.9%
Net profit for the period	7,363	8,146	7,003	-4.9%	-14%	26,011	29,086	12%

Remark: * Consolidated financial statement, including TTTBB's and JASIF's results for 46 days since 16 Nov 23.

EBITDA (Bt mn)	4Q22	3Q23	4Q23	%YoY	%QoQ	FY22	FY23	%YoY
Operating Profit	9,807	10,805	10,241	4.4%	-5.2%	36,960	40,646	10%
Depreciation & amortization	13,118	12,844	13,745	4.8%	7.0%	52,902	52,880	-%
Management benefit expense	-29	-35	-36	23%	1.5%	-133	-139	4.1%
Other financial cost	-5	-4	-6	31%	52%	-17	-17	-3.0%
EBITDA*	22,892	23,610	23,945	4.6%	1.4%	89,711	93,371	4.1%
EBITDA margin [%]	47.0%	51.2%	46.7%	-35bps	-459bps	48.4%	49.4%	107bps

Remark: * EBITDA (restated)

Remark: JASIF has been renamed to 3BB Internet Infrastructure Fund (3BBIF) on 20 February 2024.



Financial Position(Bt mn%to total asset)	4Q22		4Q23	
Cash	9,014	2.7%	14,744	3.2%
ST investment	982	0.3%	557	0.1%
Trade receivable	16,414	4.9%	19,356	4.3%
Inventories	3,839	1.1%	4,147	0.9%
Others	4,088	1.2%	3,034	0.7%
Current Assets	34,338	10%	41,838	9.2%
Spectrum license	119,765	36%	121,154	27%
Network and PPE	113,252	34%	139,224	31%
Right of use	42,861	13%	101,225	22%
Intangible asset	16,827	5.0%	20,903	4.6%
Defer tax asset	4,597	14%	3,699	0.8%
Others	5,404	1.6%	26,396	5.8%
Total Assets	337,044	100%	454,439	100%
Trade payable	24,215	7.2%	16,031	3.5%
ST loan & CP of LT loans	20,496	6.1%	57,404	13%
CP of lease liabilities	11,135	3.3%	15,062	3.3%
Accrued R/S expense	3,361	1.0%	3,361	0.7%
CP of spectrum payable	10,903	3.2%	12,599	2.8%
Others	26,231	7.8%	29,190	6.4%
Current Liabilities	96,341	29%	133,647	29%
Debenture & LT loans	63,914	19%	69,840	15%
LT lease liabilities	32,871	9.8%	100,077	22%
Spectrum payable	52,085	15%	51,610	11%
Other	6,015	1.8%	8,587	1.9%
Total Liabilities	251,227	75%	363,761	80%
Retained earnings	60,675	18%	65,515	14%
Others	25,141	7.5%	25,163	5.5%
Total Equity	85,816	25%	90,678	20%

Key Financial Ratio	4Q22	3Q23	4Q23
Interest-bearing debt to equity (times)*	1.0	1.2	1.4
Net debt to equity (times)*	0.9	1.0	1.2
Net debt to EBITDA (times)*	0.8	0.9	1.1
Net debt & lease liability & spectrum license payable to EBITDA	2.0	1.9	2.9
Current Ratio (times)	0.4	0.4	0.3
Interest Coverage (times)	15.6	14.8	13.3
Debt Service Coverage Ratio (times)	3.1	2.5	1.3
Return on Equity	31 %	35 %	33 %

Remark: Figures from P&L are YTD annualized.

* Exclude Lease liability

** EBITDA in ratio is annualized from 46 days of 3BB EBITDA

Debt Repayment Schedule			License payment schedule		
Bt mn	Debenture	Loan	900MHz	2600MHz	700MHz
2567	8,012	49,432*	7,565		5,189
2568		9,102	7,565	2,934	5,189
2569	15,180	6,853		2,934	5,189
2570	9,000	6,110		2,934	5,189
2571	9,500	5,130		2,934	5,189
2572				2,934	5,189
2573	3,000			2,934	5,189
2574	3,000				3/3
2575					
2576	3,000				

Remark: * Including bridge loan for financing TTTBB's deal.

Credit Rating	
Fitch	National rating: AAA (THA), Outlook: Stable
S&P	BBB+, Outlook: Stable

Remark: JASIF has been renamed to 3BB Internet Infrastructure Fund (3BBIF) on 20 February 2024.



Source and Use of Fund: FY23 (Bt.mn)

Source of fund		Use of fund	
Operating cash flow	94,637	CAPEX & Fixed assets	37,088
Net borrowings received	38,091	Dividend paid	24,507
Interest received	157	Net investment in subsidiaries	16,016
Sale of equipment	137	Spectrum license	13,904
Dividend received	22	Lease liability payments	13,169
		Income tax and Finance cost paid	11,294
		Net investment in JV & Associates	11,213
		Other	123
		Cash increase	5,730
Total	133,044		133,044

2024 Guidance

Core service revenue

Around 13-15%

EBITDA

Around 14-16%

CAPEX (exclude spectrum)

Approx. Bt 25-26bn

Core service revenue to grow around 13-15%

In 2024, the growth would benefit from inorganic growth from TTTBB acquisition and good momentum in organic performance, with expanded economic conditions and a stabilized competition outlook. The key is to deliver convergence across our services leveraging our relationship with the customers while continuously uplifting the value in multi-product proposition.

- **Mobile** to focus on sustaining leadership in network quality and coverage, personalized segmented offerings, value-uplifting proposition with 5G, FMC, and privilege ecosystems, as well as delivering superior digitized service quality to the customers.
- **Broadband** to benefit from TTTBB acquisition and continue the growth momentum with a larger subscriber base, leveraging a combined coverage across Thailand, innovative product offerings, and superior service quality to offer more than broadband experiences. The key focus would also be on integration activities in combining the operations to achieve operational efficiencies and synergies.
- **Enterprise** to focus on profitable growth with digital technology and evolving socioeconomic context, leveraging on connectivity with enhanced technologies, value-added digital product offerings, and differentiated 5G Paragon platform.



EBITDA growth around 14-16% focusing on profitability

AIS to continuously execute cost optimization with TTTBB synergies to achieve sustainable operations. To achieve higher efficiency while improving product delivery and superior customer experience, AIS will continue to enhance IT processes & systems, autonomous network, data analytics, and people capability. Optimal capital allocation will be executed to improve efficiency to maximize value to customers and stakeholders.

CAPEX approx. 25-26bn to sustain quality with optimization

CAPEX this year is expected to be lower than in previous years, benefiting from the acceleration of the 700MHz 5G rollout in the prior year and leveraging TTTBB's larger broadband footprint. The optimized spending is in line with the business ambition to bring in and maintain quality customers through sustained network leadership. The broadband growth would continue in the new areas while achieving CAPEX synergy from a combined broadband network. Approximately, 60% of CAPEX is for mobile business, 28% in broadband business, and the rest in enterprise and others.

Dividend policy at minimum 70% of net profit

AIS is committed to driving long-term growth while delivering returns to shareholders. We place importance on maintaining strong financial health and flexibility to pursue future growth. Our dividend policy is to pay a minimum of 70% of net profit. By preserving cash flow, we ensure that we have the financial flexibility to lead, compete, and pursue growth prospects in any changing circumstances.

The dividend payment shall be made twice a year and is based on consolidated earnings and subjected to the availability of retained earnings on the separate financial statements. In all cases, dividend payment shall depend on cash flow and investment plan including any other future obligations of the Company and/or subsidiaries. Such dividends shall not adversely affect the Company and its subsidiaries' ongoing operations.

Comparison of 2023 guidance and actual financial results (Excluding 3BB impact)

	Guidance	Actual performance	Comparison
Core service revenue	Around 3-5%	growth 2.5%	Below guidance from macroeconomic condition, slower-than-expected tourist return, and refocus to profitability in enterprise
EBITDA	Mid-single digit growth	growth 3.0%	Below guidance from increase utility cost and higher admin expense
CAPEX (exclude spectrum)	Bt 27-30 bn	Bt 41 bn	Above guidance from accelerated 5G investment in 700MHz network with NT partnership. Excluding acceleration impact, CAPEX was in-line with guidance



Glossary & Formula

Subscriber	Number of registered SIM at ending period whose status is not defined as churn
Postpaid churn	Subscribers whose payment status is overdue more than 60 days from due date
Prepaid churn	Subscribers who do not refill to extend their validity within 45 days or subscribers who are inactive more than 90 days
Net additions	Change of number of subscribers from beginning period to ending period
Churn rate	Number of subscriber disconnections in the period divided by the sum of gross new subscribers in the period and the subscribers at the beginning period
ARPU	Consolidated service revenue excluding inbound international roaming and interconnect revenues divided by average of subscriber at the beginning and ending period
MOU	Number of billed outgoing minutes generated from voice call including international call usage divided by average subscriber
VOU	Number of billed gigabyte generated from data usage divided by average data subscriber
EBITDA margin	EBITDA / Total Revenues
Interest-Bearing Debt to Equity	Interest Bearing Debt / Ending Equity
Net Debt to Equity	(Interest Bearing Debt - Cash) / Ending Equity
Net Debt to EBITDA	(Interest Bearing Debt - Cash) / EBITDA
Net Debt to EBITDA (Incl. lease liability and spectrum license payable)	(Interest Bearing Debt + Lease Liability + Spectrum License Payable - Cash) / EBITDA
Interest Coverage	Operating Profit / Interest Expense
Debt Service Coverage Ratio	EBITDA * (1 - Tax Rate) / (Debt Repayment in 1 Year + Interest expense annualized)
ROA	Net Profit / Average Asset Between Beginning and Ending Period
ROE	Net Profit / Average Equity Between Beginning and Ending Period
Free Cash Flow (FCF)	Net Cash Flow From Operating Activities - CAPEX - Lease Liability Paid



Financial position & Performance

Financial statement

Auditor report

Auditor's Reports were stated that the Consolidated and Company financial statements presented fairly, in all material respects, the Consolidated financial position as at 31 December 2023, 2022, and 2021, and the Consolidated results of operations, and cash flows for the years then ended of Advanced Info Service Public Company Limited and its subsidiaries, respectively, in accordance with Thai Financial Reporting Standards.

Summary for consolidated financial statements

Advanced Info Service Public Company Limited and its subsidiaries

Consolidated statement of financial position as at December 31

unit: Thousand Baht

	2021		2022		2023	
	Amount	%	Amount	%	Amount	%
ASSETS						
Current assets						
Cash and cash equivalents	12,739,290	3.57	9,013,520	2.67	14,743,575	3.24
Specifically-designated bank deposits	1,380,728	0.39	980,248	0.29	556,900	0.12
Restricted deposits at a financial institution	11,200	-	-	-	-	-
Trade and other current receivables	16,552,288	4.65	17,901,787	5.31	21,343,331	4.70
Contract assets	1,819,811	0.51	2,123,106	0.63	811,275	0.18
Inventories	2,104,298	0.59	3,839,281	1.14	4,147,217	0.91
Current tax assets	5,302	-	26,391	0.01	40,565	0.01
Other current financial assets	213,375	0.06	47,798	0.01	16,618	-
Other current assets	739,789	0.21	405,595	0.13	178,045	0.04
Total current assets	35,566,081	9.98	34,337,726	10.19	41,837,526	9.20
Non-current assets						
Investments in joint ventures and associates	982,875	0.28	993,614	0.30	12,450,312	2.74
Long-term loans to a related party	100,000	0.03	100,000	0.03	185,000	0.04
Other non-current financial assets	110,252	0.03	228,090	0.07	190,872	0.04
Property, plant, and equipment	117,843,740	33.08	113,252,048	33.60	139,223,822	30.64
Right-of-use assets	50,574,034	14.20	42,860,580	12.72	101,224,676	22.28
Goodwill	2,881,700	0.81	2,881,700	0.86	12,170,904	2.68
Spectrum licenses	131,774,691	36.99	119,765,331	35.53	121,154,277	26.66
Other intangible assets other than goodwill	10,864,295	3.05	16,826,778	4.99	20,903,146	4.60
Deferred tax assets	4,235,516	1.19	4,597,432	1.36	3,699,332	0.81
Other non-current assets	1,288,559	0.36	1,200,365	0.35	1,399,354	0.31
Total non-current assets	320,655,662	90.02	302,705,938	89.81	412,601,695	90.80
Total assets	356,221,743	100.00	337,043,664	100.00	454,439,221	100.00



Advanced Info Service Public Company Limited and its subsidiaries

Consolidated statement of financial position (continued) as at December 31

unit: Thousand Baht

	2021		2022		2023	
	Amount	%	Amount	%	Amount	%
LIABILITIES AND SHAREHOLDERS' EQUITY						
Current liabilities						
Short-term borrowings	-	-	5,000,000	1.49	41,976,204	9.24
Trade and other current payables	45,055,417	12.65	42,457,135	12.60	37,674,111	8.29
Provision for revenue sharing	3,360,879	0.94	3,360,879	1.00	3,360,879	0.74
Unearned income - mobile phone service	4,071,668	1.14	3,703,340	1.10	3,160,265	0.70
Advanced received from customers	1,380,728	0.38	980,248	0.29	723,130	0.16
Current portion of long-term liabilities	14,131,683	3.97	15,495,770	4.60	15,427,996	3.40
Current portion of spectrum licenses payable	10,903,220	3.06	10,903,220	3.23	12,599,050	2.77
Current portion of lease liabilities	10,537,344	2.96	11,135,477	3.30	15,061,588	3.31
Corporate income tax payable	2,276,078	0.64	2,689,662	0.80	3,458,441	0.76
Other current financial liabilities	25,051	0.01	534,274	0.16	109,123	0.02
Other current liabilities	126,204	0.04	81,190	0.02	95,765	0.02
Total current liabilities	91,868,272	25.79	96,341,195	28.59	133,646,552	29.41
Non-current liabilities						
Long-term liabilities	73,696,569	20.69	63,914,169	18.96	69,840,208	15.37
Lease liabilities	40,597,291	11.40	32,871,213	9.75	100,077,434	22.02
Provisions for employee benefit	3,326,561	0.93	2,931,146	0.87	3,261,836	0.72
Spectrum licenses payable	61,415,647	17.24	52,085,347	15.45	51,609,890	11.36
Other non-current financial liabilities	722,083	0.20	162,860	0.05	38,436	0.01
Other non-current liabilities	2,770,798	0.78	2,921,379	0.87	5,286,656	1.16
Total non-current liabilities	182,528,949	51.24	154,886,114	45.95	230,114,460	50.64
Total liabilities	274,397,221	77.03	251,227,309	74.54	363,761,012	80.05



unit: Thousand Baht

	2021		2022		2023	
	Amount	%	Amount	%	Amount	%
Shareholders' equity						
Issued and paid share capital	2,973,926	0.84	2,974,210	0.88	2,974,210	0.65
Share premium on ordinary shares	22,506,296	6.32	22,551,567	6.69	22,551,567	4.96
Deficits arising from change in ownership interest in a subsidiary	(669,657)	(0.19)	(669,657)	(0.20)	(669,657)	(0.15)
Retained earnings:						
Appropriated - Legal reserve	500,000	0.14	500,000	0.15	500,000	0.11
Unappropriated	56,602,515	15.89	60,175,499	17.85	65,014,940	14.31
Other components of shareholders' equity	(214,328)	(0.06)	157,106	0.05	206,060	0.05
Total shareholders' equity attributable to owners of the Company	81,698,752	22.94	85,688,725	25.42	90,577,120	19.93
Non-controlling interests	125,770	0.03	127,630	0.04	101,089	0.02
Total shareholders' equity	81,824,522	22.97	85,816,355	25.46	90,678,209	19.95
Total liabilities and shareholders' equity	356,221,743	100.00	337,043,664	100.00	454,439,221	100.00



Advanced Info Service Public Company Limited and its subsidiaries

Consolidated statement of profit or loss for the year ended December 31

unit: Thousand Baht

	2021		2022		2023	
	Amount	%	Amount	%	Amount	%
Revenues						
Revenues from rendering of services and equipment rentals	144,791,100	79.85	146,009,162	78.72	151,921,156	80.44
Revenue from sale of goods	36,541,790	20.15	39,475,613	21.28	36,951,754	19.56
Total revenues	181,332,890	100.00	185,484,775	100.00	188,872,911	100.00
Costs						
Cost of rendering of services and equipment rentals	(85,237,941)	(47.01)	(87,075,461)	(46.94)	(89,110,155)	(47.18)
Cost of sale of goods	(36,215,253)	(19.97)	(39,096,159)	(21.08)	(36,276,569)	(19.21)
Total costs	(121,453,194)	(66.98)	(126,171,620)	(68.02)	(125,386,724)	(66.39)
Gross profit	59,879,696	33.02	59,313,155	31.98	63,486,186	33.61
Distribution costs	(6,035,057)	(3.33)	(7,026,139)	(3.79)	(5,783,724)	(3.06)
Administrative expenses	(15,665,392)	(8.64)	(15,327,011)	(8.26)	(17,056,196)	(9.03)
Total distribution costs and administrative expenses	(21,700,449)	(11.97)	(22,353,150)	(12.05)	(22,839,920)	(12.09)
Profit from operating activities	38,179,247	21.05	36,960,005	19.93	40,646,266	21.52
Financial income	217,444	0.12	126,467	0.07	159,829	0.08
Other income	1,055,202	0.58	531,675	0.29	687,530	0.36
Share of loss of subsidiaries, joint ventures and associates accounted for using equity method	(140,731)	(0.08)	(36,220)	(0.02)	168,161	0.09
Net gain/(loss) on foreign exchange rate	(1,488,550)	(0.82)	(343,574)	(0.18)	326,862	0.17
Gain/(loss) from fair value measurement of derivative assets	842,960	0.47	306,925	0.16	292,714	0.16
Management benefit expenses	(145,488)	(0.08)	(133,086)	(0.07)	(138,546)	(0.07)
Finance costs	(5,626,072)	(3.10)	(5,230,441)	(2.82)	(6,144,919)	(3.25)
Profit before income tax expense	32,894,012	18.14	32,181,751	17.34	35,997,898	19.06
Tax expense	(5,969,549)	(3.29)	(6,167,845)	(3.32)	(6,908,964)	(3.66)
Profit for the years	26,924,463	14.85	26,013,906	14.02	29,088,934	15.40
Profit attributable to:						
Owners of the Company	26,922,145	14.85	26,011,284	14.02	29,086,106	15.40
Non-controlling interests	2,318	-	2,622	-	2,828	-
Profit for the years	26,924,463	14.85	26,013,906	14.02	29,088,934	15.40
Basic earnings per share (in Baht)	9.05		8.75		9.78	
Diluted earnings per share (in Baht)	9.05		8.75		9.78	



Advanced Info Service Public Company Limited and its subsidiaries

Consolidated statement of cash flows for the year ended December 31

unit: Thousand Baht

	2021	2022	2023
Cash flows from operating activities			
Profit for the years	26,924,463	26,013,906	29,088,934
Adjustments for			
Depreciation and amortization	53,374,026	52,901,993	52,880,462
Finance income	[217,444]	[126,467]	[159,829]
Finance costs	5,626,072	5,230,441	6,144,919
Expected credit losses	2,066,792	2,181,784	2,054,269
Share-based payment transaction	8,130	1,971	-
(Reversal of) loss for obsolete, decline in value and write-off inventories	9,289	10,044	[16,758]
Loss on sales and write-off of assets	29,434	26,768	124,896
Loss for unused equipment	635,511	1,338,883	1,578,237
Loss on terminate contract assets	223,543	104,823	[39,961]
Net unrealized (gain) loss on foreign exchange rate and fair value measurement of derivative assets	242,558	520,777	[671,179]
(Gain) on sales of investment	-	[11,072]	[433,731]
Share of (profit)/loss of subsidiaries, associates and joint ventures accounted for using equity method	140,731	36,220	[168,161]
Employee benefit expense	202,594	208,025	33,051
Tax expense	5,969,548	6,167,845	6,908,964
Cash provided by operation before changes in operating assets and liabilities	95,235,247	94,605,941	97,324,113
Changes in operating assets and liabilities			
Specifically-designated bank deposits	528,973	400,480	423,348
Trade and other current receivables	[2,417,168]	[3,523,134]	[4,574,905]
Contract assets	[595,030]	[408,119]	1,351,791
Inventories	258,499	[1,745,028]	59,454
Other current assets	[527,885]	74,755	508,448
Other non-current assets	123,453	352,916	85,847
Trade and other current payables	1,012,584	[998,257]	[1,221,562]
Provision for revenue sharing	[303,822]	-	-
Unearned income - mobile phone service	[277,006]	[368,327]	[543,075]
Advanced received from customers	[528,973]	[400,480]	[257,118]
Other current liabilities	53,963	[45,015]	[68,845]
Other financial assets (liabilities)	[5,175]	[34,407]	[28,838]
Other non-current liabilities	[26,905]	[22,360]	1,689,228
Cash generated by operating activities	92,530,755	87,888,965	94,747,886
Employee benefit paid	[116,056]	[127,233]	[110,733]
Tax paid	[5,780,655]	[6,356,815]	[6,996,568]
Net cash provided by operating activities	86,634,044	81,404,917	87,640,585



Advanced Info Service Public Company Limited and its subsidiaries

Consolidated statement of cash flows (continued) for the year ended December 31

unit: Thousand Baht

	2021	2022	2023
Cash flows from investing activities			
Purchase of property, plant, equipment, and other intangible assets other than goodwill	(25,786,082)	(32,319,123)	(37,088,049)
Proceeds from sale of equipment	111,393	366,529	137,339
Payment of spectrum license	(19,511,950)	(11,039,200)	(13,903,751)
Net decrease in current investments	-	11,200	-
Increase in investments in a subsidiary	-	-	(16,012,969)
Net increase in investments in joint ventures and associates	(300,000)	(165,736)	(11,212,625)
Increase in long-term loan to a related party	(100,000)	-	(85,000)
Dividend received	15,000	16,800	21,600
Interest received	219,702	133,673	157,032
Net cash used in investing activities	(45,351,937)	(42,995,857)	(77,986,423)
Cash flows from financing activities			
Finance cost paid			
Lease liabilities paid	(3,692,107)	(3,377,691)	(4,297,505)
Net increase (decrease) in short-term borrowings	(11,882,214)	(12,447,416)	(13,168,792)
Proceed of long-term borrowings	(4,900,000)	5,000,000	33,600,000
Repayments of long-term borrowings	8,600,000	5,700,000	20,000,000
Repayments of capital to non-controlling interests	(13,884,860)	(14,142,669)	(15,509,048)
Changes in percentage of minority interest to the Company from additional shares in a subsidiary	-	-	(49,478)
Net cash paid for purchase of a subsidiary from non-controlling interest			9,585
Dividend paid	(880)	(77)	(3,374)
	(21,203,109)	(22,870,905)	(24,507,305)
Net cash used in financing activities	(46,963,170)	(42,138,758)	(3,925,917)
Effect of exchange rate changes on balances held in foreign currencies	(416)	3,929	1,810
Net decrease in cash and cash equivalents	(5,681,479)	(3,725,770)	5,730,055
Cash and cash equivalents as at January 1,	18,420,769	12,739,290	9,013,520
Cash and cash equivalents as at December 31,	12,739,290	9,013,520	14,743,575



Highlight Financial Ratio

Advanced Info Service Public Company Limited and its subsidiaries

Highlight Financial ratio (continued) for the year ended December 31

On consolidated	2021	2022	2023
Liquidity Ratio			
Current Ratio (time)	0.39	0.36	0.31
Quick Ratio (time)	0.30	0.26	0.26
Operating cash flow to current liability (time)	0.94	0.87	0.76
A/R turnover (time)	11.41	11.73	10.56
Collection period (day)	32	31	35
Inventory turnover (time)	16.18	13.16	9.08
Day sales period (day)	23	28	40
A/P turnover (time)	4.94	4.95	6.23
Payment period (day)	74	74	59
Cash Cycle (day)	(19)	(15)	16
Profitability Ratio			
Gross profit margin ratio (%)	33.02%	31.98%	33.61%
Operation income ratio (%)	21.05%	19.93%	21.52%
Other operating income ratio (%)	0.70%	0.35%	0.45%
Free cash flow to EBIT (%)	108.13%	103.92%	23.75%
Net profit margin (%)	14.85%	14.02%	15.40%
Return to Equity (%) Average	34.18%	31.03%	32.96%
Return to Equity (%) as at end	32.90%	30.31%	32.08%
Efficiency Ratio			
Return on total assets (%)	7.62%	7.50%	7.35%
Return on fixed assets (%)	8.53%	8.62%	8.62%
Total assets turnover (time)	0.51	0.54	0.48
Financial Policy Ratio			
Debt to equity ratio (time)	3.35	2.93	4.01
Interest coverage ratio (time)	16.24	17.15	15.19
Debt service coverage ratio (time)	3.7	2.84	1.29
Dividend payout ratio (%)	85%	88%	88%

On consolidated	2021	2022	2023
Data on per Share Capital			
Net book value per share (Baht)	27.52	28.85	30.49
Net Profit per share (Baht)	9.05	8.75	9.78
Dividend per share (Baht)	7.69	7.69	8.61
Percentage Growth on			
Total Assets (%)	1.73%	(5.38%)	34.83%
Total Liabilities (%)	(0.03%)	(8.44%)	44.79%
Revenue from service & sales (%)	4.88%	2.29%	1.83%
Selling & admin. expense (%)	(10.81%)	3.01%	2.18%
Net Profit (%)	(1.87%)	(3.38%)	11.82%



Financial Ratio Formula

Liquidity Ratio

Current Ratio (time)	Total current assets / Total current liabilities
Quick Ratio (time)	(Cash and cash equivalents + Current investment + A/R Trade) / Total current liabilities
Operating cash flow to current liabilities (time)	Net cash provided by operating activities / Total current liabilities - Average
A/R turnover (time)	Total revenues / A/R Trade - Average
Collection period (day)	365 / A/R turnover
Inventory turnover (time)	Cost of sales / Inventory - Average
Day sales period (day)	365 / Inventory turnover
A/P turnover (time)	Total costs / A/P Trade - Average
Payment period (day)	365 / A/P turnover
Cash Cycle (day)	Collection period + Day sales period - Payment period

Profitability Ratio

Gross profit margin ratio (%)	Gross profit / Total revenues
Operation income ratio (%)	Profit from services and sales / Total revenues
Other operating income ratio (%)	(Finance income + Other income) / Total revenues
Free cash flow to EBIT (%)	(Net cash by operating activities +/- Net cash in investing activities) / Profit from services and sales
Net profit margin (%)	Profit for the years / Total revenues
Return to Equity (%) as at end	Profit for the years / Total shareholder's equity - Average
Return to Equity (%) as at end	Profit for the years / Total shareholder's equity as ended of

Efficiency Ratio

Return on total assets (%)	Profit for the years / Total assets - Average
Return on fixed assets (%)	Profit for the years / (Property, plant and equipment + Right of use assets + Other intangible assets other than goodwill + Spectrum license - Average)
Total assets turnover (time)	Total revenues / Total assets - Average

Financial Policy Ratio

Debt to equity ratio (time)	Total liabilities / Total shareholder's equity
Interest coverage ratio (time)	EBITDA / Finance cost
Debt service coverage ratio (time)	EBITDA / (debt repayment within 1 year including lease liability)
Dividend payout ratio (%)	Dividend paid per share / Earning per share

Data on per Share Capital

Net book value per share (Baht)	Total shareholder's equity / No. of shares
Net Profit per share (Baht)	Profit for the years / No. of shares

Percentage Growth

Total assets (%)	(Total assets-Current Year - Total assets-Prior Year) / Total assets-Prior Year
Total liabilities (%)	(Total liabilities-Current Year - Total liabilities-Prior Year) / Total liabilities-Prior Year
Total revenues (%)	(Total revenues-Current Year - Total revenues- Prior Year) / Total revenues-Prior Year
Selling & admin. Expense [SGA] (%)	(SGA-Current Year - SGA-Prior Year) / SGA-Prior Year
Net Profit (%)	(Net Profit-Current Year - Net Profit-Prior Year) / Net Profit-Prior Year



General Information & Other Significant Information

General information of the Company



The Company name

Advanced Info Service Public Company Limited

Symbol for trading

ADVANC

Stock exchange market

SET



Industry

Technology

Sector

**Information and
Communication Technology**



American Depositary Receipt

ADR ticker symbol : AVIFY
Exchange : Over The Counter (OTC)
Depository : The Bank of New York Mellon
ADR to ORD share ratio : 1:1
ADR CUSIP number : 00753G103



Registered date on the SET

5 November 1991



Registered capital

4,997,459,800 Baht

Paid-up capital

2,974,209,736 Baht

comprising

of **2,974,209,736** ordinary shares

(as of 31 December 2023)

Market capitalization

Baht 645,404 million
(as of 28 December 2023)

Par Value

1 Baht



Total shareholders

47,883

(as of 21 August 2023,
the latest book closing date
for the rights to receive dividend)

Total shareholders

36.24%



Type of business

: Operate telecommunication business including mobile network service, fixed broadband service, and digital services.

Head office

: 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok 10400

Registered No.

: 0107535000265



Corporate website

: <https://www.ais.co.th>

IR website

: <https://investor.ais.co.th/>



Telephone

(66) 2029 5000



Fax

(66) 2029 5165



Foreign Limit

48.30%



Other Significant Information

General information of AIS's affiliates

No	Subsidiaries	Business	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	% of Investment
1	Advanced Wireless Network Company Limited (AWN) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Service provider of cellular telephone network, distributor of handsets and international telephone service, network operator, telecommunication service operator and internet	13.50	100	1,350.00	99.99
2	Advanced Data network Communications Company Limited (ADC) (an indirect subsidiary of DPC) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019 Website : www.adc.co.th	Liquidation Completed	95.75	10	957.52	- ⁰
3	Digital Phone Company Limited (DPC) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Ceased mobile phone operation	91.39	10	913.87	98.55
4	Advanced mPAY Company Limited (AMP) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Service provider of electronic payment and cash card	30.00	10	300.00	99.99
5	Super Broadband Network Company Limited (SBN) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019 Website : www.sbn.co.th	Network operator and telecom service operator, including as service provider of broadcasting network and television broadcasting service several channels	3.00	100	300.00	99.99



No	Subsidiaries	Business	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	% of Investment
6	Advanced Contact Center Company Limited (ACC) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Service provider of call center	2720	10	272.00	99.99
7	Advanced Digital Distribution Company Limited (ADD) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5157 Fax : (66) 2029 5019	Service provider of insurance broker	0.05	100	5.00	99.99
8	Advanced Magic Card Company Limited (AMC) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Service provider of electronic payment network	25.00	10	250.00	99.99
9	Teleinfo Media Public Company Limited (TMC) (an indirect subsidiary via CSL) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2262 8888 Fax : (66) 2262 8899 Website : www.csloxinfo.com	Service provider of the online advertising and being the outsourced contact center	15.65	10	156.54	99.99
10	CS LoxInfo Public Company Limited (CSL) (an indirect subsidiary via AWN) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2263 8000 Fax : (66) 2263 8132 Website : www.csloxinfo.com	Service provider of internet data center services, internet and satellite uplink-downlink services for domestic and international communications and distribute internet equipment.	594.51	0.25	148.63	99.75 ²⁾
11	AIN GlobalComm Company Limited (AIN) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Service provider of international telephone service/gateway	2.00	100	100	99.99



No	Subsidiaries	Business	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	% of Investment
12	Advanced Broadband Network Company Limited (ABN) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	As a holding company	1.00	100	100.00	99.99
13	AIS Digital Life Company Limited (ADL) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Service provider of digital platform	0.50	100	50.00	99.99
14	MIMO Tech Company Limited (MMT) 1291/1 Phaholyothin Road, Phayathai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Developer of IT systems service provider of content aggregator and outsourcing service for billing and collection	0.50	100	50.00	99.99
15	AD Venture Public Company Limited (ADV) (an indirect subsidiary via CSL) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2262 8888 Fax : (66) 2262 8877 Website : www.shinee.com	Service provider of mobile contents, develop application and digital marketing	1.07	10	10.75	99.99
16	Fax Lite Company Limited (FXL) 1291/1 Phaholyothin Road, Phayathai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Service provider of operation in space, land and building services, and related facilities	0.01	100	1.00	99.98
17	Yellow Pages Commerce Company Limited (YPC) (an indirect subsidiary via TMC) 1126/2 Vanit Bldg.2, New Phetchaburi Road, Makkasan, Ratchathewi, Bangkok Tel : (66) 2262 8888 Fax : (66) 2262 8823	Service provider of online advertising business	0.01	10	0.10	99.94
18	LearnDI Company Limited (LDI) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Service provider of training	0.10	10	1.00	99.99



No	Subsidiaries	Business	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	% of Investment
19	AIS DC Venture Company Limited (AISDC) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	As a holding company	0.01	100	1.00	99.97
20	AIS Broadband Company Limited (AISBB) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	As a holding company	0.01	100	1.00	99.98
21	Triple T Broadband Public Company Limited (TTTBB) 200 Moo 4 Chaengwattana Rd., Pakkret District, Nonthaburi Tel : (66) 2100 2100 Fax : (66) 2100 2121	Service provider of telecommunications services, fixed-line services and data communication network services, internet data center services, internet and distribute internet equipment distribute internet equipment	9,250.00	1	7,539.24	99.87 ³⁾
22	Triple T Internet Company Limited (TTTI) 200 Moo 4 Chaengwattana Rd., Pakkret District, Nonthaburi Tel : (66) 2100 2100 Fax : (66) 2100 2121	Internet service provider	10.00	10	100.00	99.86 ³⁾
23	In Cloud Company Limited (INC) 200 Moo 4 Chaengwattana Rd., Pakkret District, Nonthaburi Tel : (66) 2100 2100 Fax : (66) 2100 2121	Software development, distribution and service	0.10	100	10.00	99.86 ³⁾
24	Three BB Company Limited (ThreeBB) 200 Moo 4 Chaengwattana Rd., Pakkret District, Nonthaburi Tel : (66) 2100 2100 Fax : (66) 2100 2121	Online Domain Name provider	5.20	10	52.00	99.87 ³⁾

Remarks: ¹⁾ On June 21, 2023, Advanced Datanetwork Communications Company Limited repaid all share capital and equity back to shareholders. The liquidation process is completed in November 2023.

²⁾ During the year ended December 31, 2023, AWN additionally acquired share capital of CSL totaling Baht 3.37 million. As a result, the shareholding changed from 99.68% to 99.75%.

³⁾ Commence as the subsidiaries on November 15, 2023.



Associated Company

No	Associated Company	ประเภทธุรกิจ	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	%of Investment
1	Information Highway Co.,Ltd. (IH) 52/1 Moo 5 Bang Kruai-Sai Noi Road, Bangsitong, Bang Kruai, Nonthaburi Tel : (66) 2029 5055 Fax : (66) 2029 5019	Service provider of transmission network	0.50	100	50	29.00
2	Choco Card Enterprise Co.,Ltd. 2150/4 Sukhumvit Road Bangjak Phra Khanong Bangkok Tel : (66) 2331 8728 Website : www.chococrm.com	Develop- a customer relationship management system	0.07	100	7.37	17.35
3	Datafarm Co.,Ltd. CP Tower 2, Level 21, 1 Radchadapisek Road, Dindaeng, Dindaeng Bangkok Tel : (66) 2009 3434 Website : www.datafarm.co.th	Service provider of information system security	0.07	100	6.67	25.00
4	Swift Dynamics Co.,Ltd. 637/1, Level 5 Prompan 1 Building, 5th Floor, Ladprao Road, Jomphol, Jatujark, Bangkok Tel : (66) 2004 7841 Website : www.swiftynamics.co.th	Service provider of IoT technology	0.04	100	3.60	16.67
5	GSA Data Centre Company Limited 87, M. Thai tower All season place, Floor 11, Witthayu, Lumpini, Pathum wan, Bangkok Tel : (66) 2080 4499	Data Centre business	15.75	100	694	25.00
6	Jasmine Broadband Internet Infrastructure Fund (JASIF) 175 Sathorn City Tower, 7,21,26 Floor, South Sathorn Road, Tungmahamek, Sathorn Bangkok Tel : (66) 2674 6488 Fax : (66) 2679 5996	Infrastructure business fund	8,000	9.69	75,404	19.00 ⁴⁾

Note: ⁴⁾ On November 15, 2023, the Company invested at a total of 1,520 million units, equivalent to 19% of total units of Jasmine Broadband Internet Infrastructure Fund ("JASIF"), totalling Baht 11,871 million.

Remark: JASIF has been renamed to 3BB Internet Infrastructure Fund (3BBIF) on 20 February 2024.



Joint Venture

No	Associated Company	ประเภทธุรกิจ	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	%of Investment
1	Amata Network Co., Ltd. (AN) 702/2 Moo 1, Klongtamru, Muang, Chonburi Tel : (66) 2029 5055 Fax : (66) 2029 5019	Service provider of infrastructure developer of fibre optic network	1	100	100	60.00
2	Saha Advance Network Co., Ltd. (SAN) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5055 Fax : (66) 2029 5019	Service provider of telecom infrastructure network in Sahapat-group Industrial Park	0.30	100	30.00	70.00

Other Investment

No	Associated Company	ประเภทธุรกิจ	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	%of Investment
1	Bridge Mobile Pte. Ltd. (BMB) 750 Chai Chee Road, #03-02/03, Technopark @ Chai Chee, Singapore 469000 Tel : (65) 6424 6270 Fax : (65) 6745 9453	Provide international roaming service within Asia Pacific Region	8.00	N/A	USD 9 Million	10.00
2	Clearing House for Number Portability Co.,Ltd. (CLH) ⁷¹ 98 Sathorn Square Tower, Unit 403 4th Floor, North Sathorn Road, Silom, Bangrak, Bangkok Tel : (66) 2646 2523 Fax : (66) 2168 7744	Operate information system and centralized database for mobile number portability service (MNP)	0.02	100	2	20.00
3	iCandy Interactive Limited Level 4, 91 William Street, Melbourne, Victoria 3000, Australia Tel : (61) 8611 5353 Website : www.icandy.io	Mobile game and Digital entertainment developer and service	736.56	N/A	AUD 58.10 Million	3.02

Remark: ⁷¹ The equity in CLH is held by AIS 10% and AWN 10%



Other Significant Information

Ordinary Share Registrar

Thailand Securities Depository Company Limited
The Stock Exchange Thailand Building,
93, Ratchadapisek Road,
Dindang, Dindang, Bangkok 10400
Tel : (66) 2009 9383
Fax : (66) 2009 9476

Auditor

Sakda Kaothanthong
Certified Public Accountants Registration Number. 4628
KPMG Phoomchai Audit Co., Ltd.
50th Floor, Empire Tower
1 South Sathorn Road Yannawa, Sathorn
Bangkok, 10120
Tel : (66) 2677 2000
Fax : (66) 2677 2222

Bond Registrar

Bank of Ayudhya Public Company Limited
1222, Rama III Road, Bang Phongphang, Yan Nawa,
Bangkok 10120
Tel : (66) 2296 3582
Fax : (66) 2296 2213

Bondholder Representative

Bank of Ayudhya Public Company Limited
1222, Rama III Road, Bang Phongphang, Yan Nawa,
Bangkok 10120
Tel : (66) 2296 3582
Fax : (66) 2296 2213

Ordinary Share Registrar

Bangkok Bank Public Company Limited
333 Silom Road, Silom, Bangrak, Bangkok 10500
Tel : (66) 2231 4333
Fax : (66) 2231 4890
Krung Thai Bank Public Company Limited
35 Sukhumvit Rd, Klong Toey Nua,
Wattana, Bangkok 10110
Tel : (66) 2255 2222
Fax : (66) 2255 9391-6
Kasikorn Bank Public Company Limited
400/22 Phahon Yothin Road,
Sam Sen Nai, Phaya Thai, Bangkok
Tel : (66) 2222 0000
Fax : (66) 2470 1144
Bank of Ayudhya Public Company Limited
1222, Rama III Road, Bang Phongphang, Yan Nawa,
Bangkok 10120
Tel : (66) 2296 3582
Fax : (66) 2296 2213



Legal Disputes

In the past, AIS operated a mobile telecommunication service using the 900MHz spectrum in accordance with the Concession Agreement for Cellular Mobile Phone Operation ("Concession Agreement 900") with TOT for a period of 25 years (1 October 1990 to 30 September 2015). Similarly, DPC, a subsidiary of AIS also operated a telecommunication service using a 1800MHz spectrum subject to the Digital PCN (Personal Communication Network) 1800 Agreement ("PCN Agreement 1800") with CAT from 19 November 1996 to 15 September 2013. Throughout the period of the two agreements, AIS and DPC was under obligation to invest and provide equipment used for the provision of the service and such equipment shall be transferred to TOT and CAT while AIS and DPC agreed to share a specified percentage of revenue generated from the service to NT (TOT) and CAT. On 7 January 2021, TOT and CAT entered into a merger contract merging the two companies into the National Telecom Public Company Limited ("NT").

Following the establishment of the National Telecommunication Commission of Thailand ("NTC"), subject to the Act on Organization to Assign Radio Frequency and to Regulate the Broadcasting and Telecommunications Services B.E.2543 (year 2000), and subsequently transitioned into the National Broadcasting and Telecommunication Commission ("NBTC"), subject to the revision of the same law B.E.2553 (year 2010) ("the Act on Organization to Assign Radio Frequency"), the mobile telecommunication service and other telecommunication services by AIS and affiliates were regulated by NTC and NBTC respectively.

From the operations under Concession Agreement 900, PCN Agreement 1800, the Act on Organization to Assign Radio Frequency and to Regulate the Broadcasting and Telecommunications Services B.E.2543 (year 2000) to the Telecommunication Business Act B.E.2544, AIS and affiliates have had a number of significant legal disputes as detailed in the table below.

The Company also considered the potential negative impacts of the disputes on the Company's business performance. The information can be found in Note 38 to the financial statements.

Legal Disputes under Concession Agreement 900

1. Porting of subscribers from 900 MHz system to 3G 2100 MHz by AWN

Litigant		NT (TOT) and AIS
Submitted date and Tribunal	<ul style="list-style-type: none">25 September 2014: The Thai Arbitration Institute15 May 2019: The Central Administrative Court18 October 2023: The Supreme Administrative Court	
Dispute Topic	<ul style="list-style-type: none">NT submitted a dispute to the Arbitration Tribunal to decide for the suspension of AIS' porting of subscribers to AWN by having subscribers press "988" on the basis that such action was the breach of concession agreement and claimed for the damages in the amount of 9,126 million baht (from May 2013 to June 2014) with interest rate of 7.5 per annum.On 25 March 2016, NT submitted the request to amend the amount of damages by calculating from May 2013 until the expiration date of 900 concession agreement (30 September 2015) in the amount of 32,813 million baht.	
Result of case	<ul style="list-style-type: none">On 14 February 2019, the arbitration tribunal decided to dismiss all of NT's disputes for the reason that AIS did not breach the 900 concession agreement as claimed.On 22 September 2023, the Central Administrative Court rejected NT's request to overturn the decision.	
Status of Case	<ul style="list-style-type: none">On October 18, 2023, NT appealed to the Supreme Administrative Court against the Central Administrative Court's decision. The case is still under consideration of the Supreme Central Administrative Court.AIS management believes that AIS has complied with all of the relating terms, and the case should not significantly affect its financial statement.	



2. Request for additional remuneration regarding the 6th and 7th amendments to the Concession Agreement (“Concession Agreement”)

Litigant	NT (TOT) and AIS
Submitted date and Tribunal	<ul style="list-style-type: none"> 30 September 2015: The Thai Arbitration Institute 22 April 2020: The Central Administrative Court 24 August 2022: The Supreme Central Administrative Court
Dispute Topic	<ul style="list-style-type: none"> AIS submitted a dispute to the Arbitration Tribunal regarding the 6th and 7th amendments to the Concession Agreement. AIS claimed that the said amendments bound AIS and NT, and AIS had no obligation to pay for the additional remuneration of operation in the 11th-25th year in the amount of 72,036 million baht as per NT's claim that such amendments were conducted illegally and had caused NT to receive lower remuneration than the rate as specified in the Concession Agreement. On 29 January 2020, the Arbitral Tribunal made a majority decision ordering AIS to make additional payment of operational year 20th to year 25th, amounting 31,076 million baht plus an interest at the rate of 1.25% per month to NT commencing from 30 November 2015. On 22 April 2020, AIS disagreed with such award and proceeded to submit the case to the Central Administrative Court for the revocation of the Arbitral Tribunal's award On 23 April 2020, NT proceeded to submit the case to the Central Administrative Court for the revocation of Arbitral Tribunal's award only for the issue that the Arbitral Tribunal decided that AIS did not pay the full benefit according to the contract which was absent from the 11th year to the 19th year (for the amount of 31,698 million baht).
Result of case	<ul style="list-style-type: none"> On 26 July 2022, the Central Administrative Court decided to revoke the decision by the Arbitration Tribunal per the request of AIS for the reason that the additional 6th and 7th amendments to the Concession agreement still have the binding effect on the parties, as a result, the Company is not obligated to pay the benefits requested by NT.
Status of Case	<ul style="list-style-type: none"> On 24 August 2022, NT submitted an appeal to the Supreme Administrative Court. Both cases are now under the consideration of the Supreme Central Administrative Court. Although the dispute has not been settled, the management considers that the result of the above verdict should not significantly affect AIS's financial statement.

3. Additional remuneration from the rental fees of fiber cable and the rental fees from leased line

Litigant	NT (TOT) and AIS
Submitted date and Tribunal	<ul style="list-style-type: none"> 12 January 2018: The Thai Arbitration Institute 16 March 2023: The Central Administrative Court
Dispute Topic	<ul style="list-style-type: none"> NT submitted the dispute to the Arbitration Tribunal for the decision requesting additional payment from AIS from the rental fees of fiber cable and from leased line which AIS received from service providers subject to the 5th Amendment of the Concession Agreement during the 4th quarter of 2012 to the 3rd quarter of 2015 in the total amount of 1,121.91 million baht with VAT and interest rate of 1.25 per month.
Result of case	<ul style="list-style-type: none"> On 19 December 2022, AIS received an award from the Arbitration Tribunal to dismiss NT's claim on the grounds that the dispute was a dispute about compliance with the NBTC announcement and not a dispute regarding the Concession Agreement. The Arbitral Tribunal has no jurisdiction, therefore, still no ground to determine that AIS breached the contract.
Status of Case	<ul style="list-style-type: none"> On 16 March 2023, NT submitted a request to the Central Administrative Court to overturn the Arbitration Tribunal's decision. The case is under consideration of the Central Administrative Court. Although the dispute has not been settled, the management considers that the result of the above verdict should not significantly affect AIS's financial statement.



4. Usage fees of NT's space and assets during Subscriber Protection Period

Litigant	NT (TOT) and AIS
Submitted date and Tribunal	<ul style="list-style-type: none"> 15 February 2018: The Thai Arbitration Center 30 June 2020: The Central Administrative Court
Dispute Topic	<ul style="list-style-type: none"> NT submitted the dispute to the Arbitration Tribunal requesting the payment from AIS for the usage of NT's space and assets during 30 September 2015-30 June 2016, the Subscriber Protection Period for 900 MHz system, in the amount of 17148 million baht including VAT and interest at the rate of 1.25 per month.
Result of case	<ul style="list-style-type: none"> On 13 Feb 2020, the Arbitration Tribunal issued the order allowing NT to withdraw the dispute as requested, in order for NT to bring the case to the Administrative Court.
Status of Case	<ul style="list-style-type: none"> On 30 June 2020, NT filed a lawsuit with the Central Administrative Court for AIS to pay for NT's space and property usage during the period (30 September 2015-30 June 2016) of the user protection measures for mobile phone service with 900 MHz system amounting to 17148 million baht, including VAT and interest at the rate of 1.25% per month, totaling 23345 million baht. The dispute is pending consideration of the Central Administrative Court. The management believes that AIS complied with all the related terms and Notifications of NBTC; thus, the result of the case should not significantly affect its financial statement.

5. Remuneration from joint use of network

Litigant	NT (TOT) and AIS
Submitted date and Tribunal	<ul style="list-style-type: none"> 27 September 2018: The Thai Arbitration Institute 8 May 2020: The Central Administrative Court
Dispute Topic	<ul style="list-style-type: none"> NT submitted the dispute to the Arbitration Tribunal requesting the additional payment from AIS for allowing AWN to jointly use the network with the discount of joint network usage fees without prior consent from NT during July 2013 to September 2015 in the total amount of 16,252.66 million baht including VAT and interest.
Result of case	<ul style="list-style-type: none"> On 4 February 2020, AIS received an award from the Arbitration Tribunal under majority votes to dismiss all NT disputes. On 20 December 2023, the Central Administration Court dismissed NT's request to overturn the decision.
Status of Case	<ul style="list-style-type: none"> The management believes that AIS complied with all the relating terms; thus, the result of the case should not significantly affect its financial statement.



Legal Disputes under PCN Agreement 1800

Usage fees and revenue from the use of the telecommunication equipment and telecommunication network of CAT during the temporary customer protection period

Litigant	NT (CAT) and DPC
Submitted date and Tribunal	<ul style="list-style-type: none"> 20 May 2015: The Central Administrative Court 10 October 2022: The Supreme Central Administrative Court
Dispute Topic	<ul style="list-style-type: none"> NT submitted a lawsuit to the Central Administrative Court demanding NBTC Office, NTC, NBTC, True Move and DPC to pay usage fees and revenue from the usage of the telecommunication equipment and telecommunication network of NT. The usage in question occurred during the temporary customer protection period, subject to the NBTC Re: the Temporary Customer Protection Plan Following the Expiration of the Concession Agreement or Telecommunication Service Agreement, calculated from 16 September 2013 to 15 September 2014. The total amount collectively demanded from NBTC Office, NTC and NBTC, True Move and DPC was 6,083 million baht including interest at the rate of 7.5 per annum. (First Case) On 11 September 2015, NT submitted a request to the Central Administrative Court claiming for the additional usage fees and revenue from the usage of NT's telecommunication equipment and telecommunication network calculated from 16 September 2014 to 17 July 2015. The total amount demanded collectively from DPC, NBTC Office, NTC and NBTC was 1,635 million baht including interest at the rate of 7.5 per annum. (Second Case) On 27 May 2016, NT submitted a request demanding the defendants including DPC, NBTC Office, NTC, and NBTC to pay additional usage fees / revenue from usage of NT's telecommunication equipment and network from 28 July 2015 to 25 November 2015 in the amount of 673 million baht including interest at the rate of 7.5% per annum. (Third Case) On 24 September 2019, NT submitted a request revision to reduce the former remuneration amounts during the 3 periods, from 6,083 million baht, 1,635 baht million, and 673 million baht to 1,457 million baht, 1,223 million baht, and 522 million baht respectively.
Result of case	<ul style="list-style-type: none"> On 29 April 2022, the Central Administrative Court dismissed the case against DPC during 16 September 2013 – 17 July 2015 (first and second case) due to the provision of services during the service user protection period is considered an operation on behalf of the NBTC according to the announcement of measures to protect service users, not the operation under the Concession Agreement. When DPC has deducted the cost of providing services during the user protection period, and there was not enough money left, DPC was not liable to pay network fees to NT. On 28 December 2022, the Central Administrative Court dismissed the case against DPC from 18 July 2015 to 25 November 2015 (third case) for the same reason.
Status of Case	<ul style="list-style-type: none"> On 30 May 2022, NT filed an appeal to the Supreme Administrative Court for the period 16 September 2013 – 17 July 2015 (first and second cases). All cases are pending under the consideration of the Supreme Central Administrative Court. The management believes that DPC was not subject to paying fees and revenue from the usage of the telecommunication equipment and telecommunication network as NT claimed, since DPC already acted in accordance within the Notifications from NBTC. Therefore, the result of such dispute should be positive and should not significantly affect its financial statement.

Legal Disputes under the Act on Organization to Assign Radio Frequency and Telecommunication Business Act

1. Revocation of the resolution and order of NBTC to collect the information from existing subscribers using Pre-Paid Mobile Service

Litigant	AIS and NBTC and Secretary General of NBTC
Submitted date and Tribunal	<ul style="list-style-type: none"> 13 September 2011: The Central Administrative Court 18 December 2015: The Supreme Central Administrative Court
Dispute Topic	<ul style="list-style-type: none"> NTC (currently NBTC) and Secretary of NTC (currently the Secretary of NBTC) ordered AIS to retroactively collect pre-paid subscribers' information before effective date of Notification of NBTC Re: The Criteria for the Allocation of Numbers B.E. 2551 coming into force on 24 October 2008. AIS filed a lawsuit to the Central Administrative Court requesting revocation of the resolution and order of NBTC to collect the information from existing subscribers using Pre-Paid Mobile Service prior to the announcement date of the Notification of NBTC Re: The Criteria for the Allocation of Numbers B.E. 2551 coming into force on 24 October 2008, within 180 days from the effective date of this NBTC Notification. Under this lawsuit, AIS particularly requested revocation of the order requiring AIS to pay administrative fines of 80,000 Baht per day commencing on 6 July 2012 until the Company had completely performed all requested obligations.
Result of case	<ul style="list-style-type: none"> On 19 November 2015, the Central Administrative Court reached its judgment which was to revoke the resolution and overturn the administrative fines on the grounds that such order enforced the operators to retrospectively store subscriber data which included the personal information that the subscribers were required to disclose without any measure for enforcement by service suspension or termination. With a large number of subscribers, it would be difficult to perform the requested actions without cooperation from the subscribers. In this regard, NBTC's resolution and order were unlawful because NBTC used power and discretion beyond the scope of regulatory duties, which created a huge burden on the operators.
Status of Case	<ul style="list-style-type: none"> On 18 December 2015, NBTC submitted an appeal to the Supreme Administrative Court. On 31 August 2023, the Central Administrative Court read the judgement of the Supreme Administrative Court to reverse the lower court's decision and rule that the case was dismissed and finalized. Later on 17 October 2023, AIS paid administrative fines for the amount of 94.56 million baht to NBTC.



2. Revocation of the announcement of NBTC Re: Temporary Subscribers' Protection after the expiration of the concession period

Litigant	AIS and NBTC
Submitted date and Tribunal	<ul style="list-style-type: none"> 18 December 2015: The Central Administrative Court 11 October 2019: Supreme Administrative Court
Dispute Topic	<ul style="list-style-type: none"> AIS filed a lawsuit to the Central Administrative Court requesting the revocation of the announcement of NBTC Re: Temporary Subscribers' Protection (2nd Issue). After the Expiration of the Concession period, the new announcement specified additional conditions for paying revenue during the remedy period to be no less than the share incurred subject to the 900MHz Concession Agreement based on the fact that such new announcement was unfair and enforced selectively compared with the previous announcement which did not specify such condition.
Result of case	<ul style="list-style-type: none"> On 11 September 2019, the Central Administrative Court decided to revoke such NBTC's announcement regarding the minimum remuneration to be no less than revenue share subject to Concession Agreement 900.
Status of Case	<ul style="list-style-type: none"> On 11 October 2019, NBTC submitted the appeal to the Supreme Administrative Court. The case is now under consideration of the Supreme Administrative Court.

3. Revocation of the resolution from NTC which ordered AIS to pay the revenue during the subscriber protection period

Litigant	AIS and NBTC Office, NBTC and NTC
Submitted date and Tribunal	<ul style="list-style-type: none"> 1 May 2017: The Central Administrative Court 8 July 2020: The Supreme Administrative Court
Dispute Topic	<ul style="list-style-type: none"> AIS filed a lawsuit against NBTC Office, NBTC and NTC to the Central Administrative Court to revoke the order from NBTC Office and resolution from NTC which ordered AIS to pay the revenue during the subscriber protection period after the expiration of Concession Agreement from 1 October 2015 – 30 June 2016 in accordance with the NBTC Re: The Temporary Customer Protection Plan in the amount of 7,221 million baht including default interest until the date of filing in the amount of 36.74 million baht. Because AIS had higher expenses than revenue during the protection period of subscribers on 900 MHz frequency, there was no remaining revenue to be paid to the NBTC Office.
Result of case	<ul style="list-style-type: none"> On 12 Jun 2020, the Central Administrative Court passed the judgment to revoke the NBTC committee's resolution for the reason that during the protection period for 900 MHz users, AIS had higher expenses for service than the income received.
Status of Case	<ul style="list-style-type: none"> On July 8, 2020, NBTC filed an appeal to the Supreme Administrative Court. The case is under the consideration of the Supreme Administrative Court.



4. Revocation of the resolution and order of NTC to pay the revenue arising from the mobile service charges within the temporary customer protection period

Litigant	DPC and NBTC Office, NTC, and NBTC
Submitted date and Tribunal	<ul style="list-style-type: none"> 16 November 2015: The Central Administrative Court 28 April 2022: The Supreme Central Administrative Court
Dispute Topic	<ol style="list-style-type: none"> On 16 September 2016 NBTC and the Secretary General of NBTC filed a lawsuit to the Central Administrative Court requesting that DPC pay a share of revenue generated during the remedy period. Such period commenced from the coming into effect of the Subscribers Protection Period subject to the NBTC's announcement regarding the Temporary Customer Protection Plan B.E.2013 and lasted until the date of the order issued by the National Council for Peace and Order (NCPO). This period covered 16 September 2013 to 17 July 2014. The requested amount was 628 million baht including the incurred interest. DPC submitted a lawsuit to the Central Administrative Court requesting the revocation of the resolution and order of NBTC to pay the revenue arising from the mobile service charges within the temporary customer protection period. The period in question followed the announcement of the NBTC Re: The Temporary Customer Protection Plan B.E.2013 and covered 16 September 2013 to 17 July 2014 (First Period). The amount requested was 628 million baht and all interest accrued therefrom. In addition for the period of 18 July 2014 to 25 November 2015 amount of 241 million baht. The total amount was 869.51 million. <ul style="list-style-type: none"> The Central Administrative Court ordered that all proceedings be consolidated.
Result of case	<ul style="list-style-type: none"> On 30 Mar 2022, the Central Administrative Court reached its judgment which was to revoke the resolution no. 17/2558, dated 13 August 2015, that ordering AIS to deliver the amount was 627 million baht and resolution no. 17/2561, dated 5 September B.E. 2018, that ordering AIS to deliver additional payment in the amount of 241 million baht, and also dismiss of the lawsuit filed by the NBTC that claimed for the damages in the amount of 628 million baht with interest.
Status of Case	<ul style="list-style-type: none"> On 28 April 2022, NBTC filed an appeal to the Supreme Administrative Court. The case is pending under the consideration of the Supreme Central Administrative Court.

5. Revocation of the order of NTC ordering in case of violation of the order to amend the transfer of the subscriber

Litigant	AWN and NBTC, the Secretary General of NBTC, NTC, NBTC
Submitted date and Tribunal	<ul style="list-style-type: none"> 21 August 2017: Central Administrative Court and 25 September 2020 Supreme Administrative Court 10 September 2020: The Central Administrative Court
Dispute Topic	<ul style="list-style-type: none"> AWN filed a lawsuit to the Central Administrative Court seeking to revoke the administrative order of NBTC against AWN for violation of the order to amend the transfer of the Subscribers (1) during the period of 18 September 2015-29 October 2015 for 41 days in the amount of 54 million baht per day totaling 2214 million baht (first case) and (2) between 18 September 2015 - 7 January 2016, for 112 days in the amount of 54 million baht per day, totaling 604.87 million baht (second case).
Result of case	<ol style="list-style-type: none"> On 26 August 2020, the Central Administrative Court passed the judgment to revoke an administrative order for the portion of the amount exceeding 20,000 baht per day. On 24 and 25 September 2020, NBTC and AWN filed an appeal to the Supreme Administrative Court.
Status of Case	<ol style="list-style-type: none"> The case is currently under consideration by the Supreme Administrative Court. The case is currently under consideration by the Central Administrative Court.



Other legal disputes

1. The case of claiming for damages from the termination of the printing contract

Litigant	Papermate (Thailand) and Mimotech (MMT)
Submitted date and Tribunal	<ul style="list-style-type: none"> • 26 February 2018: The Civil Court • 28 June 2021: The Court of Appeal • 29 September 2022: The Supreme Court
Dispute Topic	<ul style="list-style-type: none"> • Paper Mate (Thailand) Company Limited filed a lawsuit against Mimotech to the Civil Court claiming for damages from the event that Mimotech terminated the printing contract due to bringing third-party into the workplace without prior authorization. The requested damages and lack of income were in the amount of 280 million baht.
Result of case	<ul style="list-style-type: none"> • On 28 January 2021, the Civil Court passed the judgment to dismiss Paper Mate (Thailand) Company Limited's case due to the breach of contract. Therefore, they had no right to claim damages. • On 29 March 2022, The Court of Appeal upheld the judgement of The Civil Court.
Status of Case	<ul style="list-style-type: none"> • On 29 September 2022, PaperMate filed to the Supreme Court. Currently the case is under the consideration of the Supreme Court, in which the management believes that MMT complied with all the relating terms within the contract, thus, the result of the case should not significantly affect its financial statement.

2. The case of charging rental circuit service fee and other contracts

Litigant	TT&T and TTTBB
Submitted date and Tribunal	<ul style="list-style-type: none"> • 9 August 2016: The Central Bankruptcy Court • 9 August 2023: The Court of Appeal for Specialized Cases
Dispute Topic	<ul style="list-style-type: none"> • On 7 December 2021, the Official Receiver in the bankruptcy case of TT&T ordered TTTBB to pay outstanding debts in the amounting to 1,152 million baht, including the interest on the principal amounting to 723 million baht. • On 15 August 2022, TTTBB filed a petition against the order for most of debt items with the Central Bankruptcy Court.
Result of case	<ul style="list-style-type: none"> • On 10 May 2023, the Central Bankruptcy Court ordered to dispose such debt items out of TT&T's receivable account. The remaining debt to pain is 75.65 million baht with interest.
Status of Case	<ul style="list-style-type: none"> • On 9 August 2023, the Official Receiver appealed against the Central Bankruptcy Court's order regarding the disputed debts. Currently, the case is under consideration by the Court of Appeal for Specialised Cases. • The management believes that TTTBB complied with all the related terms; thus, the result of the case should not significantly affect its financial statement.

3. Dispute related to the laying of Optical Fiber on poles of the Provincial Electricity Authority (PEA)

TTTBB has 96 cases of disputes regarding the laying of Optical Fiber on the poles of the Provincial Electricity Authority. As at 31 December 2023, there are 93 cases closed by the Court's decision and by entering into settlement agreements. Such cases are in the process of debts repayment. Currently, 3 cases with the total claims of 74 million baht are under consideration by the Court.



Legal disputes associated with social, environmental, and anti-competitive behavior regulations

- None -



Corporate Governance



Corporate Governance and Implementation

Achievement and Recognition in 2023



"Excellence", based on Corporate Governance Report of Thai Listed Companies by Thai Institute of Directors Association



Listed ESG Ratings 2023 at "AAA" from the Stock Exchange of Thailand



Listed in MSCI ESG Ratings for 9 consecutive years, at "AA" for the latest year in Telecommunication Services.



"Excellence" based on the evaluation of the quality of the Annual General Meeting of Shareholders from the Thai Investors Association



Selected to be listed in ESG100 for the 9 consecutive years



"B" based on the Climate change impact assessment (Carbon Disclosure Project – CDP)



Commended Sustainability Awards and Outstanding Investor Relations Awards from SET Awards 2023



Listed in Dow Jones Sustainability Indices (DJSI) for DJSI World for 4 consecutive years



Listed in FTSE 4 Good Index Series for 9 consecutive years

Corporate Governance Policy

The Board of Directors realizes the importance of good corporate governance as being essential to promote the Company's operations to achieve sustainable growth alongside creating good operating results in the long run and also strictly adhering to complying with the principles of corporate governance. As such, the Company has established a Corporate Governance Policy in writing as prescribed by law and has developed it to become more transparent, reliable, and widely accepted by operating business with adherence to good corporate governance to achieve sustainable growth both locally and on an international scale. The Policy encompasses the following 5 sections:

1. Board of Directors
2. Rights and Equitable Treatment of Shareholders, and the Role of Stakeholders
3. Disclosure of Information and Transparency
4. Internal Control and Risk Management Systems
5. Code of Business Ethics

The Corporate Governance Policy applies to the Company's directors, executives, employees, and all subsidiaries. The Nomination and Compensation Committee is responsible for considering and proposing the policy to the Board for approval with a review at least once a year. Such policy was established in line with the corporate governance principles at the domestic and international levels. Chief among them are Corporate Governance Code for Listed Company 2017 (CG Code) set by the Securities and Exchange Commission (SEC) and the Stock Exchange of Thailand, Corporate Governance Report of Thai Listed Companies (CGR) conducted by the Thai Institute of Directors (IOD), and ASEAN Corporate Governance Scorecard (ASEAN CG Scorecard).

Details of the policy can be found on the Company's website
https://investor.ais.co.th/governance_policy.html under Corporate Governance section.

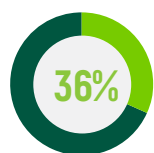


Performance Report on Corporate Governance for the year 2023

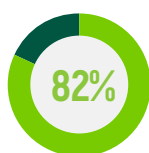
Section 1: The Board of Directors

The Board of Directors is the experts who have strong leadership and vision aiming to lead AIS to be the most admirable digital service provider. The Board has set up the vision and mission of the Company so as to lead the management in formulating strategies and long-term goals and reviews and monitors this matter annually. The Board of Directors monitors and supervises the implementation of the Company's strategies. The performance and the operating results of the company especially in terms of financial goals and plans are required to report to the Board of Directors' meeting in every quarter in order to ensure that they are in line with the stipulated strategy. In addition, in 2023, the Board of Directors has reviewed the vision, mission and strategy of the company (Strategic direction) to be consistent with the changing circumstances i.e. a corporate merger in the industry, which is a vital factor in consideration of strategies as well as current business operations of the Company amid the world's sluggish economy after the relaxation of COVID-19 health measures and the reopening of the country.

- The composition of the Board of Directors is diverse in terms of experience, education, gender, race, country of origin, and nationality. Additionally, more than one-third of the Board of Directors is composed of independent directors and more than half are non-executive directors. As such the board can make decisions independently as a representative of all shareholders and balance the power of management.



Independent
Directors



Non-Executive
Directors



Female Directors
2 Persons

Name of Directors	Appointment Date	Skill, Knowledge, and Experience																	Diversity			
		Finance			Management												Industry Knowledge					
		Finance & Account & Economic	Auditing	Capital Market	Risk & Crisis Management	Cyber Security and Data Privacy	Logistics / Supply Chain	Environment	Human Resources	Transformation	Marketing / PR	Corporate Social Responsibility / Sustainable Development	International	Start Up / Innovation	Corporate Governance	Retail & Consumer	Technology	Telecoms Industry	Regulatory / Public Policy	Geographic Resident	Nationality	Age
1. Mr. Kan Trakulhoon	3-Aug-2015				✓		✓				✓	✓	✓	✓				✓	TH	TH	68	M
2. Mr. Sarath Ratanavadi	21-Oct-2021				✓			✓			✓	✓						✓	TH	TH	58	M
3. Mr. Arthur Lang Tao Yih	21-Oct-2021	✓		✓	✓						✓	✓	✓			✓	✓		SG	SG	51	M
4. Ms. Jeann Low Ngiap Jong	27-Mar-2013	✓				✓						✓	✓	✓		✓	✓		SG	SG	63	F
5. Mr. Krairit Euchukanonchai	26-Mar-2014	✓	✓	✓	✓	✓			✓	✓		✓			✓	✓	✓		TH	TH	67	M
6. Mr. Predee Daochai	9-Sep-2022	✓	✓	✓	✓	✓			✓	✓		✓	✓		✓	✓		✓	TH	TH	65	M
7. Mr. Gerardo C. Ablaza Jr.	27-Apr-2017	✓			✓			✓				✓	✓		✓	✓	✓		PH	PH	70	M
8. Ms. Yupapin Wangviwat	21-Oct-2021	✓			✓			✓				✓	✓						TH	TH	55	F
9. Mr. Smith Banomyong	21-Oct-2021	✓		✓	✓			✓	✓				✓						TH	TH	51	M
10. Mr. Somchai Lertsutiwong	27-Jun-2014				✓					✓	✓	✓		✓	✓	✓	✓	✓	TH	TH	62	M
11. Mr. Mark Chong Chin Kok	28-Mar-2023				✓	✓			✓		✓		✓			✓	✓	✓	SG	SG	60	M



3. In terms of power separation, the Chairman of the Board of Directors: Mr. Kan Trakulhoon, an independent director, and the Chief Executive Officer are not the same person nor have any genetic or personal business relationship. The Board of Directors has mandated the segregation of the roles and responsibilities of the Chairman of the Board and Chief Executive Officer explicitly in the Corporate Governance Policy.

Nonetheless, apart from such segregation, AIS has set the separation of roles and responsibilities between the Board of Directors and management as per the details given in Part “the segregation of duty of the Board of Directors and Management page 143. In any case, the Board of Directors encourages the directors and management to form a good relationship with a culture of respect for each other’s roles and responsibilities in coordination under the good governance principle.

4. The Independent Director qualification has been defined more strictly than the criteria stipulated by laws such as holding shares not exceeding 0.5 percent, of the total number of voting rights of the Company, its parent company, subsidiary, and juristic person which may have conflicts of interest, including the shares held by the related persons of the independent director. Details of AIS’s independent director qualifications can be found at <https://investor.ais.co.th/misc/cg/20220218-advanc-cg-policy-en.pdf>
5. The Board meeting was scheduled in advance. The Company Secretary Unit will circulate notice and the supplement documentation to the Board at least seven (7) days before each meeting so that each director shall have sufficient time to analyze the information in advance. The Chairman of the Board of Directors presides over the meetings and ensures that sufficient time is allocated for directors to discuss and express their opinions freely on each agenda item. At every Board meeting, high level management is encouraged to attend the meeting to receive suggestions from the Board. In connected therewith decision-making in the board meeting, the meeting quorum requires at least 2/3 of the directors attending the meeting when passing a resolution and to prevent any conflict of interests. Directors who may have conflict in any agenda, shall not be part of consideration and abstain from voting therein. In 2023, each director attended not less than 75 percent of

the meetings of the Board of Directors and board committees, which is in line with the requirements specified in the Company’s corporate governance policy.

AIS has set up a video conference system and developed the channel to submit meeting documents via the Board Portal which is a secure electronic channel to enhance the efficiency of the meeting and to facilitate directors to attend the meeting. In case of there being no Board meeting in any particular month, the Company Secretary will provide the Board with the operating report of the Company and its subsidiaries for their acknowledgement.

6. On 30 October 2023, a non-executive board of directors’ meeting was held without the presence of executive directors and management. There were discussions on issues related to medium term strategic direction as well as the development of executives’ succession plan. After the meeting, the results of the meeting were reported to the executive directors and top executives for acknowledgement.
7. Directors and executives shall submit a report declaring any potential conflict of interests related to the Company and/or its subsidiaries when they take the position as directors or managements and subsequently regularly updated whenever there is any change in circumstance. Hence, the Company shall have sufficient information to identify any potential connected transaction pursuant to the rules and regulations of the competent authorities in relation thereto. The Company Secretary Unit shall update the report of conflict of interest including any change in holding of securities issued by the Company by the Board of Directors and the management on a quarterly basis.
8. The Board of Directors has developed a succession plan with respect to the Chief Executive Officer and other senior executives two levels down from the Chief Executive Officer in order to ensure that the Company’s business operations shall continue without interruption when these positions become vacant. The Board of Directors has authorized the Nomination and Compensation Committee to establish the succession plan which shall be reviewed, updated and reported to the Board of Directors on an annual basis.

Apart from Chief Executive Officer and other senior executives, our Human Resources Department has formulated the succession plan and strategies for mid-level and junior executives in order to manage our diversified groups of talent and the critical roles suited to the current business composition. The details of the succession plan are listed in the Sustainability Report <http://sustainability.ais.co.th/th/sustainability-priorities/human-capital-development> under Human Capital Development section.

9. The Company Secretary Unit has been appointed as the coordinator between directors and the management team and between directors and the shareholders. While the Internal Audit Office shall act as the coordinator between the audit and risk committee and management team. The Company shall not obstruct communication between directors and management which was allowed in the past prior or after the meeting. However, this access and communication shall not interfere with or interrupt the Company’s normal business operations.
10. The Nomination and Compensation Committee (NCC) has been authorized by the Board of Directors to consider and review the policy and structure of director’s remuneration prior to proposal to the Annual General Meeting for approval. The NCC has considered the remuneration policy by taking into consideration the directors’ roles and responsibilities, remuneration payment compared to industry standards, companies of a similar size, the Company’s performance, the Company’s strategic direction and the individual performance of each director. The details of the directors’ remunerations can be found under the “Management Structure” section page 118.
11. A newly appointed director will be provided with all necessary business information about the Company required to perform their fiduciary duties. In this regard, in organizing the director orientation, the management has been invited to present the summarized roles and responsibilities of each business unit, practices in compliance with relevant laws and regulations such as the roles and responsibilities of the board of directors of the listed company, trading AIS securities procedures of directors, executives and other policies.



12. AIS encourages all directors, executives, and company secretary to attend training and develop knowledge continuously and in a variety of formats which AIS shall support all expenses. The activities and training courses attended by directors and executives includes special lectures by invited experts which are held regularly throughout the year. In this regard, 90 percent of the total number of directors attended the Director Certification Program organized by the Thai Institute of Directors Association As has been shown in the annual report for many years, in 2023, there are courses that directors and executives attended seminars as follows:

Training & Seminar Program/Activities	Objectives	Participants
MWC GSMA 2023, Barcelona, Spain	An international exhibition showcasing trends in technology and connectivity, encompassing both B2B and cross-industry aspects	Mr. Kan Trakulhoon Mr. Predee Daochai Mr. Somchai Lertsutiwong Mr. Smith Banomyong Ms. Yupapin Wangviwat Mr. Mark Chong Chin Kok
2023 YGC Annual Corporate Governance Seminar Building Trust and Ethical Leadership: Enhancing Corporate Governance for Sustainable Success held by YUCHENGCO GROUP OF COMPANIES, the Philippines	Strengthen corporate governance for sustainability	Mr. Gerardo C. Ablaza, Jr
2023 Ayala Integrated Corporate Governance, Risk Management, and Sustainability Summit (Webinar) held by Institute of Corporate Directors, the Philippines	Integrated corporate governance, Enterprise Risk Management and Sustainable Development	
Accounting, tax and law held by KPMG Phoomchai Audit Ltd.	To improve knowledge in accounting and law to stay current	Mr. Montri Khongkruepha
Ethics for Professional Accountants	To continuously develop professional knowledge concerning the ethics of accounting professionals	
IIA International Conference 2023, RAI Amsterdam, the Netherlands	Focus on emerging issues and the understanding of leading practices in internal auditing	
Corporate Reporting Forum 2023 (Decoding the future landscape) held by PWC Thailand	Follow trends and changes in the global market, including various regulations and the role of AI in business operations to enable the business to adapt continuously and respond to the changing needs of investors and other stakeholders	Mr. Tachahat Hemakul

Performance Evaluation of the Board of Directors

The Board has set forth a policy to arrange an evaluation for the Board of Directors and all the Sub-Committees comprising the Nomination and Compensation Committee, the Sustainable Development Committee, and the Executive Committee. The Board assessment is conducted via two different means: 1) Self-assessment of the Board of Directors both individually and collectively once a year, and 2) Assessment of the Board of Directors by an external consultant every three years.

In 2023, the Company has conducted an assessment of the Board of Directors both individually and collectively. The evaluation criteria include board structure and qualifications, roles, duties, and responsibilities of the board, the board meeting, duties of directors, directors' self-development, and relationship with management. The objectives are for the directors to review their performance of work, challenges, and obstacles during the past year, enabling the Board to develop their performance, be aware of their responsibilities, and foster a good relationship with the management.

Evaluation Process of the Performance of the Board

The Company Secretary Unit shall send the annual Board of Directors evaluation forms via the system to all directors so they can assess their performances. The Company Secretary Unit will subsequently compile the returned assessment forms and analyze their performance assessment. The results will be submitted to the Chairman of the Board and Chairman of each Sub-Committee for consideration and analysis to determine the development approach to enhancing their performance of duties.

The Performance Evaluation Results of the Board of Directors and Sub-Committees for 2023

For the performance evaluation of the Board of Directors and Sub-Committees, both individually and collectively, a 5-point performance rating scale (1-5) was used with 5 being Outstanding. The performance evaluation results showed that the Board of Directors and all Sub-Committees performed their duties completely as specified in their scope of duties and in line with the good corporate governance principles. Also, their performance rating exceeded the targets.



Section 2: Rights and Equitable Treatment of Shareholders

AIS respects the shareholders' rights and treats all shareholders equally as a company owner, including the basic rights as stipulated by law and the Company's regulations, for example, to approve and receive dividend at the same rate per share, right to purchase, sell, and transfer of their own securities independently not being intervened in market transactions, right to nominate, appoint and dismiss directors, right to appoint independent auditors and fix annual audit fee, right to express opinion in the shareholder's meeting independently, right to participate in deciding and approving concerning major corporate actions which affect AIS's financial statement and operating result. In addition, apart from the aforementioned rights, AIS also arranged various activities to support its shareholders. The key actions are summarized as follows:

1. Disclosing the important information related to operations, execution of transactions, quarterly and annual financial results through the website of the Company and SET so as to facilitate shareholders to access the Company's performance data in a variety of channels and on a timely manner.
2. Establishing the Investor Relations department to function as the center of communication between shareholders and the Company, to provide an opportunity for individual and institutional shareholders to raise questions and to recommend matters deemed as beneficial to the management. This department also provide useful information for investment decisions, and participate in the Opportunity Day organized by SET on a quarterly basis in order to meet with investors, to present the Company's performance results, and engage in the Road Show to meet up with domestic and foreign institutional investors.
3. Practices in relation to Annual General Meeting of Shareholders.



- 3.1 Preparing the notice of AGM and supporting documents both in Thai and English versions. In this regard, shareholders could acknowledge and understand the information thereto that will be presented to shareholders accurately and equally. The Company has provided clarification relating to documents and evidence that shareholders shall bring to attend and vote at the Meeting including those for attaching to the proxy. The description was prepared in a manner there is easy to understand by classifying the participation into categories such as attending in person or by proxy, as well as individual or juristic person. In this regard, the requirement is applicable to the law for identifying shareholders and proxy but not to restrict the shareholders' right or to create unnecessary burden.
- 3.2 Appointing three (3) independent directors served as proxies namely Mr. Kan Trakulhoon, Mr. Gerardo C. Ablaza Jr. and Mr. Predee Daochai for shareholders finding it inconvenient to attend the meeting in person.

- 3.3 Establishing the procedure of the examination of the details of shareholding and submission of the proxy form in advance to facilitate institutional shareholders and custodians as they were taking care of a large number of shareholders. In the case of institutional shareholders and custodians who grant a proxy to the independent directors, the Company will send a copy of the proxy form with the signature of an independent director to the institutional shareholders and custodian after the meeting for use as evidence.
- 3.4 Utilizing the barcode system to quickly and accurately facilitate the registration and vote counting. The registration counters were set up and segregated for individual shareholders and institutional shareholders. In addition, the Company assigned adequate staffs and other amenities to facilitate shareholders (i.e. copy machine, duty stamp, and signage for registration process). In this regard, the Company conducted a survey on the satisfaction of shareholders with regard to the quality of the AGM to gain feedback on how to improve in the following year.
- 3.5 The Board had scheduled the AGM on March 27, 2023 at 14.00 hrs. which is not a holiday or a weekend and the meeting time was appropriate. The venue of AGM was at Centara Grand Central Plaza Ladprao which is convenient in terms of transportation and access, reasonable price, and was appropriate to accommodate the shareholders.
- 3.6 The Chairman of the Board of Directors and the Chairman of all board committees including Chief Finance Officer and Senior Executives attended the meeting in person so as to address and clarify any queries or concerns of the shareholders.
- 3.7 The Chairman presided over the meeting in sequence in accordance with the meeting agenda stated in the meeting notice without adding any additional matters and allocated sufficient time for shareholders to make any queries on each item in the agenda prior to voting.
- 3.8 Company Secretary, the moderator, has notified the following information: the proportion of shareholders who participate in the meeting in person and or with proxies, the number of participants,



procedure of the meeting, the casting votes and vote counting procedure, prior to the start of the meeting. The Company has only one class of shares called ordinary shares, which give their owners the right to vote at shareholder meetings, at one vote per share.

- 3.9 The Company issued voting cards for each item on the agenda. For the director appointment item, the voting related thereto was organized on an individual basis. Independent legal counsel was also engaged to examine vote counting process in order to ensure the accuracy and reliability of the vote counting process.
 - 3.10 Chairman of the meeting announced the voting results for each agenda item and there was no objection in relation thereto from shareholders.
 - 3.11 The Company Secretary prepares the minutes of the meeting and posts them on the Company's website and via the channel of the Stock Exchange of Thailand within fourteen (14) days after the meeting date. The minutes cover all material facts in compliance with the good corporate governance of the Stock Exchange of Thailand such as list of directors and management who participated in the meeting, resolution of the meeting, issues, queries and recommendations of shareholders and clarification of director/management.
4. AIS provides channels for stakeholders to inquire, suggest, or file any complaints to the Board of Directors through:

Department	Address
Office of Company Secretary and Corporate Compliance	Advanced Info Service Public Company Limited 414, 28th Floor, AIS 1 Tower, Phaholyothin Road, Samsen Nai, Phayathai, Bangkok 10400 Tel: (66) 2029 5514 E-mail: companysecretary@ais.co.th

The Company Secretary will forward all suggestions, complaints or reports to the related departments and all actions taken with respect to the above mentioned shall be reported to the management and

the Board of Directors including notification of the results to relevant stakeholders. In case of fraud and breaches against the Code of Business Ethics, the Company shall conduct the investigation of such misconduct or fraud in compliance with reporting and investigation of misconduct and or fraud and whistleblower protection policy.

For other matters, stakeholders may directly contact responsible departments such as Community Relations who is the intermediate responsible for listening to suggestions and promoting the relationship between the Company and communities as well as non-profit organizations while Business Relations acts as the intermediate and spokesperson between the company and telecommunication regulatory agency.

5. AIS is aware of the rights of every group of stakeholders, irrespective of whether they are customers, partners, communities, society, or the environment. As a result, the Company has established guidelines on how to treat for all stakeholders according to the law and the sustainable co-existence principle pursuant to the Company's sustainability development strategy, Code of Business Ethics, human resource management policy and other relevant policies of the Company. Additionally, the Company also designates appropriate guidelines, internal control systems and anti-bribery and corruption policy to prevent corruption in the organization and fulfill fair benefit to every stakeholder. In this respect, the shareholders can study the guidelines from Section 5: Code of Business Ethics and the sustainability development report.

Section 3 Disclosure of Information and Transparency

1. The Company discloses the Company's financial and non-financial information, such as article of association, memorandum of association, risk management policy, financial statements, and analysis and performance report, in accordance with the relevant laws and regulations accurately, completely, punctually, and transparently to all

shareholders and investors. As such, the investors can have confidence in the Company's reliability and integrity. Moreover, the Company reviews "Market Disclosure Policy" every year to ensure the policy is applicable to changes in the social context, AIS adheres strictly to three (3) principles as follows:

- 1.1 Compliance with all legal and regulatory requirements;
 - 1.2 Transparency and accountability in disclosing the material information necessary for making informed decisions sufficiently in a timely and regular manner;
 - 1.3 Fair and equitable access to information without discrimination.
2. The Company set up an Investor Relations and Compliance Department to be responsible for communicating material information to shareholders, investors, analysts, and other stakeholders. In addition, the Company set up a Compliance Unit to ensure that all material information of the Company is properly disclosed through various channels in accordance with disclosing information policy and Investor Relations Code of Conduct to disclose information accurately, sufficiently, in a timely manner and regularly as well as not to disclose or inform confidential or insider information to any persons prior to the public disclosure through the SET channel.

The Company discloses and communicates material information in Thai and English, including the 56-1 One Report, quarterly result and operating data, investor journal, and press releases through various channels to facilitate differing groups of investors. Chief among them are investor relations website <http://investor.ais.co.th/>, organizing meetings to announce quarterly operating data, attending Opportunity Day held by the Stock Exchange of Thailand, and meetings with local and oversea investors quarterly. The Company's top executives place importance on fostering good relationship with investors, both institutional and retail, regularly. Also, investors can update news about investor relations through various channels including e-mail and Line Business among others.

In 2023, the Company carried out a wide variety of investor activities. In its efforts, AIS' top executives and investor relations team met and



presented information to foreign investors, institutional investors, retail investors, and stock analysts in multiple forms on a regular basis. The investor activities carried out by AIS can be summarized as follows:

- **2 Analyst meetings in 2023** were held in February and November to clarify the Company's business and strategic direction which are conducted on a hybrid basis with participants on premise and available online.
- **Quarterly result conference calls** were also arranged virtually. These events are catered for overseas and local analyst, fund managers, and extended to our creditors, for senior managements to clarify key questions and business direction after the key events and numbers were announced to the market. The senior managements presented include Chief Executive Officer, Deputy Chief Executive Officer, Chief Finance Officer, Chief Executive Officer - Broadband, Chief Consumer Business Officer and other senior managements.
- **Domestic, overseas, and virtual conferences including non-deal roadshows** were participated in total of 22 events and expanded to cover 320 correspondents. In these events, the managements participated include Chief Executive Officer, Deputy Chief Executive Officer, Chief Finance Officer, Chief Executive Officer - Broadband, Chief Consumer Business Officer and other senior managements to meet with domestic and overseas institutional investors and analysts to offer explanations and create a better understanding regarding to the business conducts and strategies of the Company.
- **Joining the Stock Exchange of Thailand events** which include opportunity day on a quarterly basis to address Thai retail investors. To address foreign investor, the Company also participated 3 digital roadshows targeting foreign investors and Thailand focus conference arranged physically.
- **One-on-one meetings, group meetings and other calls** which total 66 meetings and expanded to cover 84 participants. These meetings are based on requests for both online and on site at AIS office.

Moreover, the Investor Relations Function collects investor feedback annually so as to use the information to develop and enhance the efficiency of AIS investor relations. Investors and analysts can contact the Investor Relations staff using the contact details below.

Investor Relations



Call: (+66) 209 5000



E-mail: investor@ais.co.th



LINE Official Account: @ais_ir

or scan the QR Code
on the right



On a quarterly basis, the Company has specified a period of non-communication with analysts and investors (silent periods) of 30 days before each quarterly result announcement.

3. In 2023, directors, managements and all employees acted in compliance with "the Security Trading Policy for Directors, Executives and Employees" which was amended in 2021. The policy stated for persons who designated by the company must notify the board of directors prior to the execution of ADVANC and INTOUCH securities at least one (1) day in advance. This is to prescribe rules and guidelines related to securities trading for directors, executives, and employees, and to prevent the use of inside information that has not been publicly disclosed for their own interest and/or related persons. In this regard, the policy encompasses the securities of AIS and Intouch Holdings PCL., a listed company and a major shareholder of AIS. Furthermore, the Company also identifies persons, who are in the position or duty that have access to or possess inside information (Designated Person). This group of persons is prohibited to trade or accept the transfer of AIS and Intouch's securities during the thirty (30) days period prior to the disclosure of quarterly and annual financial statements including any other period occasionally announced. Directors, Executives, and Designated Persons are obliged to file reports on their securities holding including those held by their spouse and minor children and any changes thereto with Capital Market Compliance

Department within three (3) working days as from the date of such changes.

4. The Board stipulated the rules and procedures for reporting the declaration of directors and executives' interests since 2008 so as to provide AIS with the necessary information in order to monitor interests and transactions that may cause conflict of interests of directors and executives. This policy encourages the Company's directors and executives to exercise their duties of care, integrity and honesty and to avoid any conflict of interests by disclosing their interests, including those of their related persons when entering into any transaction with the Company and its subsidiaries and abstain from expressing any comment and casting of vote considering such transaction.
5. The Board of Directors and executives of AIS shall report their shareholding of the Company including those held by their spouse, minor children and unmarried life partner in the annual report.
6. When executing connected transaction, AIS abides by the Notification of Capital Market Advisory Board and discloses the information in accordance with SET's regulations and Thai Accounting Standards so as to execute such transaction accurately and transparently in the best interests of the Company as if the Company is executing a transaction with other third parties (arm's length basis) and is in compliance with the good corporate governance principles. The Board of Directors has approved "Connected Transaction Policy" and assigned Compliance Unit to be responsible for communicating, supervising, and disclosing



the information when executing transactions to the Stock Exchange of Thailand and in the annual report. Such details are demonstrated in the Related Transactions section on page 155.

Section 4 Internal Control and Risk Management Systems

As the Board considers the internal control, audit and risk management systems crucial for protecting the shareholders' investment capital and the Company's assets, it has therefore set up relevant policies, measures and supervising departments. The Board entrusts the Audit and Risk Committee with supervising and overseeing the Company's internal control and risk management. Details can be found at Internal Control section on page 152 and Risk Management section on page 51.

Monitoring the Business Operations of Subsidiaries and Associated Companies

1. Support the subsidiaries and associate companies to perform their duties in compliance with good corporate governance policy;
2. The Board of Directors selects the representative of the Company to be appointed as directors of the Subsidiaries and Associated Companies in order to monitor and control business performance in proportion to its shareholding percentage;
3. Monitor through representative directors, executives, and policies which were issued at the parent company level;
4. Consider any significant matter including strategic, business plan, capital increase/decrease, dissolution, and any other important policies;
5. Follow up the performance result through the Company's executives, Executive Committee, and the Board of Directors;
6. Monitor the Subsidiaries and Associated Company to operate business under the rules and regulation of competent authorities including connected transaction, asset acquisition and disposition, information disclosure, and accounting and financial statement report;
7. All transactions in any subsidiary, which may significantly affect the business operation or financial status of the Company, must be

reviewed and approved by the Board of Directors of the parent company;

8. Being audited by the Company's Internal Audit Department to ensure that there is sufficient and effective internal control system;
9. In order to disclose the financial information and operating results of the subsidiaries, the Company has engaged auditors from the same auditing firm that provides auditing services for the Company to perform audits and disclose the financial and non-financial information of the Subsidiaries in the consolidated financial statements of the Company.
10. Communicate the code of business ethics and anti-corruption policy further to AIS's subsidiaries and joint ventures.

The information of positions held by directors and executives in the subsidiaries are shown in [Appendix 1](#)

Section 5 Code of Business Ethics

In order to ensure that AIS's operation and the performance of employees in the organization act honestly and ethically in accordance with the laws and regulation which is the heart of sustainable business, the Board of Directors established the "Code of Business Ethics". This comprises 12 chapters ranging from responsibility to stakeholders, prevention of conflict of interest, respect for human rights as well as compliance with laws and regulations. The Ethic Committee has been formed and comprises the Chief Executive Officer (CEO) as chairperson and other executives. This Committee acts as a driving force and integrates the ethics into corporate culture. Shareholders may further study the Code of Business Ethics on the company's website: https://investor.ais.co.th/governance_policy.html

1. Raising awareness and organizing training for employees to improve understanding of the Code of Business Ethics and encourage every employee to adhere to and comply therewith.

- **Create Self Awareness**

AIS continues to place great emphasis on the idea of creating a mindset at work which consists of 3 questions that employees should always ask themselves what they should consider prior to making any decisions: (a) If this is done, will it cause damage to the company? (b) Does this make me look bad? (c) If I do this, will it distress me or will I be worried later? If the employee is unsure in any of their answers to these questions, they shall refrain from taking such action.

In 2023, AIS has continued promoting public awareness in the workplace using different channels such as Social Intranet / E-mail / AIS LearnDi / Desktop. In addition, the Company organized face-to-face and online trainings for employees to raise their awareness of the Code of Business Ethics in various issues such as training on customer personal data.

- **An Assessment of Employee and Business Partners' Level of Understanding regarding the Code of Business Ethics, Anti-Bribery and Corruption policies**

Over the past several years, the Company has constantly supported and emboldened directors, management, and staff members to be aware and to understand the intent and the underlying concept of the business code of ethics through the training and testing of their knowledge and understanding in business ethics as well as anti-bribery and corruption policy. The resulting insights can prove very useful when making a decision to proceed with a course of action that may be questionable in terms of ethical principles. The Business Ethics Committee therefore oversees a test to assess the knowledge and understanding of business ethics of employees, suppliers, partners, and joint venture partners every 3 years. For the latest assessment conducted in 2023 which all employees have undergone an assessment of their understanding of the Code of Business Ethics and Anti-Bribery and Corruption Policy. The assessment was conducted via various channels, especially the electronic online "LearnDi and Doodi" mobile application, to facilitate access anywhere and anytime. The number of employees, business partners, and joint venture companies that underwent an assessment of the understanding or were communicated about the issues amounted to 96%.

Furthermore, Directors, executives and employees shall communicate to their family members (i.e. parent, spouse, unmarried life partner, siblings, offspring and his/her spouse, including adopted children) the principles of the Code of Business Ethics and Anti-Bribery and Corruption Policy.



2. The Company provides opportunities for stakeholders both within and outside the Company to report wrongdoings against the Code of Business Ethics and information concerning fraud to the Board of Directors. To that end, AIS announced the Fraud and/or Misconduct Reporting and Whistleblower Protection Policy which was shown on the Company's website <https://investor.ais.co.th/misc/cg/20200701-advanc-whistle-blower-policy-en.pdf>, and the Ethic Committee is tasked with communicating the policy to all parties. The policy encompasses the principles and guidelines on whistleblowing, and whistleblower protection. The Company provides multiple channels for external stakeholders and employees to file complaints or report any wrongdoing against the Code of Business Ethics and information of fraud including calling the Company's Hotline, sending an e-mail to Chief Audit Executive, Chief Human Resource Officer, or Chairman of the Audit and Risk Committee, or sending a mail to the Board of Directors to the given address.

All complaints will be screened before the involved units investigate and proceed with the policy and procedure prescribed by the Company. Where there is probable cause that an act wrongdoing has occurred, an authorized person will be proposed to appoint an investigation committee to investigate and find out the facts. The investigation committee shall report the final investigation results and recommend any disciplinary actions in accordance with the Company's rules to be imposed by an authorized person as well as improvement to prevent future misconducts. The Internal Audit shall report the whistleblowing cases to the Audit and Risk Committee at least once every quarter and further submit it to the Board for acknowledgement.

In 2023, the Company had investigated the reported whistleblowing cases and concluded 10 wrongdoings against the Code of Business Ethics. After investigation by the Ethics Committee, Internal Auditor, Legal and Human resource Department, disciplinary punishment was imposed in accordance with the Company's rules by verbal, written warning and termination of employment without pay as the case may be. Most complaints involved non-compliance with the Code of Business Ethics and regulations. The Company considered all complaints to find any shortcomings in the internal control system so as to establish or

improve preventive measures against breach of business ethics and corruption as well as consolidate the Company's policy and regulations, and ensure compliance while monitoring to prevent and minimize the possibility of similar incidents happening again.

Good Corporate Governance Guidelines in Other Aspects

The Company intends to operate its business with a sense of honesty, transparency and in accordance with good corporate governance principles. The Company is also against any type of giving, bribing and corruption by recognizing that giving or bribing and corruption is a serious threat that destroys free and fair competition including causing damage to economic and social development. In this regard, the Board of Directors recognizes the importance and consideration of the Anti-bribery and Corruption Policy for use as a guideline for performing the duties of directors, executives and employees and to comply with the rules and guidelines as well as to prevent the company and directors, executives, employees and other stakeholders from violating the law concerning anti-bribery and corruption. The policy can be found on website at https://investor.ais.co.th/anti_bribery.html

AIS received renewed certification from Thailand's Private Sector Collective Action Against Corruption (CAC) on 30 September 2021. The certification period is valid for 3 years from certified date. This certificate confirms that AIS and AIS Group of Company's personnel do not undertake or engage in any form of corruption either directly or indirectly provided that AIS and AIS Group of Company's personnel strictly comply with the Anti-Bribery and Corruption guidelines which encompasses several operations such as charitable donations and sponsorship, human resource management, etc.

In addition, AIS has established an approach to battle corruption and has communicated its Anti-Bribery and Corruption Policy to AIS's subsidiaries, joint venture and other controlling companies, business partners and stakeholders including the public via various communication channels such as email, website, social intranet or inclusion in the Board meeting agenda or reporting part in the annual general meeting every year etc.,

in this regard, in order to ensure that all stakeholders acknowledged and comply with the guidelines as specified by the Company.

Furthermore, AIS has continuously communicated and offered training to its personnel in order to offer knowledge and gain understanding related to anti-corruption measures, the Company's expectations and penalties for failing to comply with such measures such as offering training related to Anti-Bribery and Corruption to new employees as part of the orientation program, organizing training related to Code of Business Ethics via Information technology (LearnDi). In 2023, AIS organized an assessment related to business partners, executives, employees' level of understanding concerning the Code of Business Ethics and Anti-Bribery and Corruption which will be held every three years and announces the guidance on No Gift Policy during New Year and other festivals.

In 2023, in order to emphasize the company's mission under the "Zero Tolerance Policy Against Corruption" concept, our executives and employees joined the events held by the Anti-Corruption Organization of Thailand, Thai government, state agencies, the Office of National Anti-Corruption Commission on 6 September 2023 and 8 December 2023, respectively.

Connected Transaction Policy

In order that the business transaction between the company or its subsidiaries and its connected persons shall comply with the laws, announcements, regulation and other relevant notifications from the authorized agency based on transparency and for the maximum benefit of the company, AIS announced the Connected Transaction Policy for the business transaction between the company or its subsidiaries and its connected persons shall be in accordance with the company's policy, procurement procedure, and Code of Business Ethics.

The roles and responsibilities of the Board of Directors, the Audit and Risk Committee, and Capital Market Compliance Section are set to consider the reasonableness of the transaction and to oversee compliance with laws and all departments involving in or acknowledging the occurrence of the connected transactions are required to notify such information to the



Capital Market Compliance Department before executing the transaction.

The essential part of this policy is that the business transactions between the company or its subsidiaries and its connected persons be done for the ultimate benefit of the company similar to those transactions with external parties under an arm's length basis. There is procedure to consider before engaging in the connected transactions which the Board of Directors and the executives who are the interested parties or who have conflicts of interest concern shall not participate in the consideration and approval process nor vote in any agenda relating thereto.

The board of directors and executives are required to report their conflict of interest in accordance with rules and guidelines, both those that are current and when there is any change.

Securities Trading Policy for Directors, Executives and Employees

The Board of Directors has considered and approved the Securities Trading Policy for directors, executives and employees with the objective of maintaining the sense of confidence among shareholders and investors who invest in the Company and Intouch Holdings Plc's securities. (INTOUCH is the Company's major shareholder.) The essential part of this policy is to prohibit the Company's personnel from using inside information to gain benefit from trading AIS and INTOUCH securities, whether directly or indirectly. This is in line with the Securities and Exchange Act (as amended) including other related announcements. In this regard, the requirements and guidelines have encompassed several groups of people such as directors, executives, and employees. Furthermore, the requirements also spelled out the special duties for designated persons namely directors, executives and employees, whose roles and responsibilities entitled them to assess the insider information that they shall disclose to Capital Market Compliance Department any securities holding in AIS and INTOUCH Holdings Public Company Limited. This also includes filing a report for any changes in securities holding for the benefit of good corporate governance and transparency. In addition, the designated persons are prohibited from

trading securities for a period of thirty (30) days prior to the date of disclosure of the quarterly and annual financial statements (Blackout Period).

In 2023, the Company upheld the practical guidelines in the policy amended by the Nomination and Remuneration Committee and the Board of Directors in 2021, adding that the designated Persons intending to trade the Company Group's Securities shall notify the defined channel no less than one business day prior to the trading in line with the policy of Intouch Holdings Public Company Limited and the good corporate governance principles.

The policy can be found at https://investor.ais.co.th/governance_policy.html

Online and Social Media Guidelines

Technological development has changed the way people communicate. As such, the Business Ethics Committee has endorsed the appropriate guidelines – which are in compliance with applicable laws – with the purpose of guiding Company's employees when using the internet and social media. The essence of the guidelines is to recognize the impacts that may arise as a result of using the internet and social media inappropriately, especially when employees use the internet and social media with a lack of due care. This also includes avoiding any violation related to computer law; for instance, employees shall use the internet and social media in compliance with intellectual property law and check the information before sharing or posting it as it may affect customers or the Company.

Cybersecurity Policy

The Company has established guidelines on cybersecurity and instilled knowledge and understanding among its employees, promoting their compliance with the policy, standards, operating framework, and laws related to computer systems appropriately. The objectives are to protect the Company's data from attack, theft, destruction, unauthorized access, or data thefts in any form that may damage the Company's business operations. The policy can be found in company website under governance policy topic https://investor.ais.co.th/governance_policy.html.

Guidelines on communicating impacts from products and services pertinent to customers and on advertising of products and services that align with their features and properties

The Company resolves to create satisfaction and assure customers of high quality products and services at reasonable prices by disclosing product and service information accurately, completely, and without being misleading according to the business ethic shown in website under Corporate Governance and Governance Policy topic.

Guidelines on Compliance on Financial Conditions

The Company gives importance to equality in the business dealing and mutual benefits of suppliers. Also, it strictly adheres to loan agreements together with terms and conditions thereof by paying creditors principals and interests and taking care of warranties. This is in accordance with Code of business ethics of the Company which appears on the company's website under Corporate Governance and Governance Policy topic.

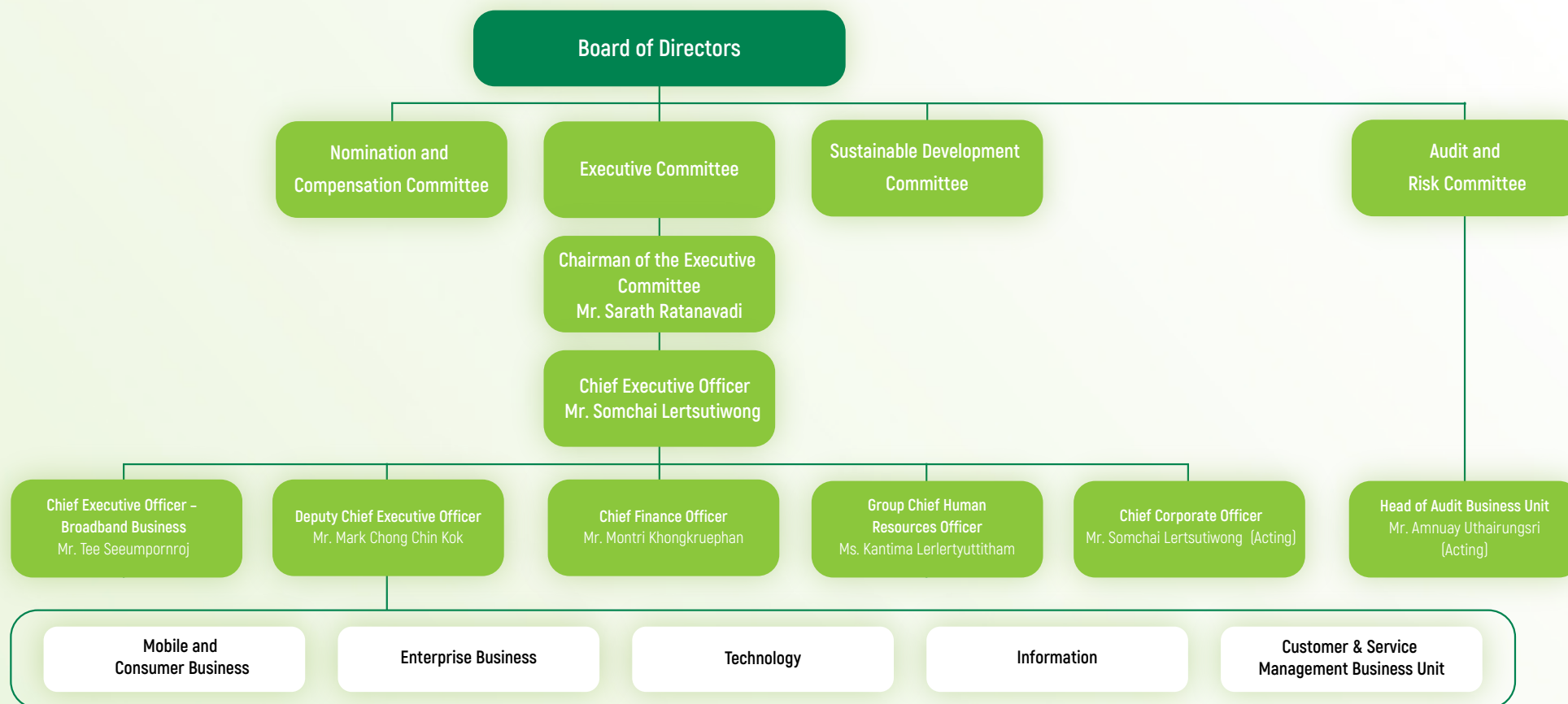
Good Corporate Governance Guidelines in Other Aspects

The Company considered to apply the Corporate Governance Code (CG Code) issued by the Securities and Exchange Commission, Thailand with AIS's business operations. However, in 2023 there were certain matters that the Company opted to be considered under other suitable mechanisms and recorded in the minutes of the meeting for regular annual review as follows:

- The Company has one independent director who has served more than nine consecutive years. However, the Board of Directors deliberated that the director has the qualification of an independent director and can opine freely in accordance with the related criteria. Moreover, as a special expert, such independent director can support and provide suggestions beneficial to the Company regarding the material risks and adequacy of internal controls.



Management Structure





Profile of Directors & Management

Mr. Kan Trakulhoon

Age: 68
Nationality: Thai
Chairman of Board of Directors
Independent Director
Chairman of Sustainable Development Committee
Chairman of Nomination and Compensation Committee

Appointed on 3 August 2015
Appointed on 8 November 2016 (as Chairman of Board of Directors)
Total number of service tenure 8 Years 4 Months
Share Ratio (%)* None
Relationship with Management None

Education/Training:

- B.E. Electrical First Class Honours, Chulalongkorn University
- M.S.Engineering, The Georgia Institute of Technology, USA.
- M.S. Management, The Georgia Institute of Technology, USA.
- Honorary Degrees of Engineering, Chulalongkorn University
- Honorary Degrees of Manufacturing Engineering, Mahasarakham University

Director Training:

- Chairman Forum 2022: Chairing the Unknown Future, Thai Institute of Directors Association (IOD) (2022)
- National Director Conference 2021: Leadership Behind Closed Door, Thai Institute of Directors Association (IOD) (2021)
- Director Certification Program (DCP) Class 29/2003, Thai Institute of Directors Association (IOD)

Position in Company:

2021 – Present Chairman of Sustainable Development and Chairman of Nomination and Compensation Committee
2016 – Present Chairman of Board of Directors
2015 – Present Independent Director
2016 – 2021 Chairman of Leadership Development and Compensation Committee
2015 – 2017 Chairman of Sustainable Development Committee

Position in Other Company

Other Listed Companies:

2017 – Present Chairman of the Board of Directors and Independent Director, Intouch Holdings Public Company Limited
2021 – Present Independent Director, Chairman of the Nomination, Compensation and Corporate Governance Committee, Member of the Executive Committee, SCB-X Public Company Limited
2017 – Present Independent Director, Bangkok Dusit Medical Services Public Company Limited
2005 – 2023 Director and Member of CSR Committee for Sustainable Development, The Siam Cement Public Company Limited
2017 – 2021 Independent Director, Chairman of the Leadership Development and Compensation Committee, Member of the Nomination and Governance Committee, Member of the Strategic and Organizational Review Committee and Member of the CSR Committee for Sustainable Development, Intouch Holdings Public Company Limited
2005 – 2015 President and CEO, The Siam Cement Public Company Limited

Non-Listed Companies/Other Organizations:

2020 – Present Director, SCB 10X Company Limited
2020 – Present Member, Special Committee on Promoting Innovation Ecosystem and Regulatory Reform
2020 – Present Member, Council of Experts of the National Higher Education, Science, Research and Innovation Policy Council
2020 – Present Member, Member State Enterprise Policy Committee
2019 – Present Chairman, The Committee for Monitoring and Evaluation of Science, Research, and Innovation Support
2019 – Present Chairman, Subcommittee on Performance Evaluation of Secretary General to The Eastern Economic Corridor Policy Committee
2019 – Present Expert Advisor, Development of Policy, Strategy and Budget Management System for Thailand's Science, Research and Innovation, Office of the National Higher Education, Science, Research and Innovation Policy Council (NXPO)
2018 – Present Honorary Advisor, The Eastern Economic Corridor Policy Committee
2017 – Present Member, National Strategic Committee
2016 – Present Independent Director, Chairman of the Nomination, Compensation and Corporate Governance Committee, Member of the Executive Committee, Siam Commercial Bank Public Company Limited
2015 – Present Member, Board of Medical Service Cluster, Thai Red Cross Society
2015 – Present Director, Advanced Wireless Network Company Limited
2013 – Present Member, the Advisory Board, Sasn Graduate Institute of Business Administration
2013 – Present Executive Director, Engineer Division of the Anandamahidol Foundation



2013 – Present	Advisor to the Executive Committee, Mahidol University Foundation
2013 – Present	Honorary Advisor, Environmental Engineering Association of Thailand
2013 – Present	Advisor, The Federation of Thai Industries
2019 – 2023	Advisor, Higher Education, Science, Research and Innovation Management System Reform Steering Committee
2015 – 2020	Director, National Innovation System Development Committee
2018 – 2019	Advisor, the Executive Board on Driving Value Based Economy towards Thailand 4.0 Policy through Innovation Hubs
2018 – 2019	Expert Member, National Investment Driving and Coordination Committee
2018 – 2019	Expert Member, the Eastern Economic Corridor Policy Committee
2018 – 2019	Member, Advisory Committee to the Minister of Science and Technology
2015 – 2019	Member of the Advisory Board, Nomura Holding Inc.
2015 – 2019	Member, Public-Private Collaborative Committee on Educational Reform
2015 – 2019	Head of Private Sector, Public-Private Collaborative Committee on Legal Reform
2015 – 2019	Head of Private Sector, Public-Private Collaborative Committee on Innovation and Digitalization
2011 – 2019	Global Advisor, Kubota Corporation (Japan)
2017 – 2018	Member, Sub-committee for screening projects according to the Regional Development Plan for the Strengthening and Sustainability of the Local Economy (Fiscal Year 2018)
2017 – 2018	Advisor, Committee on National Reform, National Strategy, and Reconciliation
2017 – 2018	Member, Subcommittee on Industrial and Digital Innovation Promotion
2017 – 2018	Member, National Research and Innovation Policy Council
2017 – 2018	Member, Super Board on National Procurement
2017 – 2018	Member, Policy Committee of Special Economic Development Zone
2017 – 2018	Member, National Strategy Preparation Committee for Thailand 4.0
2017 – 2018	Member, National Reform Committee on State Administration
2016 – 2018	Member, Screening Committee for Strengthening and Sustainability of the Local Economy
2016 – 2018	Member, Governing Committee of Food Innopolis
2015 – 2018	Member, National Committee on Intellectual Property Policy
2014 – 2018	Member, National Development and Enhancing Competitiveness Committee
2013 – 2016	Director, National Science Technology and Innovation Policy Office

2013 – 2015	Director, National Science and Technology Development Office
2009 – 2011	Director, Kubota Corporation (Japan)

Illegal Record in Past 10 years:

None



Mr. Sarath Ratanavadi

Age: 58
Nationality: Thai

Vice Chairman of the Board
Non-Executive Director
Chairman of Executive Committee
Member of Nomination and Compensation Committee

Appointed 21 October 2021
Total number of service tenure 2 Years 2 Months
Share Ratio (%)* None
Relationship with Management None

Education/Training:

- Honorary Doctor of Engineering, Chulalongkorn University
- Master of Science (Engineering Management), University of Southern California, USA
- Bachelor of Engineering (Civil Engineering), Chulalongkorn University

Director Training:

- Director Accreditation Program (DAP) Class 138/2017, Thai Institute of Directors Association (IOD)

Position in Company:

2023 – Present Chairman of the Executive Committee
2021 – Present Director, Vice Chairman of the Board, and Member of the Nomination and Compensation Committee

2022 – 2023 Member of the Executive Committee

Position in Other Company

Other Listed Companies:

2023 – Present Director, Vice Chairman of the Board and Chairman of the Nomination and Compensation Committee, Thaicom Public Company Limited
2017 – Present Director, Vice Chairman of the Board and Chief Executive Officer, Gulf Energy Development Public Company Limited
2021 – 2022 Director and Vice Chairman of the Board, Intouch Holdings Public Company Limited

Non-Listed Companies/Other Organizations:

2023 – Present Director, Gulf Infrastructure Company Limited
2023 – Present Director, Gulf LNG Company Limited
2021 – Present Director, Gulf Innova Company Limited
2021 – Present Director, Advanced Wireless Network Company Limited
2021 – Present Director, Gulf Renewable Energy Company Limited
2018 – Present Board of Councillors, University of Southern California, Annenberg School for Communication and Journalism, USA
2017 – Present Director, Gulf Investment and Trading Pte. Ltd.
2017 – Present Director, Gulf Holdings (Thailand) Company Limited
2022 – 2023 Director, Gulf Binance Company Limited
2022 – 2023 Director, Gulf Ventures Company Limited
2021 – 2023 Director, GULF1 Company Limited
2017 – 2023 Board Chairman, NIST International School Foundation
2018 – 2020 Director, Gulf Energy International Company Limited
2008 – 2020 Director, Gulf JP Company Limited
2011 – 2017 Director and Chief Executive Officer, Gulf Energy Development Company Limited
2008 – 2017 President, Gulf JP Company Limited
2008 – 2017 Board Vice Chairman, NIST International School Foundation
2011 – 2016 Representative of Licensee, NIST International School
2008 – 2016 Executive Board Chairman, NIST International School
1994 – 2016 Director and President, Gulf Electric Public Company Limited

Illegal Record in Past 10 years:

None





Mr. Krairit Euchukanonchai

Age: 68

Birth Date: 6 November 1955

Nationality: Thai

Independent Director

Chairman of Audit and Risk Committee

Appointed

26 March 2014

Total number of service tenure

9 Years 9 Months

Share Ratio (%)

None

Relationship with Management

None

Education/Training:

- Master of Business Administration (Finance and Banking), North Texas State University, USA
- Bachelor of Science, Chulalongkorn University

Director Training:

- Role of the Chairman Program (RCP) Class 16/2007, Thai Institute of Directors Association (IOD)
- Director Certification Program (DCP) Class 59/2005, Thai Institute of Directors Association (IOD)

Position in Company:

2014 – Present Chairman of Audit and Risk Committee and Independent Director

2014 – 2021 Member of Nomination and Governance Committee

Position in Other Company

Other Listed Companies:

2021 – Present	Chairman of Board of Directors and Chairman of the Independent Directors Committee, PTT Exploration and Production Public Company Limited
2015 – Present	Vice Chairman, Chairman of the Board of Executive Directors and Chairman of the Risk Oversight Committee, Krungthai Bank Public Company Limited
2018 – 2020	Chairman of Board of Directors and Chairman of Independent Directors Committee, PTT Public Company Limited

Non-Listed Companies/Other Organizations:

2021 – Present	Honorary Director (Finance), The Securities and Exchange Commission, Thailand
2021 – Present	Director, AIS Digital Life Company Limited
2020 – Present	Honorary Director (Finance), Office of Insurance Commission (OIC)
2020 – Present	Chairman, INFINITAS by Krungthai Company Limited
2014 – Present	Director, Advanced Wireless Network Company Limited
1998 – Present	Chairman, V. Group Honda Cars Company Limited and Affiliates
2017 – 2019	Chairman, Mass Rapid Transit Authority of Thailand

Illegal Record in Past 10 years:

None





Mr. Gerardo C. Ablaza, Jr.

Age: 70

Birth Date: 12 November 1953

Nationality: Philippines

Independent Director

Member of Audit and Risk Committee

Appointed	27 Apr 2017
Total number of service tenure	6 Year 8 Months
Share Ratio (%)*	None
Relationship with Management	None

Education/Training:

- Bachelor of Arts (Mathematics), De La Salle University, Manila

Director Training:

- Ayala Integrated Corporate Governance, Risk Management, and Sustainability Summit (2023), Institute of Corporate
- YGC Annual Corporate Governance Seminar (2023), Yuchengco Group of Companies
- Roles, Responsibilities and Liabilities of Board Directors (2022), Center for Global Best Practices
- Ayala Corporation 4th Integrated Corporate Governance, Risk Management and Sustainability Summit (2002), Institute of Corporate Directors (Philippines)
- Director Certification Program (DCP) Class 313/2021, Thai Institute of Directors Association (IOD)
- Director Accreditation Program (DAP) Class 146, 2018, Thai Institute of Directors Association (IOD)

Position in Company:

2021 – Present	Member of Audit and Risk Committee
2017 – Present	Independent Director
2019 – 2021	Member of Leadership Development and Compensation Committee
2017 – 2021	Member of Executive Committee
2017 – 2019	Member of Sustainable Development Committee

Position in Other Company

Other Listed Companies:

2023 – Present	Independent Director, Holcim Philippine, Inc.
2021 – Present	Independent Director, Roxas and Company, Inc.
2019 – Present	Director, iPeople Inc.
2017 – Present	Consultant, Ayala Corporation
2010 – 2021	Director, Manila Water Company
2010 – 2017	President and CEO, Manila Water Company
1998 – 2017	Senior Managing Director, Ayala Corporation
1998 – 2016	Director, Globe Telecom, Inc.
1998 – 2009	President and CEO, Globe Telecom, Inc.

Non-Listed Companies/Other Organizations:

2022 – Present	Director, BPI Asset Management & Trust Company
2022 – Present	Director, BPI Direct Bangko
2022 – Present	Director, BPI Foundation, Inc.
2012 – Present	Director, AC Energy Holding Inc.
2012 – Present	Director, AC Infrastructure Holding Corp.
2017 – 2021	Director, BPI Capital Corporation

Illegal Record in Past 10 years:

None



Mr. Predee Daochai

Age: 65

Birth Date: 9 September 1958

Nationality: Thai

Independent Director

Member of Audit and Risk Committee

Appointed

9 September 2022

Total number of service tenure

1 Years 3 Months

Share Ratio (%)

None

Relationship with Management

None

Education/Training:

- Honorary Doctorate in Business Administration, Southeast Bangkok College
- Master's Degree (MCL), University of Illinois at Urbana-Champaign, USA
- Barrister-at-Laws, Institute of Legal Education, Thai Bar Association, Thailand
- Bachelor of Laws (Honors), Thammasat University
- Advanced Management Program (AMP), Harvard Business School, USA
- Breakthrough Program for Senior Executives, IMD Business School, Switzerland,
- Influence and Negotiation Strategies Program, Stanford Graduate School of Business, USA
- Making Innovation Happen Programme, London Business School, UK
- Executive Program, Singularity University, Silicon Valley, California, USA
- Executive Program on Risk Management, The Institute of International Finance, UK
- The Joint State - Private Sector Course, Class 24, National Defence College
- Capital Market Leadership Program, Class 20, Capital Market Academy
- The Executive Program in Energy Literacy for a Sustainable Future, Class 8, Thailand Energy Academy

Director Training:

- Role of the Chairman Program (RCP), Class 51/2022, Thai Institute of Directors
- Board Nomination and Compensation Program (BNCP), Class 14/2022, Thai Institute of Directors
- Director Certification Program (DCP), Class 56/2005, Thai Institute of Directors
- Financial Institutions Governance Program (FGP), Class 1/2010, Thai Institute of Directors
- Ethical Leadership Program (ELP), Class 1/2015, Thai Institute of Directors
- Corporate Governance for Capital Market Intermediaries (CGI), Class 11/2016, Thai Institute of Directors

Position in Company:

2022 – Present Independent Director and Member of Audit and Risk Committee

Position in Other Company

Other Listed Companies:

2023 – Present	Chairman and Chairman of the Independent Director (Non-executive Director), PTT Global Chemical Public Company Limited
2023 – Present	Independent Director and Nomination and Remuneration Committee, Bangkok Bank Public Company Limited
2022 – Present	Independent Director, Gulf Energy Development Public Company Limited
2021 – Present	Independent Director and Chairman of the Nomination and Remuneration Committee, Bangkok Dusit Medical Services Public Company Limited
2021 – 2023	Independent Director, Chairman of the Risk Management Committee and Chairman of the Sustainable Development Committee, Carabao Group Public Company Limited
2013 – 2020	Director and President, KASIKORNBANK Public Company Limited

Non-Listed Companies/Other Organizations:

2022 – Present	Director, Advanced Wireless Network Company Limited
2022 – Present	Director, Siam Motors Company Limited
2021 – 2023	Director, Siam Paragon Development Company Limited
2021 – 2023	Director, Siam Paragon Retail Company Limited
2021 – 2022	Chairman of the Executive Committee / Group CEO, The Mall Group
2021 – 2021	Director, JD Food Public Company Limited
2020 – 2020	Minister, Ministry of Finance
2020 – 2020	Chairman, Bank for Agriculture and Agricultural Cooperatives
2020 – 2020	Chairman, Beacon Venture Capital Company Limited
2020 – 2020	Chairman, National Digital ID Company Limited
2017 – 2020	Chairman, National ITMX Company Limited
2016 – 2020	Committee, ASEAN Bankers Association
2016 – 2020	Committee, National Strategy Committee
2016 – 2020	Committee, Payment Systems Committee, Bank of Thailand
2016 – 2020	Member of the Board, Thailand Board of Investment (BOI)
2016 – 2020	EEC Policy Committee, Eastern Economic Corridor
2016 – 2020	Member of the Board, Office of SMEs Promotion
2016 – 2020	Chairman, Thai Bankers Association
2016 – 2020	Chairman, KASIKORN Securities Public Company Limited
2015 – 2020	Vice Chairman and Chairman of the Corporate Governance Committee, Thai Institute of Directors Association
2013 – 2020	Chairman, KASIKORN Factory and Equipment Company Limited
2010 – 2020	Director, Muangthai Group Holding Company Limited
2016 – 2019	Member, National Legislative Assembly
2015 – 2019	Director, Dole Thailand Limited
2014 – 2016	Chairman, Kasikorn Asset Management Company Limited

Illegal Record in Past 10 years:

None





Mr. Smith Banomyong

Age: 51
 Birth Date: 7 October 1972
 Nationality: Thai

Non-Executive Director
 Member of Executive Committee
 Authorized Director

Appointed 21 October 2021
 Total number of service tenure 2 Years 2 Months
 Share Ratio (%)* None
 Relationship with Management None

Education/Training:

- Master of Science (Economics), The London School of Economics and Political Science (LSE), United Kingdom
- Bachelor of Arts (Economics), Reed College, USA
- Bachelor of Engineering (Industrial Engineering), Chulalongkorn University
- Advanced Executive Program, Kellogg School of Management, Northwestern University, USA
- Capital Market Leadership Program, Class 20, Capital Market Academy
- The Executive Program in Energy Literacy for a Sustainable Future, Class 15, Thailand Energy Academy
- Thailand Insurance Leadership Program, Class 2, OIC Advanced Insurance Institute

Director Training:

- Director Accreditation Program (DAP) Class 76/2008, Thai Institute of Directors Association (IOD)
- Corporate Governance for Capital Market Intermediaries (CGI) Class 0/2014, Thai Institute of Directors Association (IOD)

Position in Company:

2021 – Present Director and Member of Executive Committee

Position in Other Company

Other Listed Companies:

2021 – Present Director, Intouch Holdings Public Company Limited
 2020 – Present Chief Operating Officer, Group Asset Management and Investment, Gulf Energy Development Public Company Limited
 Chief International Business Officer, Gulf Energy Development Public Company Limited
 2020 – 2020 Chief Financial Officer, Gulf Energy Development Public Company Limited
 2018 – 2020 First Executive Vice President, Head of Wealth Division, The Siam Commercial Bank Public Company Limited
 Executive Vice President, Head of Corporate Strategy, The Siam Commercial Bank Public Company Limited
 2011 – 2014
 2010 – 2011

Non-Listed Companies/Other Organizations:

2023 – Present Director, Gulf Waste to Energy Holdings Company Limited
 2023 – Present Director, Jackson Generation, LLC
 2023 – Present Director, Maryland HoldCo Limited
 2023 – Present Director, GT R4 Holdings Limited
 2023 – Present Director, GT R4 Limited
 2023 – Present Director, Gulf LNG Trading Pte. Ltd.
 2022 – Present Director, Gulf Gunkul Corporation Company Limited
 2022 – Present Director, Wind Energy Development Company Limited
 2022 – Present Director, Greenovation Power Company Limited
 2022 – Present Director, Korat Wind Energy Company Limited
 2022 – Present Director, Hin Kong Power Holding Company Limited
 2022 – Present Director, Gulf International Investment Limited
 2021 – Present Director, Maryland InvestCo Limited
 2021 – Present Director, Gulf Innova Company Limited
 2021 – Present Director, Advanced Wireless Network Company Limited
 2021 – Present Director, Gulf Holdings (Thailand) Company Limited
 2021 – Present Director, Gulf JP Company Limited
 2021 – Present Director, Gulf JP NS Company Limited
 2021 – Present Director, Gulf JP UT Company Limited
 2021 – Present Director, Gulf JP KP1 Company Limited
 2021 – Present Director, Gulf JP KP2 Company Limited
 2021 – Present Director, Gulf JP TLC Company Limited
 2021 – Present Director, Gulf JP NNK Company Limited
 2021 – Present Director, Gulf JP NLL Company Limited
 2021 – Present Director, Gulf JP CRN Company Limited
 2021 – Present Director, Gulf JP NK2 Company Limited
 2021 – Present Director, Gulf VTP Company Limited





2021 – Present	Director, Gulf TS1 Company Limited
2021 – Present	Director, Gulf TS2 Company Limited
2021 – Present	Director, Gulf TS3 Company Limited
2021 – Present	Director, Gulf TS4 Company Limited
2021 – Present	Director, Gulf NLL2 Company Limited
2021 – Present	Director, Gulf BL Company Limited
2021 – Present	Director, Gulf BP Company Limited
2021 – Present	Director, Gulf NC Company Limited
2021 – Present	Director, Gulf NPM Company Limited
2021 – Present	Director, Gulf NRV1 Company Limited
2021 – Present	Director, Gulf NRV2 Company Limited
2021 – Present	Director, Gulf Chana Green Company Limited
2021 – Present	Director, Gulf Pattani Green Company Limited
2021 – Present	Director, Independent Power Development Company Limited
2021 – Present	Director, Gulf SRC Company Limited
2021 – Present	Director, Gulf PD Company Limited
2021 – Present	Director, Gulf MP Company Limited
2021 – Present	Director, Gulf WHA MT Natural Gas Distribution Company Limited
2021 – Present	Director, WHA Eastern Seaboard NGD2 Company Limited
2021 – Present	Director, WHA Eastern Seaboard NGD4 Company Limited
2021 – Present	Director, Generating Energy Company Limited
2021 – Present	Director, Generating IPP Company Limited
2021 – Present	Director, Kaeng Khoi Power Generation Company Limited
2021 – Present	Director, Yala Green Power Generation Company Limited
2021 – Present	Director, PTT Natural Gas Distribution Company Limited
2021 – Present	Director, Global Mind Investment Management Pte. Ltd.
2021 – Present	Director, Bentre Import Export Joint-Stock Corporation
2020 – Present	Director, Gulf LNG Company Limited
2020 – Present	Director, Gulf Energy (Vietnam) Limited Liability Company
2020 – Present	Director, Gulf International Investment (Hong Kong) Limited
2020 – Present	Director, Gulf International Holding Pte. Ltd.
2020 – Present	Director, COCO Investments Pte. Ltd.
2018 – Present	Director, Gulf Energy Mauritius Company Limited
2017 – Present	Director, Sirasan Place Company Limited
2015 – Present	Director, Sirasan Property Company Limited
2009 – Present	Director, SCS Property Management CO.,LTD.
2021 – 2023	Director, Nong Khae Cogeneration Company Limited
2021 – 2023	Director, Gulf Renewable Energy Company Limited
2021 – 2023	Director, Gulf Solar Company Limited
2021 – 2023	Director, Gulf Solar BV Company Limited
2021 – 2023	Director, Gulf Solar TS1 Company Limited
2021 – 2023	Director, Gulf Solar TS2 Company Limited
2021 – 2023	Director, Gulf Solar KKS Company Limited
2020 – 2023	Director, Borkum Riffgrund 2 Investor Holding GmbH
2020 – 2023	Director, Borkum Riffgrund 2 Offshore Wind Farm GmbH & Co. oHG
2020 – 2023	Director, Gulf Infrastructure Company Limited
2022 – 2022	Director, GPC International Terminal Company Limited

2021 – 2022	Director, Samutprakarn Cogeneration Company Limited
2021 – 2021	Director, Gulf Cogeneration Company Limited
2018 – 2020	Senior Executive Vice President - Finance, Gulf JP Company Limited
2018 – 2018	Chairman, Association of Investment Management Companies
2018 – 2018	Director, The Federation of Thai Capital Market Organizations
2018 – 2018	Director, Thai Financial Markets Committee, Bank of Thailand
2014 – 2018	Chief Executive Officer, SCB Asset Management Company Limited
2008 – 2010	Director, Head of Asia Local Credit Trading, Citigroup Global Markets Asia Limited, Hong Kong
2006 – 2008	Director, Local Credit Trading, Citibank N.A., Bangkok Thailand

Illegal Record in Past 10 years:

None



Ms. Yupapin Wangviwat

Age: 55
 Birth Date: 6 December 1968
 Nationality: Thai

Non-Executive Director
 Member of the Executive Committee
 Member of the Sustainable Development Committee

Appointed 21 October 2021
 Total number of service tenure 2 Years 2 Months
 Share Ratio (%) None
 Relationship with Management None

Education/Training:

- Master of Business Administration, University of Florida, USA
- Bachelor of Business Administration (Banking and Finance), Chulalongkorn University
- The Executive Program in Energy Literacy for a Sustainable Future, Class 18, Thailand Energy Academy
- Top Executive Program in Commerce and Trade (TEPCoT), Class 13, Commerce Academy, University of the Thai Chamber of Commerce
- Digital Transformation for CEO 4.0, Class 1, Nation Multimedia Group Public Company Limited
- Executive Management with Business Development and Investment, Class 4, Institute of Business and Industrial Development
- ABC Course, Class 5, Academy of Business Creativity, Sripatum University
- Capital Market Leadership Program, Class 16, Capital Market Academy

Director Training:

- Director Certification Program (DCP) Class 164/2012, Thai Institute of Directors Association (IOD)

Position in Company:

2023 – Present Member of the Executive Committee
 2021 – Present Director and Member of the Sustainable Development Committee

Position in Other Company

Other Listed Companies:

2023 – Present Deputy Chief Executive Officer, Gulf Energy Development Public Company Limited
 2020 – Present Member of the Sustainability, Governance and Risk Management Committee and Chief Financial Officer, Gulf Energy Development Public Company Limited
 2018 – Present Director, Gulf Energy Development Public Company Limited
 2021 – 2022 Director, Intouch Holdings Public Company Limited
 2018 – 2021 Executive Director, Gulf Energy Development Public Company Limited
 2017 – 2019 Senior Executive Vice President and Chief Corporate Officer, Gulf Energy Development Public Company Limited

Non-Listed Companies/Other Organizations:

2022 – Present Director, AIS Digital Life Company Limited
 2021 – Present Director, Gulf Innova Company Limited
 2021 – Present Director, Advanced Wireless Network Company Limited
 2021 – Present Director, GULFI Company Limited
 2018 – Present Director, Gulf Renewable Energy Company Limited
 2008 – Present Senior Executive Vice President, Gulf JP Company Limited
 1997 – Present Chief Financial Officer, Generating Electric Public Company Limited
 2022 – 2023 Director, Gulf Binance Company Limited
 2022 – 2022 Director, Gulf International Investment Limited
 2019 – 2022 Director, Rachakarn Asset Management Company Limited
 2020 – 2021 Director, Gulf JP Company Limited
 2020 – 2021 Director, Gulf SRC Company Limited
 2020 – 2021 Director, Gulf PD Company Limited
 2020 – 2021 Director, Gulf Energy Mauritius Company Limited
 2019 – 2021 Director, Independent Power Development Company Limited
 2015 – 2021 Director, Gulf JP KP1 Company Limited
 2015 – 2021 Director, Gulf JP KP2 Company Limited
 2015 – 2021 Director, Gulf JP TLC Company Limited
 2015 – 2021 Director, Gulf JP NNK Company Limited
 2015 – 2021 Director, Gulf JP NLL Company Limited
 2015 – 2021 Director, Gulf JP CRN Company Limited
 2015 – 2021 Director, Gulf JP NK2 Company Limited
 2014 – 2021 Director, Gulf Solar BV Company Limited
 2014 – 2021 Director, Gulf Solar TS1 Company Limited
 2014 – 2021 Director, Gulf Solar TS2 Company Limited
 2014 – 2021 Director, Gulf Solar KKS Company Limited
 2014 – 2021 Director, Gulf International Investment (Hong Kong) Limited
 2013 – 2021 Director, Gulf MP Company Limited





2013 – 2021	Director, Gulf JP NS Company Limited
2013 – 2021	Director, Gulf Solar Company Limited
2013 – 2021	Director, Gulf JP UT Company Limited
2012 – 2021	Director, Gulf VTP Company Limited
2012 – 2021	Director, Gulf TS1 Company Limited
2012 – 2021	Director, Gulf TS2 Company Limited
2012 – 2021	Director, Gulf TS3 Company Limited
2012 – 2021	Director, Gulf TS4 Company Limited
2012 – 2021	Director, Gulf NC Company Limited
2012 – 2021	Director, Gulf BL Company Limited
2012 – 2021	Director, Gulf BP Company Limited
2012 – 2021	Director, Gulf NLL2 Company Limited
2012 – 2021	Director, Gulf NPM Company Limited
2012 – 2021	Director, Gulf NRV1 Company Limited
2012 – 2021	Director, Gulf NRV2 Company Limited
2011 – 2021	Director, Kolpos Pte. Ltd.
2019 – 2020	Director, Bangkok Smart Energy Company Limited
2017 – 2020	Director, Gulf WHA MT Natural Gas Distribution Company Limited
2017 – 2020	Director, WHA Eastern Seaboard NGD2 Company Limited
2017 – 2020	Director, WHA Eastern Seaboard NGD4 Company Limited
2015 – 2020	Director, Gulf Cogeneration Company Limited
2015 – 2020	Director, Samutprakarn Cogeneration Company Limited
2015 – 2020	Director, Nong Khae Cogeneration Company Limited
2015 – 2020	Director, Gulf Yala Green Company Limited
2015 – 2020	Director, Gulf Power Generation Company Limited
2015 – 2020	Director, Gulf IPP Company Limited
2015 – 2020	Director, Gulf Energy Company Limited
2014 – 2020	Director, Gulf International Holding Pte. Ltd.
2014 – 2017	Senior Executive Vice President and Chief Financial Officer, Gulf Energy Development Company Limited

Illegal Record in Past 10 years:

None



Ms. Jeann Low Ngiap Jong

Age: 63
Nationality: Singaporean

Non-Executive director
Member of Nomination and Compensation Committee
Member of Executive Committee

Appointed 27 March 2013
Total number of service tenure 10 years 9 Months
Share Ratio (%)* None
Relationship with Management None

Education/Training:

- Bachelor of Accountancy (Honors), National University of Singapore

Director Training:

- Modern Governance and ESG (2002), Singapore Institute of Directors
- Listed Entity Director Programme: Environment, Social and Governance Essentials (2002), Singapore Institute of Directors
- Director Certification Program (DCP) Class 313/2021, Thai Institute of Directors Association (IOD)

Position in Company:

2023 – Present Member of Executive Committee
2021 – Present Member of Nomination and Compensation Committee
2013 – Present Director
2013 – 2021 Member of Nomination and Governance Committee

Position in Other Company

Other Listed Companies:

2016 – Present Director and Authorized Director, Intouch Holdings Public Company Limited

Non-Listed Companies/Other Organizations:

27 Apr 2023 – Present Director, Hong Leong Finance Limited
2022 – Present Director, Aztech Global Limited
2022 – Present Director, Prison Fellowship Singapore Limited
2022 – Present Director, Seventy Times Seven
2022 – Present Member of Executive Committee, The Turning Point
2021 – Present Director, Capitaland Integrated Commercial Trust Management Limited
2017 – Present Director, Advanced Wireless Network Company Limited
2013 – Present Member of Governing Board, Lee Kong Chian School of Medicine
2008 – Present Director, Singtel Strategic Investments Pte. Ltd.
2008 – Present Director, Singtel Asian Investments Pte. Ltd.
2015 – 2023 Director, Trustwave Holdings, Inc.
2016 – 2022 Director, Amobee Limited
2016 – 2022 Director, Amobee Asia Pte. Ltd.
2014 – 2022 Director, Amobee, Inc.
2012 – 2022 Director, Singtel Strategy Pte. Ltd.
2020 – 2021 Director, SFG Digibank Investment Pte. Ltd.
2019 – 2021 Director Singtel FinGroup Investment Pte. Ltd. And Affiliates
2012 – 2021 Director, GDL Lifestream Pte. Ltd.
2012 – 2021 Director, Singtel Digital Life Pte. Ltd.
2015 – 2021 Group Chief Corporate Officer, Singapore Telecommunications Limited
2006 – 2021 Director, Singtel Optus Pty Limited
2007 – 2018 Director, OPEL Networks Pty Limited
2015 – 2017 Director, Singtel Enterprise Security Pte. Ltd.
2012 – 2017 Director, Singtel ICT Pte. Ltd.
2008 – 2015 Group Chief Financial Officer, Singapore Telecommunications Limited

Illegal Record in Past 10 years:

None





Mr. Arthur Lang Tao Yih

Age: 52	Non-Executive Director
Nationality: Singaporean	Member of Sustainable Development Committee
	Member of Executive Committee
	Authorized Director

Appointed	21 October 2021
Total number of service tenure	2 Year 2 Months
Share Ratio (%)*	None
Relationship with Management	None

Education/Training:

- MBA, Harvard Business School

Director Training:

None

Position in Company:

2022 – Present	Member of Executive Committee
2021 – Present	Member of Sustainable Development Committee and Authorized Director
2021 – Present	Director and Authorized Director

Position in Other Company

Other Listed Companies:

2020 – Present	Director and Authorized Director, Intouch Holdings Public Company Limited
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Non-Listed Companies/Other Organizations:

2023 – Present	Director, ST Dynamo MY Pte. Ltd.
2023 – Present	Director, ST Dynamo ID Pte. Ltd.
2023 – Present	Director, ST Dynamo Investment holding Pte. Ltd.
2022 – Present	Director, Singapore Tourism Board
2022 – Present	Director, GSA Data Center Company Limited
2022 – Present	Director, ST Dynamo TH Pte. Ltd.

2021 – Present	Director, Advanced Wireless Network Company Limited
2021 – Present	Group Chief Financial Officer, Singapore Telecommunication Limited
2021 – Present	Director, GXS Bank Pte. Ltd.
2021 – Present	Director, SingNet Pte. Ltd.
2021 – Present	Director, Singtel Group Treasury Pte. Ltd.
2021 – Present	Director, ST Dynamo Holdings Pte. Ltd.
2021 – Present	Director, ST Dynamo SG Pte. Ltd.
2021 – Present	Director, Singtel ICT Pte. Ltd.
2021 – Present	Director, Singtel Enterprise Security Pte. Ltd.
2021 – Present	Director, Singtel Cyber Security (Asia Pacific) Pte. Ltd.
2021 – Present	Director, Singtel Cyber Security (Singapore) Pte. Ltd.
2021 – Present	Director, Singapore Telecom Australia Investment Pty Ltd.
2021 – Present	Director, Singtel Singapore Pte. Ltd.
2021 – Present	Director, Singtel Mobile Singapore Pte. Ltd.
2021 – Present	Director, Singtel Digital Life Pte. Ltd.
2021 – Present	Director, Singtel Enterprise Security (US), Inc.
2021 – Present	Director, Dataspark Pte. Ltd.
2020 – Present	Director, SFG Digibank Investment Pte. Ltd.
2020 – Present	Director, Bharti Airtel Limited.
2019 – Present	Director, Singtel FinGroup Investment Pte. Ltd.
2019 – Present	Director, SFG FinTech Investment Pte. Ltd.
2017 – Present	Director, Bharti Telecom Ltd.
2017 – Present	Director, Singtel Asian Investments Pte. Ltd.
2017 – Present	Director, Singtel Strategic Investments Pte. Ltd.
2017 – Present	Director, SingaSat Pte. Ltd.
2017 – Present	Director, Singtel Global Investment Pte. Ltd.
2017 – Present	Director, Singapore Telecom International Pte. Ltd.
2017 – Present	Director, Singtel International Investments Pte. Ltd.
2017 – Present	Director, Singtel Consultancy Pte. Ltd.
2017 – Present	Director, Singtel Alpha Investments Pte. Ltd.
2017 – Present	Director, Magenta Investments Limited
2017 – Present	Director, Pastel Limited
2017 – Present	Director, Pastel Limited, Singapore Branch
2015 – Present	Chairman, The National Kidney Foundation Singapore
2020 – 2021	Director, SingCash Pte. Ltd.
2020 – 2021	Director, Digital Games International Pte. Ltd.
2019 – 2021	Director, Digital Gaming Investments Pte. Ltd.
2017 – 2021	Director, Digital Entertainment International Pte. Ltd.
2017 – 2021	Director, AsiaCom Philippines, Inc.
2017 – 2021	Director, Singtel Pakistan Investments Limited
2017 – 2021	Director, A.C.S.T Business Holdings, Inc.
2017 – 2021	Director, Globe Telecom, Inc.
2017 – 2021	Chief Executive Officer, International, Singapore Telecommunication Limited
2018 – 2020	Director, Airtel Africa Plc.
2017 – 2020	Director, NetLink NBN Management Pte. Ltd.

2017 – 2020	Director, Indus Tower Ltd.
2017 – 2020	Director, NetLink NBN Trust
2011 – 2016	Group Chief Financial Officer, CapitaLand Ltd.

Illegal Record in Past 10 years:

None





Mr. Somchai Lertsutiwong

Age: 62
Birth Date: 8 February 1962
Nationality: Thai

Executive Director
Member of Sustainable Development Committee
Member of Executive Committee
Chief Executive Officer
Acting Chief Corporate Officer
Authorized Director

Appointed 27 June 2014
Total number of service tenure 9 Years 6 Months
Appointed as Chief Executive Officer 1 July 2014
Share Ratio (%) 0.0040
Relationship with Management None

Education/Training:

- Master of Business Administration, Chulalongkorn University
- Computer Science, Chulalongkorn University

Director Training:

- Director Certification Program (DCP 107/2009), Thai Institute of Directors Association (IOD)

Position in Company:

2020 – Present Acting Chief Corporate Officer
2014 – Present Executive Director, Member of Sustainable Development Committee,
Member of Executive Committee, Chief Executive Officer, and
Authorized Director
2012 – 2014 Director and Chief Marketing Officer
2007 – 2012 Executive Vice President, Marketing
2004 – 2007 Senior Vice President, Wireless Communication

Position in Other Company

Other Listed Companies:

None

Non-Listed Companies/Other Organizations:

2023 – Present Director Triple T Broadband Public Company Limited
2023 – Present Director, Three BB Company Limited
2023 – Present Director, In Cloud Company Limited
2023 – Present Director, Triple T Internet Company Limited
2020 – Present Director, LearnDi Company Limited
2018 – Present Director, Advanced Broadband Network Company Limited
2014 – Present Director, AIS Digital Life Company Limited
2014 – Present Director, Advanced Contact Center Company Limited
2014 – Present Director, AIN Globalcomm Company Limited
2013 – Present Director, Advanced Magic Card Company Limited
2008 – Present Director, Advanced MPay Company Limited

Illegal Record in Past 10 years:

None



Mr. Mark Chong Chin Kok

Age: 60	Executive Director
Birth Date: 5 September 1963	Member of Executive Committee
Nationality: Singaporean	Deputy Chief Executive Officer
	Acting Chief Information Officer

Appointed	28 March 2023
Total number of service tenure	0 year 9 months
Appointed as Deputy Chief Executive Officer	12 December 2022
Appointed as Acting Chief Information Officer	1 April 2023
Share Ratio (%)	None
Relationship with Management	None

Education/Training:

- Master, Business Administration, National University of Singapore, Singapore
- Postgraduate Diploma, Business Administration, National University of Singapore, Singapore
- Master, Research in Electronics System, ENSERG, INPG, Grenoble France, France
- General Degree, Electronics, ENSERG, INPG, Grenoble France, France

Director Training:

- Director Accreditation Program (DAP) Class 2006, Thai Institute of Directors Association (IOD)

Position in Company:

2023 – Present	Executive Director, Member of Executive Committee
2023 – Present	Acting Chief Information Officer
2022 – Present	Deputy Chief Executive Officer

Position in Other Company

Other Listed Companies: None

Non-Listed Companies/Other Organizations:

2023 – Present	Director, AIS Digital Life Company Limited
2023 – Present	Director, Advanced Wireless Network Company Limited
2022 – Present	Chairman of the Board and Chairman of the Executive Committee, CS Loxinfo Public Company Limited
2022 – Present	Chairman of the Board and Chairman of the Executive Committee, Teleinfo Media Public Company Limited
2022 – Present	Director, AIN GlobalComm Company Limited
2022 – Present	Director, Advanced Magic Card Company Limited
2022 – Present	Director, Advanced Broadband Network Company Limited
2022 – Present	Director, Advanced Contact Centre Company Limited
2022 – Present	Director, Advanced Mpay Company Limited
2022 – Present	Director, Advanced Digital Distribution Company Limited
2022 – Present	Director, Bridge Mobile Pte Ltd.
2017 – Present	Authority Member, Civil Aviation Authority of Singapore (CAAS)

Illegal Record in Past 10 years:

None





Mr.Montri Khongkruephan

Age: 50
Birth Date: 12 October 1973
Nationality: Thai

Chief Finance Officer

Appointed 1 October 2023
Share Ratio (%) None
Relationship with Management None

Education/Training:

- Bachelor's degree in Accountancy, Kasetsart University
- Certified Public Accountant

Director Training:

- Chief Audit Executive (CAE) Forum, Singapore Telecommunication Limited (2022)
- Thai Financial Reporting Standards (TFRS 9) and Practical Issues, NYC Management Company Limited (2022)

Position in Company:

October 2023 - Present
July 2021 - September 2023

Chief Finance Officer
Head of Audit Business Unit

Position in Other Company

Other Listed Companies:

2014 - 2016 Head of Internal Audit, Siam Makro Public Company Limited

Non-Listed Companies/Other Organizations:

2018 - 2021 SEA Accounting Operation Advisory, Deloitte SEA
2017 - 2021 Audit Partner, Deloitte Thailand
2016 - 2018 Group Finance and Shared services Director, Siam Food Services Company Limited

Illegal Record in Past 10 years:

None





Mr. Tee Seeumpornroj

Age: 47

Birth Date: 4 September 1976

Nationality: Thai

Chief Executive Officer - Broadband Business

Appointed	1 October 2023
Share Ratio (%)*	None
Relationship with Management	None
Relationship with Management	None

Education/Training:

- Master of Science in Management (Science and Engineering), Stanford University, USA
- Bachelor's degree Industrial Engineering Chulalongkorn University
- Impact of social media on ethics for professional accountants, Federation of Accounting Professions Under the Royal Patronage of His Majesty the King (2022)
- Accounting Standard and Taxation Law, KPMG Phoomchai Audit Co., Ltd. (2022)
- Capital Market Academy (CMA) Class 30, Capital Market Academy
- DELOITTE TOUCHE TOHMATSU JAIYOS AUDIT COMPANY LIMITED: Deloitte Forum week 2021 Beyond the crisis thriving in the post pandemic world: Clients & Industries 2 hr. Audit & Assurance 3.15 hr. financial & Advisory 2 hrs. Consulting 2 hrs. Tax & Legal 3.45 hrs. Risk Advisory 2 hrs. (CPD: 15 hours)

Director Training:

- Director Certification Program (DCP) Class 257/2018, Thai Institute of Directors Association (IOD)
- Director Accreditation Program (DAP) Class 113/2014, Thai Institute of Directors Association (IOD)

Position in Company:

2023 - Present	Chief Executive Officer - Broadband Business
2018 - 2023	Chief Finance Officer

Position in Other Company

Other Listed Companies:

2013 - 2016	Chief Finance Officer Thai Solar Energy Public Company Limited
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Non-Listed Companies/Other Organizations:

2023 - Present	Director Triple T Broadband Public Company Limited
2023 - Present	Director, Three BB Company Limited
2023 - Present	Director, In Cloud Company Limited
2023 - Present	Director, Triple T Internet Company Limited
2021 - Present	Director, Learn Corporation Company Limited
2016 - Present	Director, Food Xcite Company Limited
2010 - Present	Director, J.A.D.E. Company Limited
2005 - Present	Director, Wang Siam Agri Company Limited
2016 - 2017	Chief Finance Officer, The mall Group Company Limited

Illegal Record in Past 10 years:

None



Ms. Kantima Lerlertyuttitham

Age: 53

Birth Date: 23 October 1970

Nationality: Thai

Group Chief Human Resources Officer

Appointed	1 October 2015
Share Ratio (%)	0.0001
Relationship with Management	None

Education/Training:

- Master of Psychology Counselling Service, Rider University, USA
- English, Srinakharinwirot University

Director Training:

- Ethical Leadership Program (ELP) Class 21/2021, Thai Institute of Directors Association (IOD)
- Directors Accreditation Program (DAP) Class 180/2021, Thai Institute of Directors Association (IOD)
- Board Nomination and Compensation Program (BNCP) Class 9/2019, Thai Institute of Directors Association (IOD)
- Director Certification Program (DCP) Class 244/2017, Thai Institute of Directors Association (IOD)

Position in Company:

2015 – Present	Group Chief Human Resources Officer
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Position in Other Company

Other Listed Companies:

2016 – Present	Group Chief Human Resources Officer, Intouch Holdings Public Company Limited
2013 – 2015	Deputy Chief Operation Officer, MC Group Public Company Limited
2011 – 2012	Chief Human Resources Officer, Prudential Life Insurance (Thailand) Public Company Limited

Non-Listed Companies/Other Organizations:

2023 – Present	Director Triple T Broadband Public Company Limited
2023 – Present	Director, Three BB Company Limited
2023 – Present	Director, In Cloud Company Limited
2023 – Present	Director, Triple T Internet Company Limited
2022 – Present	Advisory Board, Business Administration (BA) Division, Mahidol University International College
2022 – Present	Board of Directors, Thammasat Business School, Thammasat University
2021 – Present	Director, Conicle Co., Ltd.
2021 – Present	Director, AIS Digital Life Company Limited
2020 – Present	Director, LearnDi Company Limited
2018 – Present	Director, CS Loxinfo Public Company Limited
2007 – 2011	Human Resources Director, Central Watson (Thailand) Company Limited
2004 – 2007	Human Resource Director, Microsoft (Thailand) Company Limited

Illegal Record in Past 10 years:

None



Mr. Pratthana Leelapanang

Age: 50

Birth Date: 12 August 1973

Nationality: Thai

Chief Consumer Business Officer (CCBO)

Appointed	1 October 2017
Share Ratio (%)	0.000007
Relationship with Management	None

Education/Training:

- Master of Science in Electrical Engineering and a Master of Science in System Science and Mathematics, Washington University in St. Louis, Missouri, USA
- Bachelor's Degree in Electrical Engineering, Kasetsart University

Director Training:

- Director Certification Program (DCP) Class 196/2014, Thai Institute of Directors Association (IOD)

Position in Company:

2017 – Present	Chief Consumer Business Officer
2013 – 2017	EVP-Marketing & Acting Chief Marketing Officer

Position in Other Company

Other Listed Companies:

None

Non-Listed Companies/Other Organizations:

2023 – Present	Director, Triple T Broadband Public Company Limited
2023 – Present	Director, Three BB Company Limited
2023 – Present	Director, In Cloud Company Limited
2023 – Present	Director, Triple T Internet Company Limited

Illegal Record in Past 10 years:

None





Mr. Phupa Akavipat

Age: 48

Acting Chief Enterprise Business Officer

Birth Date: 8 April 1976

Nationality: Thai

Appointed

1 February 2024

Share Ratio (%)

None

Relationship with Management

None

Position in Other Company

Other Listed Companies:

None

Non-Listed Companies/Other Organizations:

None

Illegal Record in Past 10 years:

None

Education/Training:

- Bachelor of Science in Computer Science, Mahidol University

Director Training:

- Certificate, Executive Management Program with Business Development and Investment (IBID Class 8), Institute of Business and Industrial Development (IBID)

Position in Company:

1 February 2024 – Present: Acting Chief Enterprise Business Officer

1 July 2022 – Present: Head of Enterprise Line of Business and Delivery Business Unit



Mr. Kitti Ngarmchatetanarom

Age: 54

Birth Date: 4 June 1969

Nationality: Thai

Chief Technology Officer

Appointed

1 March 2022

Share Ratio

0.00001%

Relationship with Management

None

Education/Training:

- Master's degree in engineering (Telecommunications), Asian Institute of Technology (AIT)

Director Training:

- Director Certification Program (DCP) Class 325/2022, Thai Institute of Directors Association (IOD)

Position in Company:

2022 – Present

Chief Technology Officer

2020 – 2022

Head of Business Management – Fixed Broadband

2013 – 2020

Head of Regional Operations – Central

Position in Other Company

Other Listed Companies:

None

Non-Listed Companies/Other Organizations:

2023 – Present Director Triple T Broadband Public Company Limited
2023 – Present Director, Three BB Company Limited
2023 – Present Director, In Cloud Company Limited
2023 – Present Director, Triple T Internet Company Limited
2022 – Present Director, MIMO Tech Company Limited
2022 – Present Director, Fax Lite Company Limited
2022 – Present Director, Advanced Broadband Network Company Limited
2022 – Present Director, Amata Network Company Limited
2022 – Present Director, Information Highway Company Limited
2022 – Present Director, AIS DC Venture Company Limited
2020 – Present Director, Super Broadband Network Company Limited

Illegal Record in Past 10 years:

None





Board of Directors and Board-Committees

Name	Board of Directors	Board Committees				
		Audit and Risk Committee	Nomination and Compensation Committee	Sustainable Development Committee	Executive Committee	Other Board Committees
Mr. Kan Trakulhoon	Chairman of Board of Directors And Independent Director	-	Chairman and Independent Director	Chairman and Independent Director	-	-
Mr. Sarath Ratanavadi	Vice Chairman of Board of Directors and Non-executive Director	-	Non-executive Director	-	Chairman and Non-executive Director	-
Mr. Krairit Euchukanonchai	Independent Director	Chairman and Independent Director	-	-	-	-
Mr. Predee Daochai ¹⁾	Independent Director	Independent Director	-	-	-	Independent Director
Ms. Jeann Low Ngia Jong	Non-executive Director	-	Non-executive Director	-	Non-executive Director	Non-executive Director
Ms. Yupapin Wangviwat	Non-executive Director	-	-	Non-executive Director	Non-executive Director	Non-executive Director
Mr. Gerardo C. Ablaza, Jr.	Independent Director	Independent Director	-	-	-	-
Mr. Somchai Lertsutiwong	Executive Director	-	-	Non-executive Director	Non-executive Director	Non-executive Director
Mr. Smith Banomyong	Non-executive Director	-	-	-	Non-executive Director	-
Mr. Arthur Lang Tao Yih	Non-executive Director	-	-	Non-executive Director	Non-executive Director	Non-executive Director
Mr. Mark Chong Chin Kok ¹⁾	Executive Director	-	-	-	Executive Director	-

Remarks:

¹⁾ Mr. Mark Chong Chin Kok was appointed as the Company's director and executive director on 28 March 2023

²⁾ Ms. Jeann Low Ngia Jong, Mr. Gerardo C. Ablaza, Jr., Mr. Arthur Lang Tao Yih, Mr. Mark Chong Chin Kok and Mr. Somchai Lertsutiwong are directors who have expertise in the telecommunications business. Summary profiles of these directors and executives are shown in the profile of directors and management section on page 119.

³⁾ Mr. Krairit Euchukanoncha, Mr. Gerardo C. Ablaza, Jr., Ms. Jeann Low Ngia Jong, Ms. Yupapin Wangviwat, Mr. Predee Daochai, Mr. Arthur Lang Tao Yih, and Mr. Smith Banomyong are directors who have expertise in account and finance. Summary profiles of these directors and executives are shown in the profile of directors and management section on page 119.

⁴⁾ The Company's definition of independent director criteria can be found at <http://advanc-th.listedcompany.com/misc/cg/20171122-advanc-qualification-independent-en.pdf>. The criteria defined by AIS are stricter than the criteria established by the Securities and Exchange Commission and the Stock Exchange of Thailand.



Meeting Attendance Summary

Name	Meeting Attendance/Total Numbers of Meetings								
	Board of Directors			Audit and Risk Committee	Sustainable Development Committee	Executive Committee	Nomination and Compensation Committee	Other Board Committees	Annual General Meeting
	Total 8 meetings	In person	Via electronic means	Total 16 meetings	Total 2 meetings	Total 8 meetings	Total 3 meetings		Total 1 meeting
Mr. Kan Trakulhoon	8/8	7	1	-	2/2	-	3/3	-	1/1
Mr. Sarath Ratanavadi	6/8	4	2	-	-	6/8	3/3	-	1/1
Mr. Krairit Euchukanonchai	8/8	5	3	16/16	-	-	-	-	1/1
Mr. Predee Daochai	8/8	7	1	16/16	-	-	-	5/5	1/1
Ms. Jeann Low Ngiap Jong ¹⁾	7/8	4	3	-	-	6/7	3/3	2/2	1/1
Ms. Yupapin Wangviwat ²⁾	8/8	5	3	-	2/2	7/7	-	5/7	1/1
Mr. Gerardo C. Ablaza, Jr.	8/8	2	6	13/16	-	-	-	-	1/1
Mr. Somchai Lertsutiwong	8/8	8	-	-	2/2	8/8	-	7/8	1/1
Mr. Smith Banomyong	8/8	4	4	-	-	8/8	-	-	1/1
Mr. Arthur Lang Tao Yih	8/8	1	7	-	2/2	8/8	-	3/6	1/1
Mr. Mark Chong Chin Kok ³⁾	5/5	5	-	-	-	7/7	-	-	-
Mr. Allen Lew Yoong Keong ⁴⁾	3/3	3	-	-	-	1/1	-	4/4	1/1

Remarks:

¹⁾ Ms. Jeann Low Ngiap Jong was appointed as the Executive Director on 27 March 2023.

²⁾ Ms. Yupapin Wangviwat was appointed as the Executive Director on 27 March 2023.

³⁾ Mr. Mark Chong Chin Kok was appointed the Company's director replacing Mr. Allen Lew Yoong Keong who resigned and was appointed as the Executive Director on 28 March 2023.

⁴⁾ Mr. Allen Lew Yoong Keong had resigned from the Company on 28 March 2023.

As of 31 December 2023, the number of ordinary share includes holding by spouse and minor child

[illegible]

Remarks: ¹⁾ Mr. Mark Chong Chin Kok was appointed as a board member replacing Mr. Allen Lew Young Keong, effective on 28 March 2023 | ²⁾ Mr. Montri Khongkruephan was appointed as Chief Finance Officer effective on 1 October 2023 | ³⁾ Head of Accounting Department



Board of Directors and Board-Committees

Board of Directors

Authorized Directors

Mr. Smith Banomyong co-signing with Mr. Arthur Lang Tao Yih with the Company's seal affixed or Mr. Somchai Lertsutiwong co-signing with Mr. Smith Banomyong or Mr. Arthur Lang Tao Yih with the Company's seal affixed.

Reserved key matters for the Board's approval

The Board of Directors has reserved its authorization over certain matters so as to protect the highest interests of the Company and its shareholders, including:

- Company strategy, Annual business plan, and budget
- Capital expenditure and expense which exceeds the approval authority of the relevant sub-committee or executives
- Strategic investments in new business and divestments
- Significant policies
- Material contracts
- Material litigation
- Dividend policy

The segregation of the duties of the Board of Directors and Management

It is the duty of the Board of Directors to govern the operations in accordance with the provisions of the law, the Company's objectives, articles of association, the resolutions of the shareholders' meetings, and the Corporate Governance Policy. In governing the Company, the directors must exercise their business judgment and act in what they reasonably believe to be the best interests of the Company and its shareholders. The Management is responsible for implementing the Company's strategy, achieving the planned objectives, and handling the day-to-day administration and affairs of the Company. The Chairman of the Board is an independent director who is not authorized to sign and bind the Company.

The segregation of the duties of Chairman of the Board of Directors and Chief Executive Officer

The Chairman of the Board of Directors and the Chief Executive Officer shall not be held by the same person and both are competent with the appropriate experience and qualifications for their positions.

Term of Directorship

1. According to the Public Companies Act B.E. 2535 and the Articles of Association, at the annual general meeting of shareholders, one-third of the directors shall vacate office. If one-third is not a round number, the number closet thereto shall be the applicable number. The directors who have held office the longest shall vacate. The vacating directors may be re-elected.

Roles of Chairman of the Board of Directors	Roles of Chief Executive Officer
<ul style="list-style-type: none">• To perform the leadership roles of the Board of Directors;• To perform the chairperson's roles of the Board of Directors' meeting, the Shareholders' meeting and the Non-Executive Directors' meeting;• To collaborate with the Chief Executive Officer in setting the Board meeting agenda;• To promote the directors' contribution to the company's ethical culture and good corporate governance;• To promote the directors to debate important matters thoroughly• To coordinate with the directors and executives for constructive relations	<ul style="list-style-type: none">• To formulate and identify the vision statement, mission, strategies, business plan and annual balance scorecard (BSC) index proposed to the Board of Directors for approval. Monitor the progress against budget and plan as well as report the results to the Board of Directors quarterly;• To manage and control the business of the company in accordance with the company's vision statement, mission, strategies, and business plan;• To seek new business opportunities which are consistent with the company's vision, direction and strategies;• To reserve and strengthen the capability of a competent management team to achieve the company's goals and strategies. Identify and recruit qualified candidates to succeed senior management;• To coordinate with directors and executives.

2. In the case of a vacancy in the position of director, for reasons other than completion of the term, the Board of Directors shall appoint a new director, with the required qualifications and without any characteristics that would prohibit him/her from acting as director, according to article 68 of the Public Companies Act B.E. 2535, to serve as a new director in the board meeting. Such appointed directors shall assume the position for the remaining term of the vacating director.

The Scope of Authority and Duties of the Board of Directors

The Board of Directors represent all shareholders, not one particular group of shareholders. Nonetheless, the number of directors nominated by the controlling shareholders corresponds fairly to the shareholding percentage in the Company. The scope of authority and duties of the Board of Directors is as follows:

1. Perform its duties with honesty, integrity, and prudence in accordance with the law and the Company's objectives and Articles of Association including the resolutions of shareholders' meeting, and carefully protect the Company's interests;



2. Set out the vision, policy and direction of the Company's operations and supervise the management team to act in accordance with the plans which are set out efficiently and effectively, and thereby maximize the economic value and wealth of the Company and its shareholders;
3. Consider and approve major issues such as large investments, purchase of assets etc. and any actions/transactions as prescribed by law;
4. Approve and/or agree to major related transactions between the Company and its subsidiaries in compliance with the relevant notifications, regulations and guidelines of the Stock Exchange of Thailand;
5. Assess the performance of the Chief Executive Officer and high-level executives, and assign appropriate remuneration on a regular basis;
6. Be responsible for overseeing operational results and the management team's performance to ensure due attentiveness and care;
7. Arrange appropriate accounting systems, including the production of financial reports and a reliable auditing system; oversee and monitor the effectiveness and efficiency of the internal control, internal audit and risk management systems;
8. Ensure avoidance of the conflict of interests amongst the Company's stakeholders;
9. Supervise business operations to enforce ethical work standards;
10. Annually review the Company's Corporate Governance Policy and assess due compliance;
11. Report on the execution of the Board of Directors' responsibility to prepare financial reports, along with the external auditor's report in the annual report covering key issues according to the Company's policy statement and the Stock Exchange of Thailand's Code of Best Practices for Directors of a Listed Company.

The Audit and Risk Committee

Terms of Membership of Audit and Risk Committee

- 1) A Committee Member shall serve for a term as long as they are serving on the Board of Directors. A retiring member may be re-elected. For a committee member who has completed a total of nine years, or three

consecutive terms, the Board of Directors shall review their respective independent qualifications each year.

- 2) A Committee Member who wishes to resign during his or her term of office must give notice to the Chairman of the Board of Directors. The resignation date is effective upon the Company receiving the notice. A new qualified member shall be considered to fill the vacancy for the remaining unexpired term. The Board of Directors must fill the vacancy within 90 days from the date on which such Committee Member resigned.

In the case that all members vacate office except otherwise by reason of disqualification or as prohibited by law, the Audit and Risk Committee shall remain in office as necessary until a new Audit and Risk Committee is appointed.

The Scope of Authority and Duties of the Audit and Risk Committee

1. Review the accuracy of the Company's financial reports in accordance with legally defined Accounting Standards and Financial Reporting Standards, and to ensure there is adequate disclosure;
2. Review the qualifications, independence, and overall performance of the external auditors including rotation of the external auditors and recommend to the Board the proposal to shareholders on the appointment, reappointment or removal of the external auditors, and the auditor's remuneration, as well as to make a decision in the case where the management and the external auditors cannot agree on financial reports or limitations of audit engagement;
3. Hold a meeting with the external auditor without management in attendance, at least once a year;
4. Review the policy on the engagement of the external audit firm to provide a non-audit service to the Company;
5. Review the Company's internal control system and internal audit system to ensure that they are suitable and efficient, to determine the Internal Audit's independence, as well as to approve the appointment, transfer, dismissal, performance appraisal and remuneration of the Chief Audit Executive, and to hold a meeting with the Head of Internal Audit without management in attendance in order to review limitations of internal

audit engagement that might impair independence;

6. Review and approve the Internal Audit Charter, annual audit plan including budget and audit resources, and internal audit activities, as well as the Office of Internal Audit's collaboration and coordinate with the external auditor;
7. Oversee the quality of the Internal Audit being reviewed independently by external assessor once every 5 years;
8. Review that the Company has established an appropriate and effective risk management system, and to support the Board of Directors in overseeing enterprise risks, whereby the Committee shall have the following duties and responsibilities:
 - a. to consider the Company's enterprise risk management framework which comprises risk appetite, risk capacity, and tolerance, including enterprise risk management, and to review adequacy of the enterprise risk management policy prescribed by Risk Management Committee prior to the proposal to the Board of Directors;
 - b. to independently consider and recommend to the Board of Directors the enterprise risk oversight to ensure appropriate risk assessment, monitoring, reporting and control activities;
 - c. to assess the adequacy and appropriateness of strategic risk management for the business sustainability by overseeing and balancing performance and risk taking, as well as to consider risks impacting all concerned stakeholders and persons;
9. Review that the Company complies with the requirements of The Securities and Exchange Commission, SET and all laws relating to its business;
10. Review all connected transactions and possible conflicts of interest to ensure they are in compliance with the laws and regulations of Regulators to ensure that all transactions are reasonable and beneficial to the Company and all its stakeholders;
11. Review the Company's compliance with Fraud and/or Misconduct Reporting and Whistleblower Protection Policy, consider all concerns of misconduct or fraud and the investigation report quarterly, act as the one channel to receive the notification of complaints according to such policy, and concur on the preparation and revision of Fraud and/or Misconduct Reporting and Whistleblower Protection Guidelines;
12. Oversee the Anti-Bribery and Corruption Policy and its programme



to ensure compliance with legal and ethical obligations, as well as to review the self-evaluation form for anti-corruption system development for the voluntary Thai Private Sector Collective Action Against Corruption (CAC) certification;

13. Prepare, and to disclose in the Company's annual report, an Audit and Risk Committee's report which must be signed by the Committee's Chairman and consist of at least the following information:
 - (a) an opinion on the accuracy, completeness and credibility of the Company's financial report;
 - (b) an opinion on the adequacy of the Company's internal control system and the effectiveness of risk management;
 - (c) an opinion on the compliance with the law on securities and exchange, SET's regulations, or the laws relating to the Company's business;
 - (d) an opinion on the suitability of an auditor;
 - (e) an opinion on the transactions that may lead to conflicts of interests;
 - (f) the number of the Committee meetings, and the attendance of such meetings by each committee member;
 - (g) an opinion or overview comment received by the Committee from its performance of duties in accordance with the charter; and
 - (h) other transactions which, according to the Committee's opinion, should be known to the shareholders and general investors, subject to the scope of duties and responsibilities assigned by the Company's Board of Directors;
14. Continue the inspection when the external auditor informs the Committee of any suspicious circumstances that the director, manager or any person responsible for the operation of such juristic person commits an offence under the law on the Securities and Exchange and the Audit and Risk Committee shall report the result of preliminary inspection to the Office of the Securities and Exchange Commission and the external auditor within thirty days;
15. Report the discussion and/or decision of the Audit and Risk Committee at its meetings and make recommendations as necessary to the Board of Directors at least four times a year. In its performance of duties, if it is found or suspected that there is a transaction or any of the following acts, which may materially affect the Company's financial condition and operating results, the Audit and Risk Committee shall report it to the Board of Directors for rectification within the period of time that the

Audit and Risk Committee thinks fit:

- (1) any transaction which causes any conflict of interest; or
- (2) any fraud, irregularity, or material defect in an internal control system; or
- (3) any infringement of the law on securities and exchange, SET's regulations, or any law relating to the Company's business,

If the Company's Board of Directors or management fails to make a rectification within the period of time under the first paragraph, any Audit and Risk Committee Member may report on the transaction or act under the first paragraph to the Office of the Securities and Exchange Commission or SET;

16. Have the authority to invite concerned executives, management and officers of the Company to express opinions, attend meetings or deliver documents as deemed necessary;
17. In performing their duties and responsibilities assigned, the Audit and Risk Committee may engage consultants or experts to provide opinions, advice or work, if necessary;
18. Conduct the Audit and Risk Committee's individual and group self-performance assessment annually;
19. Review this charter annually and propose to the Board of Directors for approval if changes are needed;
20. Perform other duties as assigned by the Board of Directors of the Company with the consent of the Audit and Risk Committee.

Other Board Committees

The Nomination and Compensation Committee

Terms of Membership of the Nomination and Compensation Committee

- 1) Members of the Board Committees may hold their posts for as long as they are serving on the Board of Directors. Any Member who vacates office at the end of their term may be re-elected.
- 2) In addition to section (1), membership of the Board-Committees will be automatically cancelled in the following situations: Death, Resignation, being disqualified as a sub-committee member, or removal from office by resolution of the Board of Directors.

The Scope of Authority and Duties of the Nomination and Compensation Committee

1. Fix appropriate annual remuneration in monetary and/or non-monetary form of the Board members and unclassified level executives ("UC-Level Executives") for the benefit of shareholders;
2. Consider and approve the annual bonus allocation of the Board members;
3. Determine policy and guidelines to designate appropriate remuneration of the Board members and UC-Level Executives and propose to the shareholders for consideration and approval as applicable;
4. Review and approve the Company's performance in order to determine the annual KPI bonus and merit-based salary increase across the Company;
5. Consider and approve the long term incentive plan and all related processes;
6. Consider and approve the performance evaluation of the Company's Chief Executive Officer ("CEO") and those UC-Level Executives in order to determine their annual bonus, merit-based salary increase and long term incentive;
7. Disclose policies governing the directors' remuneration in the annual report;
8. In consultation with CEO, identify and evaluate potential successors of CEO and those UC-Level Executives, and report regularly to the Board on executive succession planning;
9. In consultation with CEO, prepare succession plans and policies for CEO and those UC-Level Executives;
10. Oversee the processes by which CEO and UC-Level Executive are evaluated;
11. Draw up criteria and policy with respect to the nomination of Board members and Board committee members of the Company;
12. Consider and nominate appropriate persons to become Board members and/or Board committee members to the Board and/or the shareholders for their approval, as the case may be;
13. Supervise implementation of the policies on good corporate governance of the Company, annually review such policy including recommendation of any revision thereof for further consideration by the Board;
14. Engage consultants or independent persons to provide opinions or



advice if necessary, especially on leadership development;

15. The Committee is accountable to the Board and under obligation to explain its decisions at the shareholders' meetings and answer any questions that may arise;
16. Annually review and reassess the adequacy of this charter and propose any changes to the Board for approval;
17. Report regularly to the Board on matters within the scope of the Committee, as well as any special issues that merit the Board's attention;
18. Request members of the management or staff to attend the Committee meeting or provide pertinent information on the matters under discussion;
19. Perform other tasks requested by the Board.

The Sustainable Development Committee

Terms of Membership of the Sustainable Development Committee

- 1) Members of the Board Committees may hold their posts for as long as they are serving on the Board of Directors. Any Member who vacates office at the end of their term may be re-elected.
- 2) In addition to section (1), membership of the Board-Committees will be automatically cancelled in the following situations: Death, Resignation, being disqualified as a sub-committee member, or removal from office by resolution of the Board of Directors.

The Scope of Authority and Duties of the Sustainable Development Committee

1. Define policy, strategy, operating target and sufficient budget including any other relevant action in connection with sustainability development and propose to the Board of Directors for approval;
2. Propose any material issues of the Company in connection with sustainability development to the Board of Directors for consideration;
3. Ensure that the implementation of sustainability development policy and strategy meets the target;

4. Advise and assist the Chief Executive Officer concerning the sustainability development operations;
5. Report the sustainability development performance to the Board of Directors;
6. Review the sustainability development report and propose to the Board of Directors for approval;
7. Oversee the compliance of the Human Rights Policy;
8. Perform other tasks as designated by the Board of Directors.

The Executive Committee

Terms of Membership of the Executive Committee

- 1) Members of the Board Committees may hold their posts for as long as they are serving on the Board of Directors. Any Member who vacates office at the end of their term may be re-elected.
- 2) In addition to section (1), membership of the Board-Committees will be automatically cancelled in the following situations: Death, Resignation, being disqualified as a sub-committee member, or removal from office by resolution of the Board of Directors.

The Scope of Authority and Duties of the Executive Committee

1. Formulate the Company's strategic direction, management structure, and annual business plan and budget for the Board of Directors' approval;
2. Manage the Company's business operations in order to achieve the planned objectives and targets;
3. Monitor the Company's financial and operating results, and keep the Board members informed by monthly report;
4. Identify and evaluate new business opportunities;
5. Review and make recommendations to the Board of Directors regarding the Company's dividend policy;
6. Review and approve all transactions concerning investments and disposal of assets, human resource management, finance and treasury, general administration, and any other transaction related to the

Company's business within the limits of delegated approval authority granted by the Board of Directors;

7. Review matters that require the Board of Directors' approval and make appropriate recommendations with the exception of activities that have been delegated to other Board sub-committees;
8. The Committee may delegate its authority to any member of the management or staff as it deems appropriate. However, such authority does not permit the Committee or appointed persons to approve any transaction between them or related persons having mutual benefits or conflicts of interest (as prescribed in the Company's Articles of Association and Notifications of the Securities and Exchange Commission). The approval for transactions shall be in accordance with the policies and principles already determined by the Board of Directors and regulatory bodies;
9. Engage consultants or independent persons to provide opinions or advice if necessary;
10. The Committee may ask members of the management or other persons to attend its meetings or provide pertinent information as necessary;
11. Report to the Board of Directors on a quarterly basis regarding the material actions taken by the Committee under the Chief Executive Officer Report agenda;
12. Annually review its own performance and assess the adequacy of the Charter, which may be done in conjunction with the annual evaluation of the Board of Directors and its other committees, conducted under the oversight of the Nomination and Compensation Committee; and
13. Take any other action or assume any other powers and responsibilities that may from time to time be assigned or delegated to the Committee by the Board of Directors.



Nomination of Directors and Management

Criteria and Procedure for Director Nomination

1. The Nomination and Compensation Committee (NCC) is responsible for identifying and selecting qualified candidates to be appointed by the Board of Directors or proposed through the Board of Directors for election at the shareholders' meetings in accordance with the Company's Articles of Association.
2. A board skill matrix is used annually for the NCC to identify the gaps in the Board of Directors' current composition, to consider overall compositions of skills and qualifications of present directors, and to set criteria for the suitable profile of the newly nominated directors. Other considerations cover the characteristics required of directors in terms of diversity (i.e. gender, age, and experience), criminal records, and the Company's current and future business directions. In conducting the annual review of nomination criteria and procedures, the NCC in identifying nominating candidates also considers the sources of recommendations such as from current board members and shareholders, professional search firms, or Thai Institute of Directors' director pool, etc.
3. In determining whether to recommend a director for re-election, the director's performance, history of attendance at and participation in meetings, and other contributions to the activities undertaken by the Board of Directors are taken into consideration. In case of independent directors, their respective independence qualifications shall also be considered.
4. The appointment procedure of the Board members at the shareholders' meeting shall be in accordance with the Company's Articles of Association and within the relevant laws so the process shall be with clarity and transparency as follows:

- (1) Each shareholder shall be entitled to one vote for each shareholding;
- (2) Each shareholder shall be entitled to cast all the votes as defined under (1) to elect one or several persons to be the Company's director(s) but cannot split their votes for any particular person or persons;
- (3) Persons who receive the highest number of votes, arranged in order from highest to lowest in a number equal to that of the number of directors to be appointed, are elected to be the Company's directors. In the event of a tie at a lower place, which would make the number of directors more than required, the Chairman of the meeting shall have the casting vote.

In the case of a vacancy for the position of director, for reasons other than the completion of the term, the Board of Directors shall appoint a new director, with the required qualifications, and without any characteristics that would prohibit him/her by law from acting as director, to serve as a new director in the board meeting. This is excluding such case where the remaining term of the vacating director is less than two months, such appointed director shall assume the position for the remaining term of the vacating director. To approve such new director appointment, a resolution must be passed by not less than three-fourths of the total remaining directors.

The Company provides an opportunity for minority shareholders to nominate qualified candidates for election as the Company's directors in advance, at least three months prior to the fiscal year end date and through SET's disclosure channel and AIS website. In 2023, no minority shareholder nominated a candidate for director appointment.

Nomination of Chief Executive Officer and Management

The Nomination and Compensation Committee shall nominate the suitable person(s) either internally or externally including the preparation of a succession plan relating to the principle of considering the qualified person(s) either internally or externally. The Nomination and Compensation Committee may consider hiring professional consultants if required.

In the nomination and selection of CEO, the Committee shall screen qualified persons, based on their skills, knowledge, competence, leadership, and experience that will be useful to the Company's business operations in the areas of the telecommunications industry, digital technology, mobile business, broadband internet business, digital content business as well as professional experience in organizational management. The candidates may be recognized for their management achievements and prowess by both government and private sectors and among organizations, both at home and abroad. On top of this, they shall demonstrate a forward-looking perspective that can lead the Company to achieve success and realize its sustainable development goals. The Leadership Development and Compensation Committee shall propose the name of the qualified person to the Board of Directors for approval.

Moreover, the Company has prepared a succession plan for executives two levels down, considered vital to organizational development. The plan identifies the individual to fill the role in case no candidate is immediately available to take up the position. To that end, the Company has put in place a system to develop personnel at the lower levels to prepare them for future responsibilities or recruit external candidates to assure investors, organizations, and employees that the Company's operations will continue without interruption. Also, the Company has prepared an individual development plan for successors in every position and level to ready them to move into higher positions.

The relevant Sub-committee proposes the succession plan for top executives to the Board of Directors for consideration annually.



Remuneration for Directors and Management

Director and management remuneration policy

The Company has a policy to set remuneration for directors and management to reflect their duties and responsibilities and at a rate compatible to the industry standards and companies of similar size. The remuneration is set at the appropriate and sufficient level to retain qualified directors and management with the Company. The remuneration for the directors and management is set fairly and in accordance with the Company's operational performance and the performance of the individuals.

The Nomination and Compensation Committee will determine the necessary and appropriate remuneration in both monetary and non-monetary terms for the Company's directors, members of the sub-committees, and the Chief Executive Officer, including senior executives reporting directly to the Chief Executive Officer. Additionally, the Directors' Compensation Survey published by the Stock Exchange of Thailand and the Thai Institute of Directors Association shall be considered together with the remuneration policy annually.

The remuneration policy and budget for directors and members of the board-committees shall be proposed, respectively, to the Board of Directors meeting and the Company's general shareholders' meeting for approval on an annual basis.

Directors' Remuneration

Directors' remuneration policy for the year 2023

Total monetary remuneration for the Chairman of the Board of Directors, independent directors, and non-executive directors totaling 4 persons was at Baht 18.22 million. The remuneration was paid from the director's individual performance and was allocated from the total budget of Baht 25 million approved by the general meeting of shareholders held on 27 March 2023. Such directors' remuneration policy was based on the new criteria approved by the general meeting of shareholders in 2022. The budget allocated comprised of monthly allowances, meeting allowances and bonus payments.

Director	Monetary Remuneration year 2023 (Baht) ¹⁾		
	Monthly Retainer	Meeting Allowance	Bonus
The Board of Directors			
- Chairman ²⁾	300,000	X	✓
- Member ³⁾	100,000	X	✓
Audit and Risk Committee/Executive Committee			
- Chairman	25,000	25,000	✓
- Member	X	25,000	✓
Other Sub-Committees			
- Chairman	10,000	25,000	✓
- Member	X	25,000	✓

Remarks:

- ¹⁾ Diem which paid to directors in performing their duties for the Company in the same rate of Chief Executive Officer and in accordance with the company compensation policy
- ²⁾ Chairman of the Board of Directors is not entitled to receive an additional monthly retainer or meeting allowance when he or she holds any chair or membership of the sub-committees.
- ³⁾ Directors who are executives or employees of the Company or its subsidiary or the company under controlling shareholders, including directors who represent controlling shareholders, are not entitled to receive such remuneration.



The remuneration for 4 directors in the year 2023 is as follows:

Name - Surname	Position Position	Monthly Retainer (Baht)	Meeting Allowance (Baht)	Bonus (Baht)	Others (Baht)
Mr. Kan Trakulhoon	- Independent Director - Chairman of Board of Directors - Chairman of Nomination and Compensation Committee - Chairman of Sustainable Development Committee	3,600,000	-	2,700,000	-
Mr. Krairit Euchukanonchai	- Independent Director - Member of Audit and Risk Committee	1,500,000	425,000	2,700,000	-
Mr. Predee Daochai	- Independent director - Member of Audit and Risk Committee - Member of Other Board Committees	1,200,000	550,000	2,000,000	-
Mr. Gerardo C. Ablaza, Jr.	- Independent Director - Member of Audit and Risk Committee	1,200,000	350,000	2,000,000	-
Total		7,500,000	1,325,000	9,400,000	-

Remark: 1) The above payments are the transactions during 2023 period including bonus from the performance year 2023 paid in February 2024.

2) Others include per diem which paid to directors in performing their duties for the Company.

Management's Remuneration

Management Team

In addition to the Board of Directors and the Board Committees, the Company supports the performance of the Board of Directors with the following management team:

1. Mr. Somchai Lertsutiwong	Chief Executive Officer / Acting Chief Corporate Officer
2. Mark Chong Chin Kok	Deputy Chief Executive Officer
3. Mr. Tee Seeumpornroj	Chief Executive Officer – Broadband Business
4. Mr. Montri Khongkruephan	Chief Finance Officer
5. Ms. Kantima Lerlertyuttitham	Chief Human Resources Officer

Remark: Montri Khongkruephan was appointed as Chief Finance Officer replacing Mr. Tee Seeumpornroj who had been assigned to the position of Chief Executive Officer – Broadband Business, effective on 1 October 2023.

Executive Remuneration Criteria

The Company's compensation principles seek to drive the top executives in delivering strategic objectives that enhance value to shareholders over both short and long term. The Board of Directors delegates to the Nomination and Compensation Committee to annually reviews and approves the Executives' Compensation Policy with respect to the following principles:

Pay for performance

- The compensation is performance-based and tied directly to the achievement of Company's strategic objectives and individual accomplishment.
- Performance metrics comprises of financial, strategic, and key operational objectives over short, medium, and long term. The appropriate success metrics, targets and threshold are pre-determined to drive performance.

Align with shareholder interest

- The compensation elements are set to align the interest of the top executives with the shareholders' expectations in order to enhance long term value for shareholders.
- Allow for claw-back to recover or cancel certain incentives in circumstances such as misconduct, resignation, or termination of employment.

Be Competitive

- Compensation is regularly benchmarked against the market and the relevant sectors to ensure attraction and retention of talents and those in critical roles to ensure continuous contribution to the Company's performance.

Balancing the short term and long term focuses

- The compensation structure is designed to balance the achievement of both short term and long term priorities to ensure the sustainable growth of the business and proper risk management.



CEO & Management Compensation Structure

Our management compensation structure aims to provide a fair balance between fixed and performance-driven components, with higher weight applied to the performance-related components for the more senior levels to reflect their impact on driving business strategy and performance.

1. Long-term compensation is tied to success in creating long-term value for shareholders based on long-term operating performance, net profit, and the Company's total economic value.
2. The calculation of compensation is based on operating performance over three years under the employment terms at the time the compensation is paid.

Component	Reward Element	Form of reward	Purpose	Pay to			Link to performance metrics
				CEO	Top Executives	Other Executives	
Fixed Compensation and benefit	Base Salary	Cash	<ul style="list-style-type: none"> - Attract and retain talented individual - Provide for ongoing performance and delivery in position 	•	•	•	<ul style="list-style-type: none"> - Reflect the job value and responsibilities - Recognize individual performance, experience and leadership competencies - Regularly reviewed to align with the market
	Benefit	Provident Fund, Health insurance, and other	<ul style="list-style-type: none"> - Establish a proper level of individual welfare with respect to age, health, and lifestyle 	•	•	•	<ul style="list-style-type: none"> - Comply with legislative requirement - Provide extra benefits beyond legal compliance with respect to local market practice - Not link to individual performance
Performance Related Variable Compensation	Short-Term Incentives: Annual Performance Bonus	Cash	<ul style="list-style-type: none"> - Incentivise and recognise execution of the business strategy on annual basis 	•	•	•	<ul style="list-style-type: none"> - Link to the achievement of the corporate and individual performance against pre-determined annual targets - Higher weightage of performance measurement comes from the achievement of corporate KPIs for more senior executives - Annual corporate performance is measured through both financial and non-financial metrics as well as key strategic priorities
	Long-Term Incentives: Value-Sharing Compensation	Cash	<ul style="list-style-type: none"> - Reward and drive delivery of long-term & sustainable growth that enhance shareholder value - Retain key talented individual 	•	•	•	<ul style="list-style-type: none"> - Long-term compensation is tied to success in creating long-term value for shareholders based on long-term operating performance, net profit, and the Company's total economic value. - The calculation of compensation is based on operating performance over three years under the employment terms at the time the compensation is paid.

In 2023, the remunerations for the Chief Executive Officer and executives, in a total of 5, was at Baht 121.42 million comprised of salary, bonus, provident fund and other benefits.

Performance Measurement Framework

The company's performance metrics are defined to guide the executives and employees in executing and delivering strategic priorities over the short-, medium- and long term horizon. The metrics comprises key performance indicators (KPIs) to meet financial, strategic and key operational objectives and are set annually in accordance with the business direction and priorities. The corporate KPIs are incorporated as part of the individual performance measurement with an aim to foster collaborative culture across the organization. An increasing percentage of corporate KPIs applies to the more senior levels across the organization.

In 2023, the Company defined that the financial performance metrics carried the largest weight to create the best return to shareholders through the growth in revenue and profit backed by the efficient cost control and strong finance and cash flow management. On the other hand, the strategic and operational metrics focused on maintaining competitiveness, market leadership position, building growth in home broadband and enterprise business to build confidence among consumers and readiness of work process and potential of AIS employees to handle the rapid change toward digitalization.

The Nomination and Compensation Committee is responsible for setting CEO performance targets and evaluating performance against the annual target and long term goal in order to determine the CEO's compensation.

Long-term Cash-based Compensation

The Company's long-term compensation is designed to drive performance that is the backbone of the Company, stimulate top executives to create sustainable growth, and enhance value for shareholders including long-term operating performance, net profit, and the Company's total economic value which are common benefits between the executives and shareholders. To be paid in cash, this special compensation is tied to performance reviews and based on operating performance over three years under the employment terms at the time the compensation is paid. The pay can be higher or lower depending on whether the performance reviews meet or exceed the targets during that time frame.



Personnel

As at 31 December 2023, AIS and its subsidiaries had 11,448 staff (including contract employees), 8,335 of whom were full-time employees. The Company also hired disabled workers as stipulated by law for a total of 138 and was committed to stimulating and developing the potential of these employees in performance of their duties.

The full-time employees can be categorized according to the following job classification:

Job Classification	Number of Employees
Regional operations	2,677
Customer relations	1,837
Network and information technology	2,354
General customers	1,570
Enterprise clients	1,777
Fixed broadband business	383
Digital business	56
Support	794
Total	11,448

Remark: In November 2023, AIS acquired shares in Triple T Broadband Public Company Limited (TTTBB). TTTBB has a total of 8,984 staff, wherein the number has not yet been included in the above table and information (Information as at 31 December 2023).

For 2023, the Company and its subsidiaries recorded the employees' total compensation, including base salary, remuneration, bonus and employer's contribution amounting to 9,467 million baht. The proportion of employees having applied for the provident fund constituted 58.34% of the total employees and accounted for 76.54% of those eligible to join the provident fund. The Company's Provident Fund Committee has set forth criteria and guidelines on appointing an external fund management company to manage the funds of the members transparently and safely in line with the corporate governance principles to ensure maximum benefits for the provident fund members.

Further details on Human Resources Management can be found in the 56-1 One Report 2023 under the topic Sustainable Development for Business and in the Sustainable Report 2023.

Audit fee and non-audit fee

In 2023, audit fee and non-audit fee of the Company and its subsidiaries are as follows:

The Company's audit fee

The Company's audit fee (Baht)	1,579,000
Annual audit fee for the consolidated financial statements, and quarterly review fee for the financial statements (Baht)	600,000
Total	2,179,000

The aforementioned audit fee for the year 2023 excluded the non-audit fee paid for the valuation assurance of the Company's executives compensation in the amount of Baht 46,000 and the out of pocket expense in the amount of Baht 140,718.

The Company's subsidiaries audit fee

Subsidiaries*: Audit fee and quarterly review fee (Baht)	8,311,000
Number of Subsidiaries (companies)	19

The above audit fees for the year 2023 excluded non-audit fees paid by subsidiaries for the auditing fee relating ledger account in the telecommunications industry and others in the amount of Baht 520,000 and out of pocket expense in the amount of Baht 364,640 to audit firm and persons or business related to the auditors and the audit firm.



Internal Control and Internal Audit

Internal Control

AIS constructed an internal control system using the COSO Internal Control – Integrated Framework 2013 (COSO 2013) of the Committee of Sponsoring Organizations of the Treadway Commission (COSO), which comprises 5 components and 17 principles. The purpose of the system is to achieve key objectives in business operations, financial reporting, and compliance with relevant regulations. It also supports the enhancement of business performance and safeguards shareholder investments and company assets.

Board Meeting No. 2/2024 on 6 February 2024, attended by four independent members, three of which are Audit and Risk Committee members, assessed the AIS internal control system in accordance with assessment guidelines from the Securities and Exchange Commission (SEC) based on documentation prepared by management and reviewed by the Audit and Risk Committee. The assessment covered the COSO 2013's five components – that is, control environment, risk assessment, control activities, information and communication, and monitoring activities. The Board of Directors concluded that AIS has appropriate and adequate internal controls, whereby an adequate number of competent employees have been assigned to perform duties to ensure efficient operations. AIS also established and deployed internal control systems to oversee its subsidiaries so as to safeguard assets from misuses and to prevent engagement in business that could cause a conflict of interest. The Board assessed that AIS and its subsidiaries have adequate internal controls.

AIS's significant internal control activities can be summarized as follows:

Control Environment

AIS is committed to integrity, ethical values, honesty, accountability, transparency, and legal compliance, with the interests of business partners,

communities and environment taken into consideration. The Board of Directors established a Corporate Governance Policy, Code of Business Ethics, and the Anti-Bribery and Corruption Policy to have directors, executives and employees at all levels embrace. These policies, including relevant requirements and punishments in case of violation, were communicated to all directors, executives and employees, suppliers, business partners and joint ventures for acknowledgement and adherence. AIS also established a process to monitor and assess whether operations are carried out in compliance with the Code of Business Ethics and the Anti-Bribery and Corruption Policy.

The Board of Directors oversees Management and is independent from Management. The Board of Directors comprises a diverse range of capable individuals. The Chairman of the Board of Directors is independent. The Board has more than one-third or 36% of board members being independent. For more details, please see the Corporate Governance, page 107. Sub-committees of the board oversee and supervise internal control, risk management, sustainability, good governance, nomination and compensation for the committees. Results of each committee are reported to the Board of Directors on a quarterly basis. For details, please see the Management Structure, page 118.

Management designates the appropriate structure and reporting composition of the company to achieve its various goals under the oversight of the Board of Directors. Emphasis is placed on balance, prudence, agility, and receptiveness to disruption. Authority and responsibilities are delegated to employees based on the demonstrated competence of each person. Segregation of Duties (SoD) is applied to ensure checks and balances. All personnel are responsible and accountable for internal controls, while the Office of Internal Audit performs its duties independently, reporting functionally to the Audit and Risk Committee, which oversees internal auditing to ensure checks and balances.

AIS places a high value on its human resources management, with strategies in place to recruit, develop, and retain personnel to enhance organizational efficiency. Employees are encouraged to use their full potential to strengthen the organization's competitiveness while adhering to labor laws and taking into account human rights. AIS also strives to provide a pleasant working environment for all employees while pursuing sustainable business objectives. AIS maintains a succession plan, with leadership development in place to prepare successors for their future roles. Performance appraisal, remuneration, and benefits are in place, taken into consideration of the performance based on corporate KPIs, leadership competency, and compliance with culture and business ethics. For details, please see the Management Structure, page 118, and the Human Capital Development section of the AIS Sustainability Report, page 35.

Risk Assessment

AIS devotes importance to the management of risks relevant to the achievement of its objectives and manages risks at the organization-wide and operation levels. The Risk Management Committee collaborates with the Enterprise Risk Management Department to carry out risk assessment and management. For details, please see Risk Management, page 51. The Board of Directors placed the Enterprise Risk Management (ERM) Framework under the oversight of the Audit and Risk Committee. The framework comprises relevant policies, risk appetite, risk capacity, and tolerance. The Audit and Risk Committee reviews enterprise risk management and the adequacy of Risk Management Policy stipulated by the Risk Management Committee prior to a proposal to the Board of Directors. The Audit and Risk Committee is also responsible for considering and providing advice on risk oversight to the Board of Directors and assessing the adequacy and appropriateness of strategic risk management.



Control Activities

AIS maintains written control measures appropriate to its risks and specific characteristics, integrated with every business procedure, with consideration to its environment, complexity, characteristics, and operational scope. The measures extend to processes, such as accounting, finances, human resources management, and applicable legal and regulatory compliance, and cover approval authority for different items across the different levels of management. Segregation of Duties (SoD) is in place to ensure checks and balances with respect to record keeping, transaction approval and relevant resource management. These activities mix manual controls and automated controls for preventive and detective controls. All policies and regulations are reviewed periodically for appropriateness.

AIS has selected and developed appropriate technological control systems to ensure the integrity, continuity, security, development and maintenance of its information technology system and assigned a dedicated department to maintain its technology infrastructures and software. AIS also oversees, determines, and implements policies, procedures, administrative systems, and access controls for all corporate information systems. Moreover, AIS manages internal and external threats by assigning a dedicated team for responding to violations. Automated monitoring takes place around the clock and relevant teams are notified to take action if a breach occurs. In addition, AIS has established committees to devise and oversee policies and guidelines regarding cybersecurity and personal data protection to raise employees' awareness of company cybersecurity and personal data protection. From this foundation, AIS has secured the computer and information systems of AIS and its subsidiaries from any intrusion, theft, destruction, interruption, or infiltration that would damage its business operations and assures compliance with applicable laws. For details, please see Cyber Security and Customer Privacy Protection section of AIS Sustainability Report, page 25.

The Board of Directors, management and supervisors are responsible for clarifying purposes and internal control activities to all relevant personnel to ensure proper practice. Furthermore, the Three Lines Model, which facilitates strong governance and risk management, has been adopted for every department tasked with the First Line Roles and Second Line Roles, as well as the Office of Internal Audit entrusted with the Third Line Roles, to underpin operations in achieving the objectives, improving the effectiveness of internal controls, and mitigating risks to an acceptable level in a timely manner.

Information & Communication

AIS emphasizes quality information to underpin internal control activities. AIS information systems are efficient, up-to-date, and continually improved to allow for the processing of large amounts of data into managerial information in a timely manner, empowering competitiveness with consideration to costs and benefits. All crucial documents, including those related to accounting, law, finance, or important business transactions, are properly classified and stored with rigorous access controls and retention periods as mandated by the law.

AIS regularly produces material reports for its Board of Directors to inform decision making or ahead of board meetings as required by law, as well as produces the minutes of such meetings in adequate detail for storage by the Company Secretary Office for review or reference.

AIS maintains efficient internal communication. An internal communication team communicates strategies and transmits messages internally through several efficient channels such as the AIS DooDi web portal, Microsoft Teams application, SMS, e-mail, and People Champions. Special channels include the weekly "Aunjai Station" podcast, which allows for closer ties between staff and executives via the AIS LearnDi platform. In addition, the Company also provides communication channels via Board Portal and the Company Secretary Office for the Board of Directors, Executive Committee and Sub-Committee.

Directors, management, employees, stakeholders and outsiders can safely report cases of misconduct or fraud via channels prescribed in the Fraud and/or Misconduct Reporting and Whistleblower Protection Policy, where the informants will be protected under the said Policy. The channels are as follows:



Nookweed Hotline: +662-029-3333



To the Head of Audit Business Unit at
e-mail: nokweed@ais.co.th



To the Chief Human Resources Officer at
e-mail: hr-nokweed@ais.co.th



To the Chairman of Audit and Risk Committee at
e-mail: auditandriskcommittee@ais.co.th



Send a letter to the Chief Executive Officer or any
aforementioned person at the Company's address.

AIS depicts infractions and penalties through illustrated cartoons with the names concealed.

Communication with outside stakeholders is done through the Company Secretary Office, Investor Relations Department, and Complaint Center. Channels are also available for inquiry and recommendation to the Board of Directors.



Monitoring Activities

AIS Management and Supervisors established processes to monitor the effectiveness of the internal control system such as follow-up meetings, irregularity investigation, and control self-assessment, whereby the Office of Internal Audit is tasked with providing independent, objective assurance to the Board of Directors and management on the adequacy and effectiveness of internal control system, risk management, and governance in accordance with its mission and scope of internal audit activities, and providing consulting services designed to add value and improve the organization's operations so as to help the organization accomplish its objectives. The Office of Internal Audit reports results to the Audit and Risk Committee on a monthly basis. The Audit and Risk Committee presents findings to the Board of Directors and holds meetings with External Auditors to assess the adequacy and effectiveness of internal control system on a quarterly basis.

When a significant internal control deficiency is detected, Management analyzes the root cause and assigns employees to remedy the issue in a timely manner. The Board of Directors has prescribed levels of deficiencies that require Management or the Office of Internal Audit to report to the Audit and Risk Committee immediately; for example, matters with high financial impact, damage to Company reputation, non-compliance with laws and regulations, violation of key control processes or potential fraud. The Office of Internal Audit and other assigned departments are responsible for following up on Management's corrective actions and reporting to the Audit and Risk Committee until the matter is completely remediated.

Internal Audit

Mr. Amnuay Uthairungsri was appointed as Acting Head of Audit Business Unit in replacement of Mr. Montri Khongkruephan who was appointed as Chief Finance Officer on 1 October 2023. For the qualification of Head of Audit Business Unit, please see page 139.

The Head of Audit Business Unit reports directly to the Audit and Risk Committee, which ensures that the Office of Internal Audit performs its duty with independence, objectivity, integrity, and professionalism in adherence to the internal audit standards. The Head of Audit Business Unit reports administratively to the Chief Executive Officer. Approval, appointment, dismissal, or transfer of the Head of Audit Business Unit must be concurred by the Audit and Risk Committee.

The Office of Internal Audit operates independently under the Internal Audit Charter, which clearly specifies the internal audit mission, scope, authority, responsibilities, and procedures in accordance with the International Professional Practice Framework (IPPF) for internal audit. The Internal Audit Charter is revised periodically for appropriacy. The Office of Internal Audit's duties include provision of independent, objective assurance and consulting services designed to add value and improve the organization's operations through the evaluation of effectiveness and adequacy of internal control, risk management, and governance processes in order to support the Company's business objectives and targets. In addition, based on the findings of the aforementioned evaluation, the Office of Internal Audit makes recommendations to Management for improving internal control processes, risk prevention measures, and governance processes in order to put adequate controls in place before any unfavorable events occur and may negatively affect the Company's businesses.

The Office of Internal Audit may engage in other duties, such as acting as a channel for internal or external parties to file complaints on suspected misconduct and fraudulent actions. After receiving such complaints, the Office of Internal Audit will initiate fact-finding in accordance with the Fraud and/or Misconduct Reporting and Whistleblower Protection Policy, and report findings to the Audit and Risk Committee on a monthly basis. The Office of Internal Audit has promoted business ethics and fraud risk awareness among employees, as well as increased their understanding thereof, through internal fraud prevention communications in order for the employees to appropriately carry out their duties in compliance with

the Company's Code of Business Ethics and the Fraud and/or Misconduct Reporting and Whistleblower Protection Policy. The Office of Internal Audit also acts as Secretary to the Audit and Risk Committee, supporting its duties and responsibilities as assigned by the Board of Directors.

The Office of Internal Audit embraces continuous development for internal auditing in a digital era by promoting digitalization and digital-first mindset, as well as applying Robotic Process Automation (RPA) to internal audit activities to boost agility and accuracy. Data analytics tools have been used to analyze data and identify potential risks or areas for internal control improvement to support timely loss prevention. The Automated Audit Program (AAP) has been further enhanced and used with other technologies to facilitate all internal audit activities and remote working, such as use of Microsoft Teams for online meeting or accessing data or programs remotely to ensure business continuity. All employees are obligated to strictly follow Cyber Security Group Policy and Data Classification and Handling Framework when performing their duties.

The Office of Internal Audit has developed and maintained internal audit quality to become a trusted advisor in accordance with its Internal Audit Roadmap. It also conducts an internal quality assessment on an annual basis and an external quality assessment by an independent assessor every five years to ensure that it has carried out its duties and responsibilities that add value to stakeholders and support for the Company's sustainability development. The most recent results of the external quality assessment, which was conducted in 2022, conclude that AIS internal audit activity generally conforms with the Institute of Internal Auditors (IIA)'s Standards. This accomplishment marks the third time in a row.

Internal Audit Training and Competency Development

- **Pursuit of knowledge and up-to-date international professional practice standards** to enhance the effectiveness of AIS's internal audit and stay relevant, the Office of Internal Audit regularly reviews and adopts updated local and international professional practices and standards relating to internal controls, risk management, good governance and other relevant fields.



- **Individual development program in accordance with global internal audit competency framework.** Internal auditors are encouraged to continuously improve their competencies by acquiring a diverse range of knowledge and skills applicable to existing and emerging business models at AIS. In 2023, the emphasis is placed on these four areas: data governance, cybersecurity, fraud detection and prevention, and financial reporting.
- **Acquiring related professional certificates to promote the internal auditor profession.** All internal auditors are encouraged to advance their professional development and increase their level of knowledge by acquiring professional auditor certificates and other relevant certificates. Currently, 30 certificates have been obtained by 33% internal audits, and the other internal auditors are working to earn their certificates. For example, 6 internal auditors are accredited as Certified Internal Auditor (CIA), 4 internal auditors are accredited as Certified Information System Auditor (CISA), 7 internal auditors have achieved Certification in Risk Management Assurance (CRMA), and 7 internal auditors are accredited as Certified Public Accountant (CPA).

Related Transaction

The Company and its subsidiaries have entered into related transactions with connected persons. All of these related transactions are made in the ordinary course of business and on general trading conditions.

To be aligned with the Security and Exchange Act (No. 4) B.E. 2551, Article 89/12 (1), the Company's Board of Directors has approved in principle, on 13 August 2008, that the management shall have the authority to undertake the related transactions, whereas those transactions are transactions with general trading conditions. The approval of the above transactions shall not constitute such authority to allow the director, an executive, or a related person to approve with a conflict of interest.

For approval process, the related transactions shall be processed in the same practice as other general trading transactions with outside parties with the authorized executives designated and empowered to endorse up to a certain limit of budget according to their respective rank and position. The Audit and Risk Committee of the Company and its subsidiaries is responsible for reviewing the related transactions every quarter to ensure that no conflict of interest will be occurred in order to maximize the overall company's benefits.

All of these related transactions in the future shall be made in the ordinary course of business and on general trading conditions with market rate. And no transfer pricing of all related transactions between the company and related parties and related person.

For the period year ended 31 December 2023, the Company and its subsidiaries had the related transactions, which the auditors had disclosed in the notes to audited financial statements and the Audit and Risk Committee had reviewed and concluded that they were reasonable and disclosed to the Stock Exchange of Thailand in accordance with the applicable regulations, as detailed hereinafter:



Related parties/Relation to the Company	Detail of transactions	Related transactions for the period 31 December 2021 (Million Baht)		Related transactions for the period 31 December 2022 (Million Baht)		Related transactions for the period 31 December 2023 (Million Baht)		Rational and necessity
		Company	Consolidated	Company	Consolidated	Company	Consolidated	
1. Group of Intouch Holding Public Company Limited (INTOUCH) / INTOUCH is a major shareholder, holds 40.44% - Co-directors: 1. Mr. Kan Trakulhoon 2. Mr. Smith Banomyong 3. Ms. Jean Low Ngiap Jong 4. Mr. Arthur Lang Tao Yih (Intouch group such as subsidiaries, Joint Venture, Associate and VC)	The Group pay service fee such as - E-booking application - Training online course The Group provide mobile services and handset sales . <u>Sales and services</u> 1. Service income 2. Other income 3. Trade and other accounts receivable <u>Purchase of goods and services</u> 1. Rental and other service expenses 2. Trade and other accounts payable 3. Interest expenses 4. Purchases of property and other assets 5. Lease liabilities	1.20 - 0.11	28.45 12.1 12.78	1.20 0.59 0.21	23.89 17.97 26.16	- - -	2.67 - 0.24	- The Group charge mobile services and handset sales at the same rate as external customers - The Group pay software creation, development of software systems and online training at the same rate as other parties. - The Group pay service fee (Content on mobile) by the percentage of revenue
2. Group of Gulf Energy Development Public Company Limited (GULF)/ GULF is a major shareholder of INTOUCH, holds 47.37% and Group of Gulf Holdings related to Group of Gulf Energy - Co-directors: 1. Mr. Sarath Ratanavadi 2. MS.Yupapin Wangviwat 3. Mr. Predee Daochai (Gulf group such as subsidiaries, Joint Venture, Associate)	The Group provide domestic and international phone services and handset sales to GULF. The Group pay service fee such as - Leases satellite transponder and internet satellite - Advertising on satellite television - Equipment system and television signal service <u>Sales and services</u> 1. Service income 2. Trade and other accounts receivable <u>Purchase of goods and services</u> 1. Rental and other service expenses 2. Trade and other accounts payable 3. Interest expense 4. Lease liabilities	- - - -	27.28 21.13	1.20 -	43.00 4.03	- -	84.84 40.76	- The Group charge mobile services and handset sales at the same rate as external customers. - The Group charge IR services at the same rate as external customers. - The Group charge leased line services at the same rate as external customers. - The Group pay service fee ,interest expense, advertising fee, roaming fee , transponder, transmission at the same rate as other parties.



Related parties/Relation to the Company	Detail of transactions	Related transactions for the period 31 December 2021 (Million Baht)		Related transactions for the period 31 December 2022 (Million Baht)		Related transactions for the period 31 December 2023 (Million Baht)		Rational and necessity
		Company	Consolidated	Company	Consolidated	Company	Consolidated	
3. Group of SingTel Strategic Investments Private Limited (SingTel) / SingTel is a major shareholder of the Company, holds 23.31%.	<p>The subsidiaries enter into an agreement with companies of SingTel group:</p> <p>The Group pay service fee such as</p> <ul style="list-style-type: none"> - The joint International Roaming operation services (IR) - Network telecom service operator i.e. International Private Leased Circuit (IPLC) and content services. <p><u>Sales and services</u></p> <p>1. Service income</p> <p>2. Trade and other accounts receivable</p> <p><u>Purchase of goods and services</u></p> <p>1. Rental and other service expenses</p> <p>2. Trade and other accounts payable</p> <p>3. Interest expense</p> <p>4. Purchases of property and other assets</p> <p>5. Lease liabilities</p>	-	22.31	-	185.11	0.10	175.83	<p>The agreement is under the ordinary course of business and both parties charge each other at the accepted price by deduct profit margin from their customers at the same rate as other operators.</p> <p>The subsidiaries charge IR at the same rate as other operators and content services at the same rate as other content providers.</p> <p>The subsidiaries pay IPLC, IR fee at the same rate with other operators and pay service fee (content) at the same rate as other content providers.</p>
		0.43	21.96	0.42	8.78	2.32	24.65	
		4.66	188.36	0.28	190.41	-	227.03	
		59.18	98.01	48.50	157.54	-	167.82	
		-	0.26	-	0.10	-	0.14	
		-	-	-	-	-	87.23	
		-	14.58	-	0.53	-	0.75	
4. Krung Thai Bank Public Company Limited (KTB)/ The Co-directors is Mr. Krairit Euchukanonchai which is Chairman of the Executive Committee in Krungthai Bank PC	<p>KTB provides financial services to the Group.</p> <p>While the subsidiaries provide mobile services to KTB.</p> <p><u>Sales and services</u></p> <p>1. Service income</p> <p>2. Trade and other accounts receivable</p> <p>3. Interest income</p> <p><u>Purchase of goods and services</u></p> <p>1. Bank deposits</p> <p>2. Rental and service expenses</p> <p>3. Trade and other accounts payable</p> <p>4. Debenture</p> <p>5. Long-term loan</p> <p>6. Current portion of Long term Loan</p> <p>7. Short-term loan</p> <p>8. Interest expense</p>	-	243.73	-	197.58	-	292.03	<p>KTB is a provider of full financial services such as bank deposit, arranging loan, merchant services and other services.</p> <p>The subsidiaries charge mobile services and handset sales at the same rate as external customers.</p> <p>The subsidiaries receive interest income from bank deposit and pays interest expense from borrowing at the same rate as other commercial bank</p>
		-	74.21	-	80.58	3.33	87.64	
		-	0.05	-	0.03	-	0.09	
		1.30	203.17	1143	179.67	0.71	401.89	
		-	0.23	-	0.10	-	30.06	
		0.02	76.13	-	105.78	-	192.5	
		5.00	25.00	-	-	-	-	
		-	14,249.54	-	13,499.6	-	13,279.65	
		-	749.88	-	2,249.88	-	749.89	
		-	-	-	-	9,999.13	9,999.13	
		0.18	304.56	-	328.66	40.21	-	



Related parties/Relation to the Company	Detail of transactions	Related transactions for the period 31 December 2021 (Million Baht)		Related transactions for the period 31 December 2022 (Million Baht)		Related transactions for the period 31 December 2023 (Million Baht)		Rational and necessity
		Company	Consolidated	Company	Consolidated	Company	Consolidated	
<p>5. Group of person/company who may have conflicts</p> <p>According to the criteria for persons who may have conflicts of interest, have been defined by The Securities and Exchange Commission (SEC) as the follows :</p> <p>- The company or juristic person have been controlled or managed by the directors or major shareholders of the company.</p> <p>- The directors, the majorshareholders, or the executives of the company.</p>	<u>Sales and services</u>							The Group charge mobile services and handset sales at the same rate as external customers.
	1. Service income	-	55.22	-	52.49	11.27	29.09	
	2. Trade and other accounts receivable	-	10.66	-	0.49	-	11.31	
	3. Interest income	-	-	-	-	-	0.81	
	<u>Purchase of goods and services</u>							
	1. Rental and service expenses	-	17.69	-	2.15	-	6.44	
	2. Trade and other accounts payable	0.04	0.04	-	-	-	0.02	
	3. Interest expense	0.38	0.93	-	-	-	0.25	
	4. Debenture	15.00	15.00	-	-	-	-	
	5. Lease liabilities	-	0.10	-	-	-	23.77	
	6. Long-term loan	-	-	-	-	-	185	



Financial Statement

Board of Directors' Responsibility for Financial Reporting

The Board of Directors is responsible for Advanced Info Service Public Company Limited's financial statements and Advanced Info Service Public Company Limited and its subsidiaries' consolidated financial statements, including the financial information presented in this annual report. The aforementioned financial statements are prepared in accordance with Thai Financial Reporting Standards, using careful judgment and the best estimation. Important information is adequately and transparency disclosed in the notes to financial statements for the Company shareholders and investors.

The Board of Directors provides and maintains risk management system and appropriate and efficient internal controls to ensure that accounting records are accurate, reliable and adequate to retain its assets as well as to prevent fraud or materially irregular operations.

In this regard, the Board of Directors has appointed an Audit and Risk Committee comprising independent directors to be responsible for reviewing quality of the financial reports, internal controls, internal audit and risk management system.

The Audit and Risk Committee also reviews a disclosure of related party transactions. All their comments on these issues are presented in the Audit and Risk Committee Report included in this annual report.

The separate financial statements and the consolidated financial statements of the Company have been examined by an external auditor, KPMG Phoomchai Audit Company Limited. To conduct the audits and express an opinion in accordance with auditing standards, all records and related data, as requested, are provided to the auditor. The auditor's opinion is presented in the auditor's report as a part of this annual report.

The Board of Directors considers the Company's overall internal control system satisfactory and provides credibility and reliability to Advanced Info Service Public Company Limited's financial statements and Advanced Info Service Public Company Limited and its subsidiaries' consolidated financial statements for the year ended 31 December 2023. The Board of Directors also believes that all these financial statements have been prepared in accordance with Thai Financial Reporting Standards and related regulations.



(Mr. Kan Trakulhoon)
Chairman of the Board of Directors



(Mr. Somchai Lertsutiwong)
Chief Executive Officer



Independent Auditor's Report

To the shareholders of Advanced Info Service Public Company Limited

Opinion

I have audited the consolidated and separate financial statements of Advanced Info Service Public Company Limited and its subsidiaries (the “Group”) and of Advanced Info Service Public Company Limited (the “Company”), respectively, which comprise the consolidated and separate statements of financial position as at 31 December 2023, the consolidated and separate statements of income, comprehensive income, changes in equity and cash flows for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

In my opinion, the accompanying consolidated and separate financial statements present fairly, in all material respects, the financial position of the Group and the Company, respectively, as at 31 December 2023 and their financial performance and cash flows for the year then ended in accordance with Thai Financial Reporting Standards (TFRSs).

Basis for Opinion

I conducted my audit in accordance with Thai Standards on Auditing (TSAs). My responsibilities under those standards are further described in the Auditor's Responsibilities for the *Audit of the Consolidated and Separate Financial Statements* section of my report. I am independent of the Group and the Company in accordance with the *Code of Ethics for Professional Accountants including Independence Standards* issued by the Federation of Accounting Professions (Code of Ethics for Professional Accountants) that is relevant to my audit of the consolidated and separate financial statements, and I have fulfilled my other ethical responsibilities in accordance with the Code of Ethics for Professional Accountants. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.



Key Audit Matters

Key audit matters are those matters that, in my professional judgment, were of most significance in my audit of the consolidated and separate financial statements of the current period. These matters were addressed in the context of my audit of the consolidated and separate financial statements as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

Revenue recognition	
Refer to Note 3(q), and 24 to consolidated and separate financial statements.	
The key audit matter	How the matter was addressed in the audit
<p>For the main operating revenues - mobile service, data and internet and sale of equipment, there is a risk around the accuracy and existence of revenue recognition given the complexity of systems and the impact of changing pricing models. In addition, the application of revenue recognition accounting standard is complex.</p> <p>I consider the accounting treatments relevant to the accuracy and existence of revenue recognition as a key audit matter.</p>	<p>My audit procedure included the following:</p> <ul style="list-style-type: none"> • Evaluated the relevant IT systems, and the design and implementation and operating effectiveness of automated controls over the capture of data and interfaces between relevant IT applications, measurement and billing of revenue, and the recording of entries in the general ledger. • Evaluated the process controls over authorising rate changes, new price plans, and the input of this information to the relevant billing systems. We also tested the access controls and change management controls over the systems. • Checked the accuracy of customer bill generation on a sample basis, tested a sample of the credits and discounts applied to customer bills, and tested cash receipts for a sample of customers back to their customer invoices. • Checked key reconciliations used by management from business support systems to billing systems and the general ledger to assess the completeness and accuracy of revenue. • Checked supporting evidence for manual journal entries posted to revenue accounts to identify any unusual items. • Challenged the assumptions and key management estimates adopted where revenue is recognized but the invoice has not yet been issued. • Assessed the appropriateness of the revenue recognition policies for the products and services offered by the Group in respect of TFRS 15 Revenue from contracts with customers, including the appropriateness of the transaction prices and their allocation to performance obligations identified within bundled contracts based on stand-alone selling prices.



Significant commercial disputes and litigation	
Refer to Note 3(v), and 34 to consolidated and separate the financial statements.	
The key audit matter	How the matter was addressed in the audit
<p>The Group's has a number of significant commercial disputes and litigation from which the Group may be exposed to significant losses as a result of any unfavourable outcome of such disputes.</p> <p>Significant judgement is required by management in assessing the likelihood of the outcome of each matter and whether the risk of loss is remote, possible or probable and whether the matter is considered a contingent liability to be disclosed.</p> <p>Where the risk of loss is probable, management is required to estimate the provision amount based on the expected economic outflow resulting from the disputes and litigation.</p> <p>I consider this as a key audit matter.</p>	<p>My audit procedure included the following:</p> <ul style="list-style-type: none"> • Inquired with the management and legal department regarding the procedures followed to collect and monitor all litigation and disputes. • Examined legal expense accounts. • Read minutes of meetings of management executives who monitor commercial disputes and litigation, and correspondence between the management and its external legal counsel. • Inquired with the legal department and external legal counsel as to the progress of the litigation and disputes and their opinion on the possibility of outcomes. • Compared the legal department and external legal counsel's opinion on the possibilities of outcomes to the provisions set up or contingent liability disclosures. • Requested management to provide written representation that all known actual or possible litigation and claims whose effects should be considered when preparing the financial statements have been disclosed to me. • Considered the adequacy of the Group's disclosures in accordance with the related Thai Financial Reporting Standards.



Acquisition of subsidiary	
Refer to Note 3(a) and 4 to the consolidated financial statements.	
The key audit matter	How the matter was addressed in the audit
<p>In 2023, the Group acquired a controlling interest in Triple T Broadband Public Company Limited whose main business is engaged in the business of providing communication services on voice, and broadband internet data. The Group recognised assets acquired and liabilities assumed from the business combination at their fair value.</p> <p>The accounting for business combinations is complex and judgmental because it requires the determination of fair value for assets acquired and liabilities assumed. Management and management's specialists have estimated the fair value of assets acquired and liabilities assumed based on assumptions which are subjective and are required judgment.</p> <p>The fair value of net assets acquired, and the allocation of the purchase price have been provisionally determined by the management of the Group and is subject to potential amendment.</p> <p>I considered this to be a key audit matter because the amounts involved are significant and subject to significant judgment.</p>	<p>My audit procedures in this area included, among others:</p> <ul style="list-style-type: none"> • Inquiring from management to understand the procedures on the identification fair value of assets acquired and liabilities assumed. • Reading the share purchase agreement and agreeing evidence of share payment and other supporting documents of the acquisition. • Evaluating the competency and independence of management's specialists. • Involving KPMG specialist to evaluate valuation methodology and key assumptions used in the valuation model and benchmark the discount rate and growth rate used to external market data. • Assessing the reasonableness of key assumptions applied by management in the forecast. • Evaluating the adequacy of the disclosures in accordance with the relevant Thai Financial Reporting Standards.

Emphasis of Matter

I draw attention to note 4, during the year ended 31 December 2023, the Group has acquired Triple T Broadband Public Company Limited. As at the reporting date, the reviews of assets acquired and liabilities assumed have not yet been completed therefore the determination of the fair value and the allocation of the purchase price was determined provisionally and is subject to potential amendment. My opinion is not modified in respect of this matter.

Other Information

Management is responsible for the other information. The other information comprises the information included in the annual report, but does not include the consolidated and separate financial statements and my auditor's report thereon. The annual report is expected to be made available to me after the date of this auditor's report.

My opinion on the consolidated and separate financial statements does not cover the other information and I will not express any form of assurance conclusion thereon.



In connection with my audit of the consolidated and separate financial statements, my responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the consolidated and separate financial statements or my knowledge obtained in the audit, or otherwise appears to be materially misstated.

When I read the annual report, if I conclude that there is a material misstatement therein, I am required to communicate the matter to those charged with governance and request that the correction be made.

Responsibilities of Management and Those Charged with Governance for the Consolidated and Separate Financial Statements

Management is responsible for the preparation and fair presentation of the consolidated and separate financial statements in accordance with TFRSs, and for such internal control as management determines is necessary to enable the preparation of consolidated and separate financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated and separate financial statements, management is responsible for assessing the Group's and the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Group and the Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Group's and the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Consolidated and Separate Financial Statements

My objectives are to obtain reasonable assurance about whether the consolidated and separate financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with TSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these consolidated and separate financial statements.

As part of an audit in accordance with TSAs, I exercise professional judgment and maintain professional skepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the consolidated and separate financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's and the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.



- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's and the Company's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the consolidated and separate financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Group and the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the consolidated and separate financial statements, including the disclosures, and whether the consolidated and separate financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. I am responsible for the direction, supervision and performance of the group audit. I remain solely responsible for my audit opinion.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

I also provide those charged with governance with a statement that I have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on my independence, actions taken to eliminate threats or safeguards applied.

From the matters communicated with those charged with governance, I determine those matters that were of most significance in the audit of the consolidated and separate financial statements of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

(Sakda Kaothanthong)
Certified Public Accountant
Registration No. 4628

KPMG Phoomchai Audit Ltd.
Bangkok
6 February 2024



Statements of Financial Position

Advanced Info Service Public Company Limited and its Subsidiaries as at December 31, 2023

UNIT : BAHT

	NOTES	CONSOLIDATED		SEPARATE	
		FINANCIAL STATEMENTS		FINANCIAL STATEMENTS	
		As at	As at	As at	As at
		December 31,	December 31,	December 31,	December 31,
		2023	2022	2023	2022
ASSETS					
Current assets					
Cash and cash equivalents	5, 31	14,743,575,145	9,013,520,137	329,753,591	496,711,905
Specifically-designated bank deposits	6	556,899,749	980,247,790	-	-
Trade and other current receivables	7, 31	21,343,330,899	17,901,787,394	833,926,115	282,838,817
Contract assets	8	811,275,326	2,123,105,990	-	-
Short-term loans to related parties	31	-	-	85,841,000,000	59,470,000,000
Inventories	9	4,147,217,430	3,839,281,484	-	-
Current tax assets		40,565,238	26,391,418	-	-
Other current financial assets	32	16,617,983	47,797,965	-	-
Other current assets		178,043,930	405,593,740	9,459,784	4,482,275
Total current assets		41,837,525,700	34,337,725,918	87,014,139,490	60,254,032,997
Non-current assets					
Other non-current financial assets	32	190,872,342	228,090,479	62,355,660	61,584,256
Investments in subsidiaries	10	-	-	67,506,401,135	42,959,018,534
Investments in associates and joint ventures	11	12,450,312,490	993,613,805	11,771,842,955	-
Long-term loans to a related party	31	185,000,000	100,000,000	-	-
Property, plant and equipment	12	139,223,822,358	113,252,047,823	69,362,567	82,948,742
Right-of-use assets	13	101,224,676,499	42,860,580,298	81,279,039	69,878,876
Goodwill	14	12,170,903,539	2,881,699,659	-	-
Other intangible assets other than goodwill	16	20,903,145,871	16,826,778,147	2,968,044	3,242,687
Spectrum licenses	15	121,154,277,119	119,765,330,504	-	-
Deferred tax assets	17	3,699,331,557	4,597,432,375	468,781,623	480,452,265
Other non-current assets		1,399,353,628	1,200,364,773	72,372,403	77,271,214
Total non-current assets		412,601,695,403	302,705,937,863	80,035,363,426	43,734,396,574
Total assets		454,439,221,103	337,043,663,781	167,049,502,916	103,988,429,571

The accompanying notes form an integral part of the financial statements.



Statements of Financial Position (Continued)

Advanced Info Service Public Company Limited and its Subsidiaries as at December 31, 2023

UNIT : BAHT

	NOTES	CONSOLIDATED		SEPARATE	
		FINANCIAL STATEMENTS		FINANCIAL STATEMENTS	
		As at	As at	As at	As at
		December 31,	December 31,	December 31,	December 31,
		2023	2022	2023	2022
LIABILITIES AND SHAREHOLDERS' EQUITY					
Current liabilities					
Short-term borrowings	18, 31	41,976,204,281	5,000,000,000	36,976,204,281	-
Trade and other current payables	19, 31	37,674,111,366	42,457,135,466	2,762,657,542	2,688,683,542
Provision for revenue sharing		3,360,878,693	3,360,878,693	3,220,304,522	3,220,304,522
Unearned income - mobile phone service		3,160,265,020	3,703,340,212	-	9,176,595
Advanced received from customers		723,130,004	980,247,790	-	-
Current portion of long-term liabilities	18	15,427,996,073	15,495,770,423	-	-
Current portion of spectrum licenses payable	20	12,599,050,384	10,903,220,115	-	-
Current portion of lease liabilities	18	15,061,587,752	11,135,476,533	32,919,360	48,543,720
Short-term borrowings from related parties	18, 31	-	-	5,920,000,000	4,720,000,000
Corporate income tax payable		3,458,440,907	2,689,661,511	23,569,538	29,236,521
Other current financial liabilities	32	109,122,823	534,273,600	-	-
Other current liabilities		95,764,517	81,190,367	493	437
Total current liabilities		133,646,551,820	96,341,194,710	48,935,655,736	10,715,945,337
Non-current liabilities					
Long-term liabilities	18, 31	69,840,207,967	63,914,168,956	26,476,453,280	6,493,873,839
Lease liabilities	18, 31	100,077,433,635	32,871,213,406	32,123,895	16,918,363
Provisions for employee benefit	21	3,261,835,819	2,931,146,300	330,903,302	375,721,054
Spectrum licenses payable	20	51,609,890,327	52,085,347,255	-	-
Other non-current financial liabilities	32	38,436,042	162,859,892	-	-
Other non-current liabilities		5,286,656,171	2,921,378,691	27,589,575	27,589,575
Total non-current liabilities		230,114,459,961	154,886,114,500	26,867,070,052	6,914,102,831
Total liabilities		363,761,011,781	251,227,309,210	75,802,725,788	17,630,048,168
Shareholders' equity					
Share capital	22				
Authorised share capital					
4,997 million ordinary shares of					
Baht 1.00 each		4,997,459,800	4,997,459,800	4,997,459,800	4,997,459,800
Issued and paid share capital					
2,974 million ordinary shares of					
Baht 1.00 each, fully paid	22	2,974,209,736	2,974,209,736	2,974,209,736	2,974,209,736
Share premium					
Share premium on ordinary shares	22	22,551,566,867	22,551,566,867	22,551,566,867	22,551,566,867
Other deficits					
Deficits arising from change in ownership interest in					
a subsidiary		(669,657,282)	(669,657,282)	-	-
Retained earnings					
Appropriated					
Legal reserve	23	500,000,000	500,000,000	500,000,000	500,000,000
Unappropriated		65,014,939,895	60,175,498,864	65,014,939,895	60,175,498,864
Other components of shareholders' equity		206,060,630	157,105,936	206,060,630	157,105,936
Total shareholders' equity attributable					
to owners of the Company		90,577,119,846	85,688,724,121	91,246,777,128	86,358,381,403
Non-controlling interests		101,089,476	127,630,450	-	-
Total shareholders' equity		90,678,209,322	85,816,354,571	91,246,777,128	86,358,381,403
Total liabilities and shareholders' equity		454,439,221,103	337,043,663,781	167,049,502,916	103,988,429,571

The accompanying notes form an integral part of the financial statements.



Statements of Income

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

UNIT : BAHT

	NOTES	CONSOLIDATED		SEPARATE	
		FINANCIAL STATEMENTS		FINANCIAL STATEMENTS	
		2023	2022	2023	2022
Revenues					
Revenues from rendering of services and equipment rentals	24, 31	151,921,156,471	146,009,161,880	2,197,645,040	1,840,001,000
Revenue from sale of goods	24, 31	36,951,754,349	39,475,613,021	-	-
Total revenues		<u>188,872,910,820</u>	<u>185,484,774,901</u>	<u>2,197,645,040</u>	<u>1,840,001,000</u>
Costs					
Cost of rendering of services and equipment rentals	25, 31	(89,110,155,461)	(87,075,461,059)	(1,481,433,817)	(1,364,177,699)
Cost of sale of goods		(36,276,568,904)	(39,096,158,755)	-	-
Total costs		<u>(125,386,724,365)</u>	<u>(126,171,619,814)</u>	<u>(1,481,433,817)</u>	<u>(1,364,177,699)</u>
Gross profit		63,486,186,455	59,313,155,087	716,211,223	475,823,301
Distribution costs and administrative expenses					
Distribution costs	25	(5,783,723,909)	(7,026,138,980)	(146,796)	(1,928,331)
Administrative expenses	25	(17,056,196,331)	(15,327,010,851)	(113,921,159)	(100,733,971)
Total distribution costs and administrative expenses		<u>(22,839,920,240)</u>	<u>(22,353,149,831)</u>	<u>(114,067,955)</u>	<u>(102,662,302)</u>
Profit from operating activities		40,646,266,215	36,960,005,256	602,143,268	373,160,999
Finance income	31	159,829,422	126,466,956	1,140,245,461	558,875,555
Other income	31	687,530,215	531,674,770	162,620,275	30,017,952
Share of profit/(loss) of subsidiaries, associates and joint ventures accounted for using equity method	10, 11	168,160,657	(36,220,179)	28,245,510,716	25,481,678,328
Net gain/(loss) on foreign exchange rate		326,861,871	(343,574,012)	896,804	410,027
Gain from fair value measurement of derivative assets		292,713,696	306,925,122	-	-
Management benefit expenses	31	(138,545,939)	(133,086,219)	(138,545,939)	(133,086,219)
Finance costs	26, 31	(6,144,918,614)	(5,230,441,004)	(770,470,053)	(192,774,061)
Profit before tax expense		35,997,897,523	32,181,750,690	29,242,400,532	26,118,282,581
Tax expense	27	(6,908,963,697)	(6,167,844,641)	(156,295,033)	(106,998,174)
Profit for the years		<u>29,088,933,826</u>	<u>26,013,906,049</u>	<u>29,086,105,499</u>	<u>26,011,284,407</u>
Profit attributable to:					
Owners of the Company		29,086,105,499	26,011,284,407	29,086,105,499	26,011,284,407
Non-controlling interests		2,828,327	2,621,642	-	-
Profit for the years		<u>29,088,933,826</u>	<u>26,013,906,049</u>	<u>29,086,105,499</u>	<u>26,011,284,407</u>
Earnings per share (in Baht)					
	29				
Basic earnings per share		<u>9.78</u>	<u>8.75</u>	<u>9.78</u>	<u>8.75</u>
Diluted earnings per share		9.78	8.75	9.78	8.75

The accompanying notes form an integral part of the financial statements.



Statements of Comprehensive Income

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

UNIT : BAHT

	NOTES	CONSOLIDATED		SEPARATE	
		FINANCIAL STATEMENTS		FINANCIAL STATEMENTS	
		2023	2022	2023	2022
Profit for the years		29,088,933,826	26,013,906,049	29,086,105,499	26,011,284,407
Other comprehensive income					
Components of other comprehensive income that will or may be subsequently reclassified to profit or loss					
Exchange differences on translating financial statement		-	(10,894,848)	-	-
Gain on cash flow hedges	32	82,611,968	590,847,540	-	-
Share of other comprehensive income of subsidiaries accounted for using equity method	10	-	-	66,089,573	461,783,184
Income tax relating to components of other comprehensive income that will or may be subsequently reclassified to profit or loss	27	(16,522,395)	(118,169,508)	-	-
Total components of other comprehensive income that will or may be subsequently reclassified to profit or loss		66,089,573	461,783,184	66,089,573	461,783,184
Components of other comprehensive income that will not be subsequently reclassified to profit or loss					
Losses on investment in equity designated at fair value through other comprehensive income		(21,418,693)	(58,456,934)	771,403	(1,555,999)
Gain on remeasurements of defined benefit plans	21	308,638,376	539,709,898	24,145,949	50,670,754
Share of other comprehensive income of subsidiaries accounted for using equity method	10	-	-	219,749,952	345,793,818
Income tax relating to components of other comprehensive income that will not be subsequently reclassified to profit or loss	27	(43,632,109)	(96,098,737)	(1,165,996)	(9,822,951)
Total components of other comprehensive income that will not be subsequently reclassified to profit or loss		243,587,574	385,154,227	243,501,308	385,085,622
Other comprehensive income for the years, net of income tax		309,677,147	846,937,411	309,590,881	846,868,806
Total comprehensive income for the years		29,398,610,973	26,860,843,460	29,395,696,380	26,858,153,213
Total comprehensive income attributable to:					
Owners of the Company		29,395,696,380	26,858,153,213	29,395,696,380	26,858,153,213
Non-controlling interests		2,914,593	2,690,247	-	-
Total comprehensive income for the years		29,398,610,973	26,860,843,460	29,395,696,380	26,858,153,213

The accompanying notes form an integral part of the financial statements.



Statements Of Changes in Shareholders' Equity Consolidated Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

UNIT : BAHT

Statement of Financial Position as at December 31, 2022															
Notes	Issued and paid share capital	Share premium	Other deficits	Retained earnings		Other components of shareholders' equity						Total other components of shareholders' equity	Total shareholders' equity attributable to owners of the Company	Non-controlling interests	Total shareholders' equity
			Deficits arising from change in ownership interest in subsidiaries	Legal reserve	Unappropriated	Reserve for share-based payment	Gain on dilution of investment	Currency Conversion	Hedging reserves	Fair value reserves					
Balance as at January 1, 2022	2,973,925,791	22,506,296,380	(669,657,282)	500,000,000	56,602,515,530	94,528,345	161,186,663	10,894,848	(517,361,911)	36,423,968	(214,328,087)	81,698,752,332	125,770,045	81,824,522,377	
Transactions with owners, recorded directly in shareholders' equity															
Contributions by and distributions to owners of the Company															
Increase in share capital	22	283,945	45,270,487	-	-	(45,554,432)	-	-	-	-	(45,554,432)	-	-	-	
Share-based payment transaction		-	-	-	-	1,970,649	-	-	-	-	1,970,649	1,970,649	-	1,970,649	
Dividends paid	30, 31	-	-	-	(22,870,152,073)	-	-	-	-	-	-	(22,870,152,073)	(752,702)	(22,870,904,775)	
Total contributions by and distributions to owners of the Company															
		283,945	45,270,487	-	(22,870,152,073)	(43,583,783)	-	-	-	-	(43,583,783)	(22,868,181,424)	(752,702)	(22,868,934,126)	
Change in ownership interests in a subsidiary															
Change in ownership interest in a subsidiary		-	-	-	-	-	-	-	-	-	-	-	(77,140)	(77,140)	
Total changes in ownership interest in a subsidiary															
		-	-	-	-	-	-	-	-	-	-	-	(77,140)	(77,140)	
Total transactions with owners, recorded directly in shareholders' equity															
		283,945	45,270,487	-	(22,870,152,073)	(43,583,783)	-	-	-	-	(43,583,783)	(22,868,181,424)	(829,842)	(22,869,011,266)	
Comprehensive income for the year															
Profit for the year		-	-	-	26,011,284,407	-	-	-	-	-	-	26,011,284,407	2,621,642	26,013,906,049	
Other comprehensive income		-	-	-	431,851,000	-	-	(10,894,848)	472,678,032	(46,765,378)	415,017,806	846,868,806	68,605	846,937,411	
Total comprehensive income for the year															
		-	-	-	26,443,135,407	-	-	(10,894,848)	472,678,032	(46,765,378)	415,017,806	26,858,153,213	2,690,247	26,860,843,460	
Balance as at December 31, 2022															
		2,974,209,736	22,551,566,867	(669,657,282)	500,000,000	60,175,498,864	50,944,562	161,186,663	-	(44,683,879)	(10,341,410)	157,105,936	85,688,724,121	127,630,450	85,816,354,571

The accompanying notes form an integral part of the financial statements.



Statements of Changes in Shareholders' Equity (Continued) Consolidated Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

UNIT : BAHT

	Notes	Issued and paid share capital		Other deficits Deficits arising from change in ownership interest in subsidiaries	Retained earnings		Other components of shareholders' equity				Total other components of shareholders' equity	Total shareholders' equity attributable to owners of the Company	Non-controlling interests	Total shareholders' equity
					Legal reserve	Unappropriated	Reserve for share-based payment	Gain on dilution of investment	Hedging reserves	Fair value reserves				
Balance as at January 1, 2023		2,974,209,736	22,551,566,867	(669,657,282)	500,000,000	60,175,498,864	50,944,562	161,186,663	(44,683,879)	(10,341,410)	157,105,936	85,688,724,121	127,630,450	85,816,354,571
Transactions with owners, recorded directly in shareholders' equity														
Contributions by and distributions to owners of the Company														
Dividends paid	30, 31	-	-	-	-	(24,507,300,655)	-	-	-	-	-	(24,507,300,655)	(3,970)	(24,507,304,625)
Total contributions by and distributions to owners of the Company		-	-	-	-	(24,507,300,655)	-	-	-	-	-	(24,507,300,655)	(3,970)	(24,507,304,625)
Change in ownership interests in a subsidiary														
Change in ownership interest in a subsidiary		-	-	-	-	-	-	-	-	-	-	-	20,026,725	20,026,725
Repayment of capital to non-controlling interests		-	-	-	-	-	-	-	-	-	-	-	(49,478,322)	(49,478,322)
Total changes in ownership interest in a subsidiary		-	-	-	-	-	-	-	-	-	-	-	(29,451,597)	(29,451,597)
Total transactions with owners, recorded directly in shareholders' equity		-	-	-	-	(24,507,300,655)	-	-	-	-	-	(24,507,300,655)	(29,455,567)	(24,536,756,222)
Comprehensive income for the year														
Profit for the year		-	-	-	-	29,086,105,499	-	-	-	-	-	29,086,105,499	2,828,327	29,088,933,826
Other comprehensive income		-	-	-	-	260,636,187	-	-	66,089,573	(17,134,879)	48,954,694	309,590,881	86,266	309,677,147
Total comprehensive income for the year		-	-	-	-	29,346,741,686	-	-	66,089,573	(17,134,879)	48,954,694	29,395,696,380	2,914,593	29,398,610,973
Balance as at December 31, 2023		2,974,209,736	22,551,566,867	(669,657,282)	500,000,000	65,014,939,895	50,944,562	161,186,663	21,405,694	(27,476,289)	206,060,630	90,577,119,846	101,089,476	90,678,209,322

The accompanying notes form an integral part of the financial statements.



Statements of Changes in Shareholders' Equity (Continued) Separate Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

UNIT : BAHT

		Retained earnings				Other components of shareholders' equity					
						Share of other comprehensive gain (loss)					
						Reserve for	Gain on dilution	Fair value	Share of other	Total other	Total
Notes	Issued and paid	Share premium	Legal reserve	Unappropriated	share-based payment	of investment	reserves	accounted for	of subsidiaries	components of	shareholders'
	share capital							using equity method	accounted for	shareholders' equity	equity

The accompanying notes form an integral part of the financial statements.



Statements of Changes in Shareholders' Equity (Continued) Separate Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

UNIT : BAHT

		Retained earnings				Other components of shareholders' equity					
						Share of other comprehensive gain (loss)					
						Reserve for	Gain on dilution	Fair value	Share of other	Total other	Total
Notes	Issued and paid	Share premium	Legal reserve	Unappropriated	share-	of investment	reserves	accounted for	components of	shareholders'	
	share capital				based payment			using equity method	shareholders' equity	equity	
Balance as at January 1, 2023	2,974,209,736	22,551,566,867	500,000,000	60,175,498,864	50,944,562	161,186,663	11,667,957	(66,693,246)	157,105,936	86,358,381,403	
Transactions with owners, recorded directly in shareholders' equity											
Dividends paid	30, 31	-	-	-	(24,507,300,655)	-	-	-	-	(24,507,300,655)	
Total transactions with owners, recorded directly in shareholders' equity		-	-	-	(24,507,300,655)	-	-	-	-	(24,507,300,655)	
Comprehensive income for the year											
Profit for the year	-	-	-	29,086,105,499	-	-	-	-	-	29,086,105,499	
Other comprehensive income	-	-	-	260,636,187	-	-	617,124	48,337,570	48,954,694	309,590,881	
Total comprehensive income for the year	-	-	-	29,346,741,686	-	-	617,124	48,337,570	48,954,694	29,395,696,380	
Balance as at December 31, 2023	2,974,209,736	22,551,566,867	500,000,000	65,014,939,895	50,944,562	161,186,663	12,285,081	(18,355,676)	206,060,630	91,246,777,128	

The accompanying notes form an integral part of the financial statements.

Statements of Cash Flows

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

UNIT : BAHT					
	NOTES	CONSOLIDATED		SEPARATE	
		FINANCIAL STATEMENTS		FINANCIAL STATEMENTS	
		2023	2022	2023	2022
Cash flows from operating activities					
Profit for the years		29,088,933,826	26,013,906,049	29,086,105,499	26,011,284,407
Adjustments for					
Depreciation and amortization	12, 13, 15, 16, 25	52,880,462,002	52,901,992,714	172,740,738	165,110,750
Finance income		(159,829,422)	(126,466,956)	(1,140,245,461)	(558,875,555)
Finance costs	26	6,144,918,614	5,230,441,004	770,470,053	192,774,061
Expected credit losses		2,054,268,755	2,181,783,913	(3,665,532)	239,000
Share-based payment transaction		-	1,970,649	-	1,970,649
(Reversal of) loss for obsolete, decline in value and write-off inventories	9	(16,758,165)	10,043,975	-	-
Loss for unused equipment	12	1,578,236,600	1,338,883,356	-	-
(Reversal of) Loss on terminate contract assets		(39,960,500)	104,823,385	-	-
Loss on sales and write-off of assets		124,896,326	26,768,323	97,160	419,311
Net unrealised (gain)/loss on foreign exchange rate and fair value measurement of derivative assets		(671,178,847)	520,777,406	(97,275)	513,951
(Gain)/Loss on sales of investment		(433,730,955)	(11,072,045)	-	49,878,265
Share of (profit)/loss of subsidiaries, associates and joint ventures accounted for using equity method	10, 11	(168,160,657)	36,220,179	(28,245,510,716)	(25,481,678,328)
(Reversal of) employee benefit expense	21	33,051,312	208,024,755	(25,119,934)	45,521,516
Tax expense	27	6,908,963,697	6,167,844,641	156,295,033	106,998,174
Cash provided by operation before changes in operating assets and liabilities		97,324,112,586	94,605,941,348	771,069,565	534,156,201
Changes in operating assets and liabilities					
Specifically-designated bank deposits		423,348,041	400,479,710	-	-
Trade and other current receivables		(4,574,904,724)	(3,523,133,649)	(197,475,728)	168,596,996
Contract assets		1,351,791,164	(408,118,833)	-	-
Inventories		59,454,306	(1,745,027,678)	-	-
Other current assets		508,448,450	74,754,686	(4,977,514)	(4,065,175)
Other non-current assets		85,846,503	352,915,676	4,898,814	27,393,917
Trade and other current payables		(1,221,562,041)	(998,257,093)	(99,494,564)	(120,552,843)
Unearned income - mobile phone service		(543,075,192)	(368,327,478)	(9,176,595)	(372)
Advanced received from customers		(257,117,786)	(400,479,710)	-	-
Other current liabilities		(68,845,242)	(45,014,516)	55	(11,070,670)
Other financial liabilities		(28,838,261)	(34,406,762)	-	-
Other non-current liabilities		1,689,228,288	(22,360,373)	-	-
Cash generated from operating activities		94,747,886,092	87,888,965,328	464,844,033	594,458,054
Employee benefit paid	21	(110,733,099)	(127,232,580)	(5,511,090)	(35,298,508)
Tax paid		(6,996,568,469)	(6,356,815,389)	(151,457,370)	(98,384,082)
Net cash provided by operating activities		87,640,584,524	81,404,917,359	307,875,573	460,775,464

The accompanying notes form an integral part of the financial statements.



Statements of Cash Flows (Continued)

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

UNIT : BAHT

	NOTES	CONSOLIDATED		SEPARATE	
		FINANCIAL STATEMENTS		FINANCIAL STATEMENTS	
		2023	2022	2023	2022
Cash flows from investing activities					
Interest received		157,031,896	133,673,149	790,299,423	529,585,349
Purchase of property, plant, equipment and other intangible assets other than goodwill		(37,088,049,011)	(32,319,123,069)	(13,391,111)	(46,702,280)
Proceeds from sale of equipment		137,339,174	366,529,389	321,892	4,980,205
Payment of spectrum licenses	20	(13,903,751,000)	(11,039,200,000)	-	-
Net (increase) decrease in short-term loans to related parties	31	-	-	(26,371,000,000)	2,433,000,000
Net decrease in current investments		-	11,200,000	-	-
Net (increase) decrease in investments in associates and joint ventures	11	(11,212,625,745)	(165,736,881)	(11,628,000,000)	210,763,119
Increase in investments in a subsidiary	10	(16,012,968,736)	-	(999,800)	(999,700)
Net increase in long-term loan to a related party	31	(85,000,000)	-	-	-
Dividend received		21,599,986	16,799,944	3,841,124,485	20,724,742,819
Net cash provided by (used in) investing activities		(77,986,423,436)	(42,995,857,468)	(33,381,645,111)	23,855,369,512
Cash flows from financing activities					
Finance cost paid		(4,297,504,759)	(3,377,690,931)	(627,522,573)	(175,733,469)
Lease liabilities paid	18	(13,168,791,559)	(12,447,416,013)	(158,365,654)	(149,305,988)
Net proceeds from short-term borrowings	18, 31	33,600,000,000	5,000,000,000	37,000,000,000	-
Net proceeds from (repayment of) short-term borrowings from related parties	18, 31	-	-	1,200,000,000	(1,120,000,000)
Repayment of capital to non-controlling interests		(49,478,322)	-	-	-
Changes in percentage of minority interests to the Company from additional shares in a subsidiary		9,584,614	-	-	-
Proceed from long-term liabilities	18	20,000,000,000	5,700,000,000	20,000,000,000	-
Repayments of long-term liabilities	18, 31	(15,509,047,533)	(14,142,669,600)	-	-
Proceeds from issue of ordinary shares		-	-	-	25,846,399
Net cash paid for purchase of a subsidiary from non-controlling interests		(3,374,290)	(77,140)	-	-
Dividend paid	30	(24,507,304,625)	(22,870,904,775)	(24,507,300,655)	(22,870,152,073)
Net cash provided by (used in) financing activities		(3,925,916,474)	(42,138,758,459)	32,906,811,118	(24,289,345,131)
Effect of exchange rate changes on balances held in foreign currencies		1,810,394	3,928,670	106	381
Net increase (decrease) in cash and cash equivalents		5,730,055,008	(3,725,769,898)	(166,958,314)	26,800,226
Cash and cash equivalents as at January 1,		9,013,520,137	12,739,290,035	496,711,905	469,911,679
Cash and cash equivalents as at December 31,	5	14,743,575,145	9,013,520,137	329,753,591	496,711,905
Supplemental disclosures of cash flow information					
Outstanding debts arising from investments in capital expenditures, spectrum license and lease liabilities		188,396,297,814	124,028,824,195	158,058,090	66,210,450

The accompanying notes form an integral part of the financial statements.



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Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

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Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

These notes form an integral part of the financial statements.

The financial statements issued for Thai statutory and regulatory reporting purposes are prepared in the Thai language. These English language financial statements have been prepared from the Thai language statutory financial statements, and were approved and authorised for issue by the Board of Directors on February 6, 2024.

1. COMPANY OPERATIONS AND OTHER GENERAL INFORMATION

Advanced Info Service Public Company Limited (the “Company”) is incorporated in Thailand and has its registered office at 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok, Thailand.

The Company was listed on the Stock Exchange of Thailand in November 1991.

As at December 31, 2023, Intouch Holdings Public Company Limited is a major shareholder, holding 40.44% (as at December 31, 2022: 40.44%) of the authorised share capital of the Company and is incorporated in Thailand and Singtel Strategic Investments Pte Ltd. is a shareholder, holding 23.31% (as at December 31, 2022: 23.31%) of the authorised share capital of the Company and is incorporated in Singapore.

The major principal business operations of the Company are to provide consulting and management services to its subsidiaries. The principal business operations of the subsidiaries (the “Group”) are summarised as follows:

- Advanced Wireless Network Company Limited. (“AWN”), a subsidiary, has been granted permission from the Office of the National Broadcasting and Telecommunications Commission (“NBTC”) to operate and service a Cellular Mobile Telephone Network. AWN can use the granted frequencies under each license’s conditions to use the spectrum and is obliged to pay for the license fee at the bid price and comply with various conditions of various frequency bands as follows:

Frequency Band	Range (MHz)	Grant period	
		Start	End
700 MHz	723 - 733 MHz and 778 - 788 MHz	January 15, 2021	January 14, 2036
	733 - 738 MHz and 788 - 793 MHz	April 1, 2021	March 31, 2036
	738 - 743 MHz and 793 - 798 MHz	October 24, 2023	March 31, 2036
900 MHz	895 - 905 MHz and 940 - 950 MHz	July 1, 2016	June 30, 2031
1800 MHz	1725 - 1740 MHz and 1820 - 1835 MHz	November 26, 2015	September 15, 2033
	1740 - 1745 MHz and 1835 - 1840 MHz	September 24, 2018	September 15, 2033
2100 MHz	1950 - 1965 MHz and 2140 - 2155 MHz	December 7, 2012	December 6, 2027
2600 MHz	2500 - 2600 MHz	February 21, 2020	February 20, 2035
26 GHz	25.2 - 26.4 GHz	February 18, 2021	February 17, 2036

- Super Broadband Network Company Limited (“SBN”), a subsidiary, has been granted permission from the Office of the National Broadcasting and Telecommunications Commission (“NBTC”) under the broadcasting network license for national non-frequency business. The license certificate (the “License”) No. B1-N21331-0001-60, dated on March 20, 2017, will expire on March 19, 2032. In addition, SBN has been granted licenses from NBTC for the operation of television broadcasting service on several channels for the period of 1 - 8 years each. SBN is obliged to comply with various conditions and pay fees within the time period as specified in the License.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

- 3) CS LoxInfo Public Company Limited (“CSL”), an indirect subsidiary, has been granted permission from the Office of the National Broadcasting and Telecommunications Commission (“NBTC”) under the Telecom Operation License type I and type II to operate internet data centres, provide internet and satellite uplink-downlink services for domestic and international communications and distribute internet equipment.
- 4) AD Venture Public Company Limited (“ADV”), an indirect subsidiary, has been granted permission from the Office of the National Broadcasting and Telecommunication Commission (“NBTC”) under the Telecom Operation License type I to operate short message service – SMS.
- 5) Triple T Broadband Public Company Limited (“TTTBB”), an indirect subsidiary, has been granted permission from the Office of the National Broadcasting and Telecommunications Commission (“NBTC”) under the Telecom Operation License type I and type III to operate internet service and telecom network services, resale of mobile phone and voice over internet phone services.
- 6) Triple T Internet Company Limited (“TTTI”), an indirect subsidiary, has been granted permission from the Office of the National Broadcasting and Telecommunications Commission (“NBTC”) under the Telecom Operation License type I to operate resale of fixed line service, resale of leased circuit service and resale of mobile phone service.

According to the conditions specified by NBTC, provided that the authorised licensee is not in significant violation of the conditions specified in the license, NBTC will consider renewing the license as a normal procedure.

Details of subsidiaries, associates and joint ventures as at December 31, are as follows:

Name of the entities	Type of business	Country of incorporation	Ownership interest (%)	
			2023	2022
Direct subsidiaries				
Advanced Contact Center Company Limited	Service provider of call center	Thailand	99.99	99.99
Digital Phone Company Limited	Ceased mobile phone operation	Thailand	98.55	98.55
Advanced Magic Card Company Limited	Service provider of electronic payment network	Thailand	99.99	99.99
Advanced Mpay Company Limited	Service provider of electronic payment and cash card	Thailand	99.99	99.99
AIN GlobalComm Company Limited	Service provider of international telephone	Thailand	99.99	99.99
Advanced Wireless Network Company Limited	Service provider of cellular telephone network, distributor of handsets and international telephone service, network operator, telecommunication service operator and internet	Thailand	99.99	99.99
Super Broadband Network Company Limited	Network operator and telecom service operator, including as service provider of broadcasting network and television broadcasting service several channels	Thailand	99.99	99.99
AIS Digital Life Company Limited	Service provider of digital platform	Thailand	99.99	99.99
Fax Lite Company Limited	Service provider of operation in space, land and building services, and related facilities	Thailand	99.98	99.98
MIMO Tech Company Limited	Developer of IT systems service provider of content aggregator and outsourcing service for billing and collection	Thailand	99.99	99.99
Advanced Broadband Network Company Limited	As a holding company	Thailand	99.99	99.99



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Name of the entities	Type of business	Country of incorporation	Ownership interest (%)	
			2023	2022
Advanced Digital Distribution Company Limited	Service provider of insurance broker	Thailand	99.99	99.99
LearnDi Company Limited	Service provider of training	Thailand	99.99	99.99
AIS DC Venture Company Limited	As a holding company	Thailand	99.97	99.97
AIS Broadband Company Limited	As a holding company	Thailand	99.98	-
Indirect subsidiaries				
Advanced Datanetwork Communications Company Limited	Liquidation completed ²	Thailand	-	51.00 ¹
CS LoxInfo Public Company Limited	Service provider of internet data center services, internet and distribute internet equipment	Thailand	99.75 ^{1,3}	99.68 ^{1,3}
Teleinfo Media Public Company Limited	Service provider of the online advertising and being the outsourced contact center	Thailand	99.99 ¹	99.99 ¹
AD Venture Public Company Limited	Service provider of mobile contents, develop application and digital marketing	Thailand	99.99 ¹	99.99 ¹
Yellow Pages Commerce Company Limited	Service provider of online advertising business	Thailand	99.94 ¹	99.94 ¹
Triple T Broadband Public Company Limited	Service provider of telecommunications services, fixed-line services and data communication network services internet data center services, internet and distribute internet equipment	Thailand	99.87 ⁵	-
Triple T Internet Company Limited	Internet service provider	Thailand	99.86 ⁵	-
In Cloud Company Limited	Software development, distribution and service	Thailand	99.86 ⁵	-
Three BB Company Limited	Online Domain Name provider	Thailand	99.87 ⁵	-
Associates				
Information Highway Company Limited	Service provider of transmission network	Thailand	29.00 ¹	29.00 ¹
Choco Card Enterprise Company Limited.	Develop a customer relationship management system	Thailand	17.35 ¹	17.35 ¹
Datafarm Company Limited	Service provider of information system security	Thailand	25.00 ¹	25.00 ¹
Swift Dynamics Company Limited	Service provider of IoT technology	Thailand	16.67 ¹	16.67 ¹
GSA Data Centre Company Limited	Data Centre business	Thailand	25.00 ¹	25.00 ¹
Jasmine Broadband Internet Infrastructure Fund	Infrastructure business fund	Thailand	19.00 ⁴	-
Joint Ventures				
Amata Network Company Limited	Service provider of infrastructure developer of fibre optic network	Thailand	60.00 ¹	60.00 ¹
Rabbit - Line Pay Company Limited	Service provider of electronic money and electronic payment service business	Thailand	- ⁴	33.33 ¹
Saha Advance Network Company Limited	Service provider of infrastructure developer of fibre optic network	Thailand	70.00 ¹	70.00 ¹

¹ % ownership interest in indirect subsidiaries, associates and joint ventures are presented by ownership interest held by subsidiaries.

² On June 21, 2023, Advanced Datanetwork Communications Company Limited repaid all share capital and equity back to shareholders. The liquidation process is completed in November 2023.

³ During the year ended December 31, 2023, AWN additionally acquired share capital of CSL totaling Baht 3.37 million. As a result, the shareholding changed from 99.68% to 99.75%.

⁴ See Note 11.

⁵ Commence as the subsidiaries on November 15, 2023.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

2. BASIS FOR PREPARATION AND PRESENTATION OF THE FINANCIAL STATEMENTS

The financial statements are prepared in accordance with Thai Financial Reporting Standards (“TFRS”), guidelines promulgated by the Federation of Accounting Professions and applicable rules and regulations of the Thai Securities and Exchange Commission. The financial statements are presented in Thai Baht, which is the Company’s functional currency. The accounting policies, described in the notes, have been applied consistently to all periods presented in these financial statements.

The preparation of financial statements in conformity with TFRS requires management to make judgements, estimates and assumptions that affect the application of the Group’s accounting policies. Actual results may differ from these estimates. Estimates and underlying assumptions that are described in each note are reviewed on an ongoing basis. Revisions to accounting estimates are recognised prospectively.

3. SIGNIFICANT ACCOUNTING POLICIES

The financial statements have been prepared under the measurement basis of historical cost except as disclosed in the significant accounting policies as follows:

(a) *Basis of consolidation*

The consolidated financial statements relate to the Company and its subsidiaries (together referred to as the “Group”) and the Group’s interests in its associates and joint ventures.

Business combinations

The Group and the Company apply the acquisition method for all business combinations when control is transferred to the Group other than those with entities under common control.

Control is the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities. In assessing control, the Group and the Company take into consideration potential voting rights that currently are exercisable. The acquisition date is the date on which control is transferred to the acquirer. Judgment is applied in determining the acquisition date and determining whether control is transferred from one party to another.

Goodwill is measured as the fair value of the consideration transferred including the recognised amount of any non-controlling interest in the acquiree, less the net recognised amount (generally fair value) of the identifiable assets acquired and liabilities assumed, all measured as of the acquisition date.

Consideration transferred includes the fair values of the assets transferred, liabilities incurred by the Group and the Company to the previous owners of the acquiree, and equity interests issued by the Group and the Company. Consideration transferred also includes the fair value of any contingent consideration and share-based payment awards of the acquiree that are replaced mandatorily in the business combination. If a business combination results in the termination of pre-existing relationships between the Group and the Company and the acquiree, then the lower of the termination amount, as contained in the agreement, and the value of the off-market element is deducted from the consideration transferred and recognised in other expenses.

A contingent liability of the acquiree is assumed in a business combination only if such a liability represents a present obligation and arises from a past event, and its fair value can be measured reliably.

The Group and the Company measure any non-controlling interest (NCI) at its proportionate interest in the identifiable net assets of the acquiree.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Transaction costs that the Group and the Company incur in connection with a business combination such as legal fees, other professional and consulting fees are expensed as incurred.

Acquisitions from entities under common control

Business combinations of entities or businesses under common control are accounted for using a method similar to the pooling of interest method and in accordance with the Guideline issued in 2009 by the Federation of Accounting Professions.

Subsidiaries

Subsidiaries are entities controlled by the Group. The Group controls an entity when it is exposed to, or has rights to, variable returns from its involvement with the entity and has the ability to affect those returns through its power over the entity. The financial statements of subsidiaries are included in the consolidated financial statements from the date on which control commences until the date on which control ceases.

Loss of control

When the Group loses control over a subsidiary, it derecognises the assets and liabilities of the subsidiary, and any related non-controlling interests and other components of equity. Any resulting gain or loss is recognised in the statement of profit or loss and the statement of profit or loss and other comprehensive income. Any interest retained in the former subsidiary is measured at fair value when control is lost.

Interests in equity - accounted investees

The Group's interests in equity-accounted investees comprise interests in associates and joint ventures.

The Company's interests in equity-accounted investees comprise interests in subsidiaries.

Associate is entity in which the Group has significant influence including in case of the representation on the board of directors or equivalent, material transactions between the Group and its investees, an investor holding less than 20%, but not control or joint control, over the financial and operating policies.

Joint venture is a joint arrangement whereby the parties that have a joint control arrangement have rights to the net assets of the arrangement. The investment in a joint venture is accounted for in the consolidated financial statements using the equity method and is recognised initially at cost.

Interests in associates, subsidiaries and joint ventures are accounted for using the equity method. They are recognised initially at cost, which includes transaction costs. Subsequent to initial recognition, the consolidated and separate financial statements include the Group's and the Company's share of profit or loss of equity-accounted investees in the profit or loss and other comprehensive income, until the date on which significant influence or joint control ceases.

Transactions eliminated on consolidation

Intra-group balances and transactions, and any unrealised income or expenses arising from intra-group transactions, are eliminated in preparing the consolidated financial statements. Unrealised gains arising from transactions with equity-accounted investees are eliminated against the investment to the extent of the Group's interest in the investee. Unrealised losses are eliminated in the same way as unrealised gains, but only to the extent that there is no evidence of impairment.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

(b) *Foreign currencies*

Foreign currency transactions

Transactions in foreign currencies are translated to the functional currency (Thai Baht) of the Group at the dates of the transactions.

Monetary assets and liabilities denominated in foreign currencies at the reporting date are translated to the functional currency at the foreign exchange rates ruling at that date. Foreign exchange differences arising on translation are recognised in the statement of profit or loss.

Non-monetary assets and liabilities measured at cost in foreign currencies are translated to the functional currency using the foreign exchange rates ruling at the dates of the transactions.

(c) *Financial instruments*

Financial assets and financial liabilities are recognised in the Group and the Company consolidated statement of financial position and separate statement of financial position when the Group and the Company becomes a party to the contractual provisions of the instrument.

Financial assets and financial liabilities are initially measured at fair value. Transaction costs that are directly attributable to the acquisition or issuance of financial assets and financial liabilities (other than financial assets and financial liabilities at fair value through profit or loss) are added to or deducted from the fair value of the financial assets or financial liabilities, as appropriate, on initial recognition. Transaction costs directly attributable to the acquisition of financial assets or financial liabilities at fair value through profit or loss are recognised immediately in profit or loss.

Financial assets

All recognised financial assets are measured subsequently in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification of financial assets

Debt instruments that meet the following conditions are measured subsequently at amortised cost;

- The financial asset is held within a business model whose objective is to hold financial assets in order to collect contractual cash flows; and
- The contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

By default, all other financial assets are measured subsequently at fair value through profit or loss (FVTPL).

Despite the foregoing, the Group and the Company may make the following irrevocable election/designation at initial recognition of a financial asset;

- The Group and the Company may irrevocably elect to present subsequent changes in fair value of an equity investment in other comprehensive income if certain criteria are met (see (2) below); and
- The Group and the Company may irrevocably designate a debt investment that meets the amortised cost or FVTOCI criteria as measured at FVTPL if doing so eliminates or significantly reduces an accounting mismatch (see (3) below).



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

(1) Amortised cost and effective interest method

The effective interest method is a method of calculating the amortised cost of a debt instrument and of allocating interest income over the relevant period.

Interest income is recognised in profit or loss and is included in the “finance income” line item.

(2) Equity instruments classified as at FVTOCI

On initial recognition, the Group and the Company may make an irrevocable election (on an instrument-by-instrument basis) to designate investments in equity instruments as at FVTOCI. Designation at FVTOCI is not permitted if the equity investment is held for trading or if it is contingent consideration recognised by an acquirer in a business combination.

Investments in equity instruments at FVTOCI are initially measured at fair value plus transaction costs.

Subsequently, they are measured at fair value with gains and losses arising from changes in fair value recognised in other comprehensive income and accumulated in the investments revaluation reserve. The cumulative gain or loss is not be classified to profit or loss on disposal of the equity investments, instead, it is transferred to retained earnings.

The Group and the Company have designated all investments in equity instruments that are not held for trading as at FVTOCI on initial application of TFRS 9.

(3) Financial assets at FVTPL

Financial assets that do not meet the criteria for being measured at amortised cost or FVTOCI (see (1) to (2) above) are measured at FVTPL.

Financial assets at FVTPL are measured at fair value at the end of each reporting period, with any fair value gains or losses recognised in profit or loss to the extent they are not part of a designated hedging relationship (see hedge accounting policy). The net gain or loss recognised in profit or loss and is included in the “gain (loss) from fair value measurement of derivative assets” line item. Fair value is determined in the manner described in Note 4(w).

Impairment of financial assets

The Group and the Company recognise a loss allowance for expected credit losses on trade receivables and contract assets. The amount of expected credit losses is updated at each reporting period date to reflect changes in credit risk since initial recognition of the respective financial instrument.

The Group and the Company always recognise lifetime ECL for trade receivables and contract assets. The expected credit losses on these financial assets are estimated using a provision matrix based on the Group and the Company’s historical credit loss experience, adjusted for factors that are specific to the debtors, general economic conditions and an assessment of both the current as well as the forecast direction of conditions at the reporting date, including time value of money where appropriate.

Lifetime ECL represents the expected credit losses that will result from all possible default events over the expected life of a financial instrument. In contrast, 12-month ECL represents the portion of lifetime ECL that is expected to result from default events on a financial instrument that are possible within 12 months after the reporting date.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

(1) Write-off policy

The Group and the Company write-off a financial asset when there is information indicating that the debtor is in severe financial difficulty and there is no realistic prospect of recovery. Financial assets written-off may still be subject to enforcement activities under the Group's and the Company's recovery procedures, taking into account legal advice where appropriate. Any recoveries made are recognised in profit or loss.

(2) Measurement and recognition of expected credit losses

The measurement of expected credit losses is a function of the probability of default, loss given default and the exposure at default. The assessment of the probability of default and loss given default is based on historical data adjusted by forward-looking information. As for the exposure at default, for financial assets, this is represented by the asset's gross carrying amount at the reporting date.

If the Group and the Company have measured the loss allowance for a financial instrument at an amount equal to lifetime ECL in the previous reporting period, but determines at the current reporting date that the conditions for lifetime ECL are no longer met, the Group and the Company measure the loss allowance at an amount equal to 12-month ECL at the current reporting date, except for assets for which simplified approach was used.

Financial liabilities

All financial liabilities are measured subsequently at amortised cost using the effective interest method or at FVTPL.

A financial liability may be designated as at FVTPL upon initial recognition if;

- Such designation eliminates or significantly reduces a measurement or recognition inconsistency that would otherwise arise; or
- The financial liability is managed and its performance is evaluated on a fair value basis, in accordance with the Group's and the Company's documented risk management or investment strategy, and information about the grouping is provided internally on that basis.

Financial liabilities measured subsequently at amortised cost.

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments (including all fees and points paid or received that form an integral part of the effective interest rate, transaction costs and other premiums or discounts) through the expected life of the financial liability, or (where appropriate) a shorter period, to the amortised cost of a financial liability.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Derivative financial instruments

The Group and the Company enter into a variety of derivative financial instruments to manage its exposure to interest rate and foreign exchange rate risks, including foreign exchange forward contracts and interest rate swaps.

Derivatives are recognised initially at fair value at the date a derivative contract is entered into and are subsequently remeasured to their fair value at each reporting date. The resulting gain or loss is recognised in profit or loss immediately unless the derivative is designated and effective as a hedging instrument, in which event the timing of the recognition in profit or loss depends on the nature of the hedge relationship.

A derivative with a positive fair value is recognised as a financial asset whereas a derivative with a negative fair value is recognised as a financial liability. Derivatives are not offset in the financial statements. A derivative is presented as a non-current asset or non-current liability if the remaining maturity of the instrument is more than 12 months and it is not expected to be realised or settled within 12 months. Other derivatives are presented as current assets or current liabilities.

Hedge accounting

The Group designates certain derivatives as hedging instruments in respect of interest rate risk in cash flow hedges.

At the inception of the hedge relationship, the Group documents the relationship between the hedging instrument and the hedged item, along with its risk management objectives and its strategy for undertaking various hedge transactions. Furthermore, at the inception of the hedge and on an ongoing basis, the Group documents whether the hedging instrument is effective in offsetting changes in fair value or cash flows of the hedged item attributable to the hedged risk, which is when the hedging relationships meet all of the following hedge effectiveness requirements;

- There is an economic relationship between the hedged item and the hedging instrument;
- The effect of credit risk does not dominate the value changes that result from that economic relationships; and
- The hedged ratio of the hedging relationship is the same as that resulting from the quantity of the hedged item that the Group actually hedges and the quantity of the hedging instrument that the Group actually uses to hedge that quantity of hedged item.

Interest rate benchmark reform

When the basis of determining the contractual cash flows of a financial asset or financial liability measured at amortised cost changed as a result of interest rate benchmark reform (IBOR reform), the Group first updated the effective interest rate of the financial asset or financial liability to reflect the change that is required by IBOR reform. If there were any other additional changes, the Group applied the policies on accounting for modifications to those changes.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Hedges directly affected by IBOR reform

When the basis for determining the contractual cash flows of the hedged item or hedging instrument changes as a result of IBOR reform and therefore there is no longer uncertainty arising about the cash flows of the hedged item or the hedging instrument, the Group amends the hedge documentation of that hedging relationship to reflect the changes required by IBOR reform. For this purpose, the hedge designation is amended once the following changes:

- designating an alternative benchmark rate as the hedged risk;
- updating the description of the hedged item, including the description of the designated portion of the cash flows or fair value being hedged

The Group amends the formal hedge documentation by the end of the reporting period during which a change required by IBOR reform is made to the hedged risk, hedge item or hedging instrument. These amendments in the formal hedge documentation do not constitute the discontinuation of the hedging relationship or the designation of a new hedging relationship.

If changes are made in addition to those changes required by IBOR reform, then the Group first considers whether those additional changes result in the discontinuation of the hedge accounting relationship. If the additional changes do not result in the discontinuation of the hedge accounting relationship, then the Group amends the formal hedge documentation for changes required by IBOR reform as mentioned above.

When the interest rate benchmark on which the hedged future cash flows had been based is changed as required by IBOR reform, for the purpose of determining whether the hedged future cash flows are expected to occur, the Group deems that the hedging reserve recognised in OCI for that hedging relationship is based on the alternative benchmark rate on which the hedged future cash flows will be based.

Cash flow hedges

The effective portion of changes in the fair value of derivatives and other qualifying hedging instruments that are designated and qualified as cash flow hedges is recognised in other comprehensive income.

The Group designates only the change in fair value of the spot element of interest rate swap as the hedging instrument in cash flow hedging relationships. The change in fair value of the forward element of interest rate swap is recognised in a cash flow hedging reserve within equity.

For all other hedged forecast transactions, the amount accumulated in the cash flow hedging reserve is reclassified to profit or loss in the same period or periods during which the hedged expected future cash flows affect profit or loss.

If the hedge no longer meets the criteria for hedge accounting or the hedging instrument is sold, expired, is terminated or is exercised, then hedge accounting is discontinued prospectively. When hedge accounting for cash flow hedges is discontinued, the amount that has been accumulated in the cash flow hedging reserve remains in equity until, for a hedge of a transaction resulting in the recognition of a non-financial item, it is included in the non-financial item's cost on its initial recognition or, for other cash flow hedges, it is reclassified to profit or loss in the same period or periods as the hedged expected future cash flows affect profit or loss.

If the hedged future cash flows are no longer expected to occur, then the amounts that have been accumulated in the cash flow hedging reserve are immediately reclassified to profit or loss.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

(d) Cash and cash equivalents

Cash and cash equivalents comprise cash, cash at banks being types of current accounts, saving accounts and fixed accounts not exceeding 3 months, excluding cash at banks used as collateral, and highly liquid short-term investments with original maturities of three months or less.

(e) Trade and other current receivables

Trade and other current receivables are stated at cost less allowance for expected credit losses.

The allowance for expected credit losses has disclosed in Note 7.

(f) Inventories

Inventories comprise mobile phones, sim cards and spare parts used for repairs and services.

Inventories are stated at the lower of cost and net realisable value. The Group's and the Company's cost of inventories are calculated by using moving weighted average method.

Cost comprises all costs of purchase, costs of conversion and other costs incurred in bringing the inventories to their present location and condition.

Net realisable value is the estimated selling price in the ordinary course of business less the estimated costs to complete and to make the sale.

(g) Investments

Investments in subsidiaries, associates and joint ventures

Investments in subsidiaries in the separate financial statements of the Company and investments in associates and joint ventures in the consolidated and separate financial statements are accounted for using the equity method.

Investments in fixed deposit at banks

Fixed deposit at bank is classified as part of current investment with maturities over three months, not exceeding one year.

(h) Property, plant and equipment

Recognition and measurement

Owned assets

Property is stated at cost less allowance for impairment (if any).

Plant and equipment are stated at cost less accumulated depreciation and allowance for impairment loss.

Cost includes expenditure that is directly attributable to the acquisition of the asset. The cost of self-constructed assets includes the cost of materials and direct labour, any other costs directly attributable to bringing the assets to a working condition for their intended use, the costs of dismantling and removing the items and restoring the site on which they are located, and capitalised borrowing costs. Purchased software that is integral to the functionality of the related equipment is capitalised as part of that equipment.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

When parts of an item of property, plant and equipment have different useful lives, they are accounted for as separate items for each major components of property, plant and equipment.

Gains or losses on disposal of an item of property, plant and equipment are determined by comparing the proceeds from disposal with the carrying amount of property, plant and equipment, and are recognised net in the statement of profit or loss.

Subsequent costs

The cost of replacing a part of an item of property, plant and equipment is recognised in the carrying amount of the item if it is probable that the future economic benefits embodied within the part will flow to the Group and the Company, and its cost can be measured reliably. The carrying amount of the replaced part is derecognised. The costs of the day-to-day servicing of property, plant and equipment are recognised in the statement of profit or loss as incurred.

Depreciation

Depreciation is calculated based on the depreciable amount, which is the cost of plant and equipment, or other amount substituted for cost, less its residual value.

Depreciation is recognised in the statement of profit or loss on a straight-line basis over the estimated useful lives of each component of an item of property, plant and equipment. The estimated useful lives are as follows:

Buildings and building improvements	5 - 30	years
Leasehold building improvements	5, 10	years
Computer, tools and equipment	3 - 30	years
Furniture, fixtures and office equipment	2 - 20	years
Vehicles	5	years

The Group and the Company have no depreciation provided on freehold land and assets under construction and installation.

Depreciation methods, useful lives and residual values are reviewed at each financial year-end and adjusted if appropriate.

(i) *Right-of-use assets and Lease liabilities*

The Group and the Company as lessee

The Group and the Company assess whether a contract is or contains a lease, at inception of the contract. The Group and the Company recognise a right-of-use asset and corresponding lease liability with respect to all lease arrangements in which it is the lease, except for short-term leases (defined as leases with a lease term of 12 months or less) and leases of low value assets. For these leases, the Group and the Company recognise the lease payments as an operating expense on a straight-line basis over the term of the lease unless another systematic basis is more representative of the time pattern in which economic benefits from the leased assets are consumed.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted by using the rate implicit in the lease. If this rate cannot be readily determined, the Group and the Company use its incremental borrowing rate.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Lease payments included in the measurement of the lease liability comprise:

- Fixed lease payments (including in-substance fixed payments), less any lease incentives receivable;
- Variable lease payments that depend on an index or rate, initially measured using the index or rate at the commencement date;
- The amount expected to be payable by the lease under residual value guarantees;
- The exercise price of purchase options, if the lease is reasonably certain to exercise the options; and
- Payments of penalties for terminating the lease, if the lease term reflects the exercise of an option to terminate the lease.

The lease liability is presented as a separate line in the consolidated statement of financial position and the separate statement of financial position.

The lease liability is subsequently measured by increasing the carrying amount to reflect interest on the lease liability (using the effective interest method) and by reducing the carrying amount to reflect the lease payments made.

The Group and the Company remeasure the lease liability (and make a corresponding adjustment to the related right-of-use asset) whenever:

- The lease term has changed or there is a significant event or change in circumstances resulting in a change in the assessment of exercise of a purchase option, in which case the lease liability is remeasured by discounting the revised lease payments using a revised discount rate.
- The lease payments change due to changes in an index or rate or a change in expected payment under a guaranteed residual value, in which cases the lease liability is remeasured by discounting the revised lease payments using an unchanged discount rate (unless the lease payments change is due to a change in a yield interest rate, in which case a revised discount rate is used).
- A lease contract is modified and the lease modification is not accounted for as a separate lease, in which case the lease liability is remeasured based on the lease term of the modified lease by discounting the revised lease payments using a revised discount rate at the effective date of the modification.

The right-of-use assets comprise the initial measurement of the corresponding lease liability, lease payments made at or before the commencement day, less any lease incentives received and any initial direct costs. They are subsequently measured at cost less accumulated depreciation and impairment losses.

Whenever the Group and the Company incur an obligation for costs to dismantle and remove a leased asset, restore the site on which it is located or restore the underlying asset to the condition required by the terms and conditions of the lease, a provision is recognised and measured under TAS 37. To the extent that the costs relate to a right-of-use asset, the costs are included in the related right-of-use asset, unless those costs are incurred to produce inventories.

Right-of-use assets are depreciated over the shorter period of lease term and useful life of the underlying asset. If a lease transfers ownership of the underlying asset or the cost of the right-of-use asset reflects that the Group and the Company expect to exercise a purchase option, the related right-of-use is depreciated over the useful life of the underlying asset. The depreciation starts at the commencement date of the lease.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Depreciation of right-of-use assets is calculated by reference to their costs on a straight-line basis over the shorter of the lease term and the estimated useful lives as follows:

Land and Buildings	1 - 11	years
Spectrum Licenses	6	years
Leasehold for Towers	9	years
Equipment for Telecom	1 - 24	years
Office Buildings	1 - 5	years
Vehicles	1 - 5	years
Computer and Computer Equipment	3	years

The right-of-use assets are presented as a separate line in the consolidated statement of financial position and the separate statement of financial position.

The Group and the Company applied TAS 36 to determine whether a right-of-use asset is impaired and accounts for any identified impairment loss as described in the “Property, Plant and Equipment” policy.

Variable rents that do not depend on an index or rate are not included in the measurement of the lease liability and the right-of-use asset. The related payments are recognised as an expense in the period in which the event or condition that triggers those payments occurs and are included in the line “Other expenses” in profit or loss.

As a practical expedient, TFRS 16 permits a lessee not to separate non-lease components, and instead account for any lease and associated non-lease components as a single arrangement. The Group and the Company have used this practical expedient.

The Group as lessor

The Group enters into lease agreements as a lessor with respect to some of space and equipment.

Leases for which the Group is a lessor are classified as finance or operating leases. Whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessee, the contract is classified as a finance lease. All other leases are classified as operating leases.

When the Group is an intermediate lessor, it accounts for the head lease and the sub-lease as two separate contracts. The sub-lease is classified as a finance lease or operating lease by reference to the right-of-use asset arising from the head lease.

Rental income from operating leases is recognised on a straight-line basis over the term of the relevant lease. Initial direct costs incurred in negotiating and arranging an operating lease are added to the carrying amount of the leased asset and recognised on a straight-line basis over the lease term.

Amounts due from lessees under finance leases are recognised as receivables at the amount of the Group’s net investment in the leases. Finance lease income is allocated to accounting periods so as to reflect a constant periodic rate of return on the Group net investment outstanding in respect of the leases.

When a contract includes both lease and non-lease components, the Group applies TFRS 15 to allocate the consideration under the contract to each component.

Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

(j) Intangible assets

Goodwill

Goodwill that arises upon the acquisition of subsidiaries is included in intangible assets. The measurement of goodwill at initial recognition is described in Note 4(a). Subsequent to initial recognition, goodwill is measured at cost less impairment losses. In respect of equity-accounted investees, the carrying amount of goodwill is included in the carrying amount of the investment.

Spectrum licenses

Spectrum licenses are measured at the cash equivalent price based on the present value of the installments. The difference between the total payment to be made and the cash equivalent price is recognised as finance cost over the license fee payment period, with the cost being amortised starting on the effective date of the license.

Other intangible assets

Other intangible assets are consist of customer relationship, customer contracts, fibre optics licenses and software licenses which are acquired by the Group and the Company, which have finite useful lives, are measured at cost less accumulated amortisation and impairment losses (if any).

Subsequent expenditure

Subsequent expenditure is capitalised only when it increases the future economic benefits embodied in the specific asset to which it relates. All other expenditure, including expenditure on internally generated goodwill and brands, is recognised in the statement of profit or loss.

Amortisation

Amortisation is based on the cost of the asset, or other amount substituted for cost, less its residual value.

Amortisation is recognised in the statement of profit or loss on a straight-line basis over the estimated useful lives of intangible assets, other than goodwill, from the date that they are available for use, since this most closely reflects the expected pattern of consumption of the future economic benefits embodied in the asset.

The estimated useful lives are as follows:

Spectrum licenses	Over the license period
Customer relationships	5 – 8 years
Customer contracts	5 years
Fibre optics licenses	Over the remaining agreement period
Software licenses	3 - 10 years

The Group and the Company have no amortisation provided on assets under installation.

Amortisation methods, useful lives and residual values are reviewed at each financial year-end and adjusted if appropriate.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

(k) *Other assets*

Deferred charges

Deferred charges represent international circuit and cost of motion picture production, and are stated at cost less accumulated amortisation and impairment losses (if any).

Amortisation

Amortisation is based on the cost of the asset, or other amount substituted for cost, less its residual value.

Amortisation is recognised in the statement of profit or loss on a straight-line basis over the estimated useful lives of intangible assets, other than goodwill, from the date that they are available for use, since this most closely reflects the expected pattern of consumption of the future economic benefits embodied in the asset. The estimated useful lives are as follows:

International circuit	Over the agreement period
Cost of motion picture production	Over the agreement period

(l) *Impairment*

The carrying amounts of the Group's and the Company's assets are reviewed at the end of the reporting period to determine whether there is any indication of impairment. If any such indication exists, the assets' recoverable amounts are estimated. For goodwill and intangible assets that have indefinite useful lives or are not yet available for use, the recoverable amount is estimated each year at the same time.

An impairment loss is recognised if the carrying amount of an asset or its cash-generating unit exceeds its recoverable amount. The impairment loss is recognised in the statement of profit or loss.

Calculation of recoverable amount

The recoverable amount of a non-financial asset is the greater of the assets' value in use or fair value less costs to sell. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. For an asset that does not generate cash inflows largely independent of those from other assets, the recoverable amount is determined for the cash-generating unit to which the asset belongs.

Reversals of impairment

An impairment loss in respect of goodwill is not reversed.

An impairment loss in respect of a financial asset is reversed if the subsequent increase in recoverable amount can be related objectively to an event occurring after the impairment loss was recognised in the statement of profit or loss.

Impairment losses recognised in prior periods in respect of other non-financial assets are assessed at the end of the reporting period for any indications that the loss has decreased or no longer exists. An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

(m) Interest-bearing liabilities

Interest-bearing liabilities are recognised initially at fair value less attributable transaction charges. Subsequent to initial recognition, interest-bearing liabilities are stated at amortised cost with any difference between cost and redemption value being recognised in the statement of profit or loss over the period of the borrowings on an effective interest basis.

(n) Trade and other current payables

Trade and other current payables are stated at cost.

(o) Employee benefits

Provident fund

The Group and the Company had a provident fund which is a defined contribution plan. The fund's asset of the provident fund is separated from the Group's and the Company's asset and has been managed by a licensed fund manager. The provident fund receives a cash contribution from employee and the related Group and the Company. The contribution expenditure of the provident fund is recognised as expense in the statement of profit or loss of the reporting period that transaction occurred.

Post-employment benefit and long-term service award

The provision in respect of post-employment benefits that provide compensation according to labour law and long-term service award are recognised in the Group's and the Company's financial statements based on calculations by a qualified actuary using the projected unit credit method.

The Group and the Company recognised all gains (losses) on remeasurements of defined benefit plans arising from provisions for employee benefit in statement of profit or loss and other comprehensive income and all expenses related to provisions for employee benefit in the statement of profit or loss.

Termination benefits

Termination benefits are recognised as an expense in the statement of profit or loss when the Group and the Company are committed demonstrably, without realistic possibility of withdrawal, to a formal detailed plan to either terminate employment before the normal retirement date, or to provide termination benefits as a result of an offer made to encourage voluntary redundancy or the Group and the Company have made an offer of voluntary redundancy, it is probable that the offer will be accepted, and the number of acceptances can be estimated reliably. If benefits are payable more than 12 months after the end of the reporting period, then they are discounted to their present value.

Short-term employee benefits

Short-term employee benefit obligations are measured on an undiscounted basis and are recognised as an expense in the statement of profit or loss as the related service is provided.

A liability is recognised for the amount expected to be paid under short-term cash bonus or profit sharing plans if the Group and the Company have a present legal or constructive obligation to pay this amount as a result of past service provided by the employee, and the obligation can be estimated reliably.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

(p) Provisions

A provision is recognised if, as a result of a past event, the Group and the Company have a present legal or constructive obligation that can be estimated reliably, and it is probable that an outflow of economic benefits will be required to settle the obligation. Provisions are determined by discounting the expected future cash flows at a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The unwinding of the discount is recognised as finance cost.

(q) Recognition of revenue and expense

Revenue recognition

Revenue is measured at the fair value of the standalone selling price of each performance obligation in contracts.

Revenue from sale of goods is recognised in the statement of profit or loss when control is passed to the buyer.

Revenue from rendering of services from providing internet and other services is recognised when the services are transferred to customers.

Revenue from design contract and installation of internet network, computer and communication ("ICT") is recognised based on the percentage of completion at the end of reporting period and in the period which the services were provided.

Revenue from contracts with multiple elements are allocated by fair value of standalone selling price in each performance obligation. In case of contracts have both obligations to perform at point of time and overtime, difference from revenue recognition and performance obligations at the beginning of contracts is recognised as contract assets or contract liabilities and recognised over the contracts periods.

Contract assets are stated at net book value after allowance for terminated contracts.

Allowance for terminated contracts is primarily assessed on analysis of payment histories, future expectations of customer payments and cancellation contracts history. Contract assets will be written off when contracts are cancelled.

Costs of obtaining a contract

Cost of obtaining the contract is the commission paid to acquire the contract with the customers. It is recorded as an asset stated at net book value after allowance for impairment (if any) and recognised as an expense systematically over the contract periods in accordance with the revenue recognition from contracts. In case of costs of obtaining a contract's amortisation period is less than 1 year, the Group and the Company will recognise costs of obtaining a contract as expenses when incurred.

Rental income

Rental income from rental equipment is recognised in the statement of profit or loss and on a straight-line basis over the term of the lease. Lease incentives granted are recognised as an integral part of the total rental income.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Interest income

Interest income is recognised in the statement of profit or loss on the accrual basis.

Expense

Expense is recognised in the statement of profit or loss on the accrual basis.

(r) Finance costs

Finance costs comprise interest expense on borrowings, unwinding of the discount on provisions and contingent consideration, fair value losses on financial assets at fair value through the statement of profit or loss, impairment losses recognised on financial assets (other than trade receivables), and losses on hedging instruments that are recognised in the statement of profit or loss.

Borrowing costs that are not directly attributable to the acquisition, construction or production of a qualifying asset are recognised in the statement of profit or loss using the effective interest method.

(s) Tax expenses

Tax expense for the year comprises current and deferred tax. Current and deferred tax are recognised in the statement of profit or loss except to the extent that they relate to a business combination, or items recognised directly in shareholders' equity or in other comprehensive income.

Current tax is the expected tax payable or receivable on the taxable income or loss for the year, using tax rates enacted and any tax adjustment items in respect of previous years.

Deferred tax is recognised in respect of temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes. Deferred tax is not recognised for the following temporary differences: the initial recognition of goodwill; the initial recognition of assets or liabilities in a transaction that is not a business combination and that affects neither accounting nor taxable profit or loss; and differences relating to investments in subsidiaries to the extent that it is probable that they will not reverse in the foreseeable future.

The measurement of deferred tax reflects the tax consequences that would follow the manner in which the Group and the Company expect, at the end of the reporting period, to recover or settle the carrying amount of its assets and liabilities.

Deferred tax is measured at the tax rates that are expected to be applied to the temporary differences when they adjust, using tax rates enacted or substantively enacted at the end of the reporting period.

In determining the amount of current and deferred tax, the Group and the Company take into account the impact of uncertain tax positions and whether additional taxes and interest may be due. The Group and the Company believe that its accruals for tax liabilities are adequate for all open tax years based on its assessment of many factors, including interpretations of tax law and prior experience. This assessment relies on estimates and assumptions and may involve a series of judgements about future events. New information may become available that causes the Group and the Company to change its judgement regarding the adequacy of existing tax liabilities; such changes to tax liabilities will impact tax expense in the reporting period that such a determination is made.

Deferred tax assets and liabilities are offset if there is a legally enforceable right to offset current tax liabilities and assets, and they relate to income taxes levied by the same tax authority on the same taxable entity, or on different tax entities, but they intend to settle current tax liabilities and assets on a net basis or their tax assets and liabilities will be realised simultaneously.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Deferred tax assets are recognised to the extent that it is probable that future taxable profits will be available against which the temporary differences can be utilised. Deferred tax assets are reviewed at the end of the reporting period and reduced to the extent that it is no longer probable that the related tax benefit will be realised.

(t) *Earnings per share*

The Group and the Company present basic and diluted earnings per share (EPS) data for its ordinary shares. Basic EPS is calculated by dividing the profit or loss attributable to ordinary shareholders of the Group and the Company by the weighted average number of ordinary shares outstanding during the year, adjusted for own shares held. Diluted EPS is determined by adjusting the profit or loss attributable to ordinary shareholders and the weighted average number of ordinary shares outstanding adjusted with own shares held and the effects of all dilutive potential ordinary shares, which comprise convertible notes and share options granted to employees.

(u) *Segment financial information*

Segment results that are reported to the Group's chief operating decision maker include items directly attributable to a segment as well as those that can be allocated on a reasonable basis.

(v) *Use of management's judgement*

The preparation of financial statements in conformity with Thai Financial Reporting Standards ("TFRSs") also requires the Group's and the Company's management to exercise judgments in order to determine the accounting policies, estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the end of the reporting period and the reported amounts of revenue and expense during the year. Although these estimates are based on management's reasonable consideration of current events, actual results may differ from these estimates.

Significant judgements in applying accounting policies are as follows:

The recognition cost of assets and depreciation method

Recognition of cost of assets incurred as part of the carrying amount of property, plant and equipment and intangible assets ended when the management has determined that the assets are in a working condition for their intended use of the management. Moreover, the accounting policies regarding to depreciation methods and estimated useful life of the asset requires management's judgments to be reviewed each financial year.

Impairment

The Group shall assess the assets balance at the statement of financial position whether there is any indication that an asset may be impaired. If any such indication exists, the Group shall estimate the recoverable amount of the asset.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Recognition of deferred tax assets associated with tax losses carryforward

Deferred tax assets are recognised to the extent that it is probable that it will be utilised in the future and the Company has assessed it to be probable that the Company will generate taxable income sufficient to fully utilise the tax losses that exist.

Significant commercial disputes and litigations

Item required to use management judgement in provision estimation from significant disputes and litigations because the outcome of litigations has not been finalised.

(w) Fair value measurements

Fair value is the price that would be received from selling an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date, regardless of whether that price is directly observable or estimated using another valuation technique. In estimating the fair value of an asset or a liability, the Group and the Company take into account the characteristics of the asset or liability if market participants would take those characteristics into account when pricing the asset or liability at the measurement date. Fair value for measurement and/or disclosure purposes in these financial statements are determined on such basis.

In addition, fair value measurements are categorised into Level 1, 2 or 3 based on the degree to which the inputs to the fair value measurements are observable and the significance of the inputs to the fair value measurement in its entirety, which are described as follows:

- Level 1 inputs are quoted prices (unadjusted) in active markets for identical assets or liabilities that the entity can access at the measurement date.
- Level 2 inputs are inputs, other than quoted prices included within Level 1, which are observable for the asset or liability, either directly or indirectly.
- Level 3 inputs are unobservable inputs for the asset or liability.

4. Acquisition of a subsidiary

Investment in Triple T Broadband Public Company Limited

In November 2023, Advanced Wireless Network Company Limited (“AWN”), a subsidiary of the Company, acquired 99.87% of share capital, amounting to Baht 16,500 million, in Triple T Broadband Public Company Limited (“TTTBB”) from Acumen Company Limited (“Acumen”) to invest in the broadband internet business. The investment is classified as an investment in subsidiary and has been approved by The National Broadcasting and Telecommunications Commission (“NBTC”). In addition, Acumen has pledged an escrow deposit account amounting to Baht 900 million to cover any liabilities from lawsuits that may arise within 3 years from the date of acquisition.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Details of the provisional identifiable net assets acquired on the acquisition date are summarised below;

Provisional identifiable assets acquired and liabilities assumed

	<i>(in million Baht)</i>
Cash and cash equivalents	473
Trade accounts receivable	302
Other accounts receivable	176
Inventory	351
Other current assets	462
Property, plant and equipment – net	28,719
Right-of-use assets – net	66,346
Customer relationships	852
Software licenses - net	4
Other non-current assets	220
Other current liabilities	(3,394)
Loans from the financial institution and debenture	(4,766)
Lease liabilities	(78,854)
Deferred tax liability from the fair-value adjustments	(1,646)
Provisions for employee benefit	(627)
Other non-current liabilities	(1,398)
Total net provisional identifiable assets	7,220
Provisional net assets acquired by the Group (99.87%)	7,211
Consideration transferred	16,500
Provisional goodwill	9,289

The fair value of net assets acquired, and the allocation of the purchase price have been provisionally determined by the management of the Group and is subject to potential amendment. The Group engaged an independent appraiser to determine the fair values of identifiable assets acquired and liabilities assumed from the business acquisitions. However, the valuation has not been completed.

In accordance with TFRS 3, the management is required to make a preliminary assessment of the fair values of net assets acquired as at the acquisition date. During the measurement period, which must not exceed one year from the acquisition date, the acquirer shall retrospectively adjust the provisional amounts recognised at the acquisition date to reflect new information obtained about facts and circumstances that existed as of the acquisition date. Finalisation of the fair values of the business acquisition is dependent on completion of the purchase price allocation exercise.

During the period from acquisition date to 31 December 2023, the business contributed revenue of Baht 2,185 million and net loss of Baht 452 million to the Group's results. If the acquisition had occurred on 1 January 2023, the consolidated revenue would have increased by Baht 17,407 million and consolidated loss for the year would have amounted by Baht 2,540 million.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

5. CASH AND CASH EQUIVALENTS

Cash and cash equivalents as at December 31, are as follows:

	Notes	Consolidated financial statements		Unit: Million Baht Separate financial statements	
		2023	2022	2023	2022
Cash on hand		10	15	1	1
Cash at bank - current accounts	32	4,873	2,230	6	2
Cash at bank - savings accounts	32	10,281	7,748	323	494
Cash at bank - fixed accounts not exceeding 3 months		137	1	-	-
		15,301	9,994	330	497
Less Specifically - designated bank deposits	6	(557)	(980)	-	-
Total		14,744	9,014	330	497

As at December 31, 2023, the effective interest rate of the Group and the Company on cash and cash equivalents are 0.00% - 2.00% and 0.04% - 2.00% per annum, respectively (as at December 31, 2022: 0.05% - 1.00% and 0.05% - 1.00% per annum, respectively).

6. SPECIFICALLY-DESIGNATED BANK DEPOSITS

In order to comply with the Notification of the Bank of Thailand applicable to the electronic cash card business, the subsidiaries held deposits at call with banks not less than to the subsidiaries' outstanding balance of advance received from customers which cannot be used for other purposes apart from payments to service providers in the consolidated financial statements as at December 31, 2023 amounting to Baht 557 million (as at December 31, 2022 : amounting to Baht 980 million).



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

7. TRADE AND OTHER CURRENT RECEIVABLES

Trade and other current receivables as at December 31, are as follows:

	Notes	Consolidated financial statements		Unit: Million Baht Separate financial statements	
		2023	2022	2023	2022
Trade receivables					
Related parties	31				
Trade receivables		269	97	51	45
Accrued income		39	36	220	-
		<u>308</u>	<u>133</u>	<u>271</u>	<u>45</u>
Other parties					
Trade receivables		14,042	11,169	10	101
Accrued income		6,981	6,835	-	-
		<u>21,023</u>	<u>18,004</u>	<u>10</u>	<u>101</u>
Total trade receivables		<u>21,331</u>	<u>18,137</u>	<u>281</u>	<u>146</u>
<u>Less</u> Allowance for expected credit losses		<u>(1,975)</u>	<u>(1,723)</u>	<u>(9)</u>	<u>(93)</u>
Trade receivables - net		<u>19,356</u>	<u>16,414</u>	<u>272</u>	<u>53</u>
Other current receivables					
Prepaid expense		1,156	1,277	21	39
Account receivables - cash card/ refill on mobile		5	28	-	-
Value-added tax receivable		297	153	-	-
Others	31	<u>529</u>	<u>30</u>	<u>541</u>	<u>191</u>
Total other current receivables		<u>1,987</u>	<u>1,488</u>	<u>562</u>	<u>230</u>
Total trade and other current receivables		<u>21,343</u>	<u>17,902</u>	<u>834</u>	<u>283</u>



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Aging analysis for trade receivables are as follows:

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Related parties				
Current - overdue 3 months	270	107	270	45
Overdue 3 - 6 months	13	17	-	-
Overdue 6 - 12 months	3	4	-	-
Overdue over 12 months	22	5	1	-
	<u>308</u>	<u>133</u>	<u>271</u>	<u>45</u>
Other parties				
Current - overdue 3 months	19,007	16,414	-	-
Overdue 3 - 6 months	781	775	-	-
Overdue 6 - 12 months	593	406	-	-
Overdue over 12 months	642	409	10	101
	<u>21,023</u>	<u>18,004</u>	<u>10</u>	<u>101</u>
<u>Less</u> Allowance for expected credit losses	<u>(1,975)</u>	<u>(1,723)</u>	<u>(9)</u>	<u>(93)</u>
	<u>19,048</u>	<u>16,281</u>	<u>1</u>	<u>8</u>
Trade receivables - net	<u>19,356</u>	<u>16,414</u>	<u>272</u>	<u>53</u>

The normal credit term granted by the Group and the Company ranges from 14 days to 120 days.

The following table shows the movement in lifetime expected credit losses that has been recognised for trade receivables by collectively assessed in accordance with the simplified approach set out in TFRS 9.

		Consolidated financial statements		Unit: Million Baht Separate financial statements	
	Note	2023	2022	2023	2022
Balance as at January 1,		(1,723)	(1,677)	(93)	(95)
Additions from acquisition of business	4	(761)	-	-	-
(Provision)/reversal for expected credit losses		(2,052)	(2,182)	4	-
Amounts written off		2,398	1,927	80	2
Amounts recovered		163	209	-	-
Balance as at December 31,		<u>(1,975)</u>	<u>(1,723)</u>	<u>(9)</u>	<u>(93)</u>

8. CONTRACT ASSETS

Contract assets as at December 31 are as follows: (Separate financial statements : nil)

	Unit: Million Baht Consolidated financial statements	
	2023	2022
Current assets		
Sales of device and monthly service contract	855	2,301
<u>Less</u> Allowance for expected credit losses	<u>(44)</u>	<u>(178)</u>
Contract assets - net	<u>811</u>	<u>2,123</u>
(Reversal of) loss on termination of contract assets for the year ended December 31,	<u>(106)</u>	<u>35</u>



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Contract assets are from sales of devices and monthly service contracts with customers. The contract assets arise from price allocations to device sales which are recognised as revenues at the point in time when the Group transfers control of the device to customers. Contract assets will decrease as monthly service payments are received. Monthly network services are recognised as revenues over time or a percentage of completion basis.

Contract assets in respect of contracts which are terminated or expected to be terminated before the end of the contract period are reduced and recognised as losses from terminated contracts.

The following table shows the movement in lifetime expected credit losses that has been recognised for contract assets in accordance with the simplified approach set out in TFRS 9 (Separate financial statements : nil).

	Unit: Million Baht	
	Consolidated	
	financial statements	
	2023	2022
Balance as at January 1,	(178)	(280)
Reversal of provision for expected credit losses	134	102
Balance as at December 31,	<u>(44)</u>	<u>(178)</u>

9. INVENTORIES

Inventories as at December 31, are as follows:

	Unit: Million Baht	
	Consolidated	
	financial statements	
	2023	2022
Finished goods	3,597	3,646
Spare parts for network maintenance	550	193
Inventories - net	<u>4,147</u>	<u>3,839</u>

The Group recognised (reversal of) expense and expenses in respect of allowance for obsolescence and decline in value of inventory for the year ended December 31, 2023 and 2022 in consolidated financial statements of Baht 17 million and Baht 10 million, respectively (Separate financial statements: nil).



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

10. INVESTMENTS IN SUBSIDIARIES

Movements in investments in subsidiaries for the years ended December 31, are as follows:

	Unit: Million Baht	
	Separate	
	financial statements	
	2023	2022
Subsidiaries		
Balance as at January 1,	42,959	37,354
Dividends received during the years	(3,841)	(20,725)
Share of profit of subsidiaries accounted for using equity method	28,102	25,521
Share of other comprehensive income of subsidiaries accounted for using equity method	285	808
Acquisition of investment in subsidiary	1	1
As at December 31,	67,506	42,959

Acquisition of investments in subsidiaries

AIS Broadband Company Limited

On May 8, 2023, the Board of Directors of the Company passed a resolution to approve the establishment of AIS Broadband Company Limited. as a new holding company. The registered capital is 10,000 ordinary shares with a par value of Baht 100 each, totaling Baht 1 million. The Company invested Baht 999,800 or 99.98% in the new subsidiary. The subsidiary has already registered its receipt of share subscription with the Department of Business Development, the Ministry of Commerce on May 15, 2023.

AIS DC Venture Co., Ltd.

On June 9, 2022, the Board of Directors of the Company passed a resolution to approve the establishment of AIS DC Venture Co., Ltd. as a new holding company. The registered capital is 10,000 ordinary shares with a par value of Baht 100 each, totalling Baht 1 million. The Company invested Baht 999,700 or 99.97% in the new subsidiary. The subsidiary has already registered its receipt of share subscription with the Department of Business Development, the Ministry of Commerce on June 30, 2022.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Investments in subsidiaries as at December 31 and dividend received for the years then ended, are as follows:

	Unit : Million Baht									
	Ownership interest		Paid-up capital		Separate financial statements Cost		Investment as equity method		Dividend received for the years	
	2023 %	2022 %	2023	2022	2023	2022	2023	2022	2023	2022
Subsidiaries										
Advanced Contact Center Company Limited	99.99	99.99	272	272	811	811	436	474	156	275
Digital Phone Company Limited	98.55	98.55	914	914	10,226	10,226	4,208	4,184	-	-
Advanced Magic Card Company Limited	99.99	99.99	250	250	250	250	279	277	-	-
Advanced Mpay Company Limited	99.99	99.99	300	300	336	336	1,322	894	768	934
AIN GlobalComm Company Limited	99.99	99.99	100	100	100	100	116	117	-	-
Advanced Wireless Network Company Limited	99.99	99.99	1,350	1,350	1,485	1,485	46,197	29,488	-	9,953
Super Broadband Network Company Limited	99.99	99.99	300	300	300	300	2,946	1,979	2,844	3,603
AIS Digital Life Company Limited	99.99	99.99	50	50	50	50	(200)	(140)	-	-
Fax Lite Company Limited	99.98	99.98	1	1	1	1	8,997	3,790	-	3,695
MIMO Tech Company Limited	99.99	99.99	50	50	50	50	2,868	1,568	-	2,265
Advanced Broadband Network Company Limited	99.99	99.99	100	100	100	100	299	260	28	-
Advanced Digital Distribution Company Limited	99.99	99.99	5	5	5	5	25	23	5	-
LearnDi Company Limited	99.99	99.99	1	1	1	1	28	48	40	-
AIS DC Venture Company Limited	99.97	99.97	1	1	1	1	(16)	(3)	-	-
AIS Broadband Company Limited	99.98	-	1	-	1	-	1	-	-	-
Total					<u>13,717</u>	<u>13,716</u>	<u>67,506</u>	<u>42,959</u>	<u>3,841</u>	<u>20,725</u>



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

11. INVESTMENTS IN ASSOCIATES AND JOINT VENTURES

Movements in investment in associates in the consolidated and separate financial statements for the years ended December 31, are as follows:

	Unit: Million Baht	
	Consolidated	
	financial statements	
	2023	2022
As at January 1,	423	35
Share of profit of associates accounted for using equity method	131	12
Acquisition of investments in associates	11,907	376
Capital reduction of investments in associate	(243)	-
As at December 31,	12,218	423

	Separate	
	financial statements	
	2023	2022
As at January 1,	-	-
Share of profit of associate accounted for using equity method	144	-
Acquisition of investment in associate	11,871	-
Capital reduction of investment in associate	(243)	-
As at December 31,	11,772	-

Acquisition of investment in associates

During the year ended December 31, 2023, Advanced Info Service Public Company Limited ("The Company") invested in the following associates:

- On November 15, 2023, the Company invested at a total of 1,520 million units, equivalent to 19% of total units of Jasmine Broadband Internet Infrastructure Fund ("JASIF"), totalling Baht 11,871 million.
- On December 6, 2023, the Company received the capital reduction of JASIF, totalling Baht 243 million. As at December 31, 2023, the Company held 19% of JASIF's shares.

During the year ended December 31, 2022, AIS Digital Life Company Limited ("ADL"), ADL invested in the following associates:

- Choco Card Enterprise Company Limited ("CHOCO") at a total of 12,782 shares, equivalent to 21.71% of the total paid-up shares of CHOCO, totalling Baht 178 million in July 2022. In October 2022, CHOCO issued additional 11,936 ordinary shares at par value of Baht 100 per share. All additional shares were subscribed by all other shareholders except ADL, bringing ADL's total interest in from 21.71% to 17.35%. However, there was no change in ADL's rights in CHOCO, so CHOCO remains as an associate of ADL.
- Data Farm Co., Ltd. ("DTFARM") at a total of 16,670 shares, equivalent to 25% of the total paid-up shares of DTFARM, totalling Baht 29 million in July 2022.
- Swift Dynamics Company Limited ("SWD") at a total of 6,000 shares, equivalent to 16.67% of the total paid-up shares of SWD, totalling Baht 32 million in July 2022.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

On August 19, 2022, AIS DC Venture Co., Ltd. (“AISDC”), a subsidiary, entered into an agreement with Gulf Infrastructure Co., Ltd. and ST Dynamo TH Pte Ltd., to invest in GSA Data Centre Co., Ltd. (“GSADC”). The registered capital of GSADC is 10,000 ordinary shares with a par value of Baht 100 each, totalling Baht 1 million. AISDC invested in a total of 2,500 of GSADC's shares, AISDC made partial payment of Baht 25 per share, or Baht 0.06 million in August 2022 and made the remaining payment of Baht 75 per share, or Baht 0.19 million in September 2022.

On September 27, 2022, GSADC issued 10,000,000 additional ordinary shares with a par value of Baht 100 each, totalling Baht 1,000 million which have been partial paid up at Baht 54.90 per share. AISDC invested in 2,500,000 of GSADC's additional shares, totalling Baht 137.25 million in September 2022. As at December 31, 2022, AISDC held 25% of GSADC's shares.

In March 2023, GSADC issued 5,740,000 additional ordinary shares with a par value of Baht 100 each, totaling Baht 574 million which have been paid up at Baht 25 per share. AISDC, a subsidiary, invested in 1,435,000 of GSADC's additional shares, totaling Baht 36 million. As at December 31, 2023, AISDC held 25% of GSADC's shares.

Movements in investment in joint ventures in the consolidated and separate financial statement for the years ended December 31, are as follows:

	Consolidated financial statements		Unit: Million Baht Separate Financial statements	
	2023	2022	2023	2022
As at January 1,	571	948	-	300
Dividends received during the years	(22)	(17)	-	-
Currency conversion	-	(11)	-	-
Increase in investment in joint venture	100	-	-	-
Share of profit (loss) of joint ventures accounted for using equity method	37	(48)	-	(39)
Disposal of investment	(454)	(301)	-	(261)
As at December 31,	232	571	-	-

In May 2023, Rabbit-Line Pay Company Limited (“RLP”) issued 3,000,000 additional ordinary shares with a par value of Baht 100 each, totaling Baht 300 million. Advanced MPay Company Limited (“AMP”), a subsidiary, invested in 1,000,000 of RLP's additional shares, totaling Baht 100 million. As a result, AMP held 33.33% of RLP's shares.

On August 29, 2023, AMP entered into a Share Sales & Purchase Agreement with Line Man (Thailand) Company Limited (“LMWN”) and Line Company (Thailand) Limited (“Line Thailand”) to sell the Group's investment of 2,999,998 shares in RLP, or 33.33% of RLP's issued and paid-up share, for consideration of Baht 887.50 million. During the year 2023, the Group received Baht 551.25 million from LMWN and Line Thailand. LMWN and Line Thailand will pay the remaining consideration to the Group within one year of the sale, once the Group has complied with the relevant conditions.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Investments in associates and joint ventures as at December 31, and dividend income from those investments for the years then ended are as follows:

Unit: Million Baht										
	% of Ownership interest		Consolidated financial statements						Dividend received for the years	
	2023	2022	Paid-up capital		Cost		Equity			
			2023	2022	2023	2022	2023	2022		
Associates										
Information Highway Co., Ltd.	29	29	50	50	<u>15</u>	<u>15</u>	<u>50</u>	<u>42</u>	<u>-</u>	<u>-</u>
Choco Card Enterprise Co., Ltd.	17.35	17.35	7	7	<u>178</u>	<u>178</u>	<u>166</u>	<u>182</u>	<u>-</u>	<u>-</u>
Datafarm Co., Ltd.	25	25	7	7	<u>29</u>	<u>29</u>	<u>38</u>	<u>32</u>	<u>-</u>	<u>-</u>
Swift Dynamics Co., Ltd.	16.67	16.67	4	4	<u>32</u>	<u>32</u>	<u>33</u>	<u>33</u>	<u>-</u>	<u>-</u>
GSA Data Centre Company Limited	25	25	694	550	<u>174</u>	<u>138</u>	<u>159</u>	<u>134</u>	<u>-</u>	<u>-</u>
Jasmine Broadband Internet Infrastructure Fund	19	-	75,404	-	<u>11,628</u>	<u>-</u>	<u>11,772</u>	<u>-</u>	<u>-</u>	<u>-</u>
Joint ventures										
Amata Network Co., Ltd.	60	60	100	100	<u>60</u>	<u>60</u>	<u>208</u>	<u>173</u>	<u>22</u>	<u>17</u>
Rabbit Line Pay Co., Ltd.	-	33.33	-	600	<u>-</u>	<u>787</u>	<u>-</u>	<u>376</u>	<u>-</u>	<u>-</u>
Saha Advance Network Co., Ltd.	70	70	30	30	<u>21</u>	<u>21</u>	<u>24</u>	<u>22</u>	<u>-</u>	<u>-</u>
	% of Ownership interest		Separate financial statements						Dividend received for the years	
	2023	2022	Paid-up capital		Cost		Equity			
			2023	2022	2023	2022	2023	2022		
Associate										
Jasmine Broadband Internet Infrastructure Fund	19	-	75,404	-	<u>11,628</u>	<u>-</u>	<u>11,772</u>	<u>-</u>	<u>-</u>	<u>-</u>



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Summarised financial position in respect of associates and joint ventures and performance for the years then ended are as follows:

	Reporting date	% of Ownership interest	Current assets	Non-current assets	Total assets	Current liabilities	Non-current liabilities	Total liabilities	Total revenues	Total expenses	Unit: Million Baht Profit/(loss)
2023											
Associates											
Information Highway Co., Ltd.	December 31	29	62	311	373	65	140	205	177	149	28
Choco Card Enterprise Co., Ltd.	December 31	17.35	317	16	333	47	-	47	162	248	(86)
Datafarm Co., Ltd.	December 31	25	56	5	61	2	-	2	93	69	24
Swift Dynamics Co., Ltd.	December 31	16.67	51	1	52	9	-	9	57	53	4
GSA Data Centre Company Limited	December 31	25	870	953	1,823	447	740	1,187	-	44	(44)
Jasmine Broadband Internet Infrastructure Fund (“JASIF”)	December 31	19	4,707	75,700	80,407	1,045	12,148	13,193	929	172	757
Joint ventures											
Amata Network Co., Ltd.	December 31	60	283	97	380	30	2	32	143	48	95
Rabbit Line Pay Co., Ltd.	December 31	-	-	-	-	-	-	-	150	217	(67)
Saha Advance Network Co., Ltd.	December 31	70	29	11	40	6	-	6	9	6	3



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

										Unit : Million Baht	
	Reporting date	% of Ownership interest	Current assets	Non-current assets	Total assets	Current liabilities	Non-current liabilities	Total liabilities	Total revenues	Total expenses	Profit/(loss)
2022											
Associates											
Information Highway Co., Ltd.	December 31	29	70	362	432	45	247	292	185	161	24
Choco Card Enterprise Co., Ltd.	December 31	17.35	398	17	415	43	-	43	47	27	20
Datafarm Co., Ltd.	December 31	25	36	2	38	3	-	3	35	22	13
Swift Dynamics Co., Ltd.	December 31	16.67	48	2	50	11	-	11	20	18	2
GSA Data Centre Company Limited	December 31	25	183	380	563	26	-	26	-	14	(14)
Joint ventures											
Amata Network Co., Ltd.	December 31	60	217	100	317	28	-	28	127	46	81
Rabbit Line Pay Co., Ltd.	December 31	33.33	1,527	157	1,684	1,214	307	1,521	319	476	(157)
Digital Games International Pte Ltd.	December 31	-	-	-	-	-	-	-	18	35	(17)
Saha Advance Network Co., Ltd.	December 31	70	30	12	42	11	-	11	7	5	2
AISCB Co., Ltd.	December 31	-	-	-	-	-	-	-	-	79	(79)



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

12. PROPERTY, PLANT AND EQUIPMENT

Movements in property, plant and equipment for the years ended December 31, are as follows:

As at December 31, 2023

	Consolidated financial statements					Unit : Million Baht
	Balance as at January 1, 2023	Additions from acquisition of business (Note 4)	Increase	Decrease	Transfer	Balance as at December 31, 2023
Cost						
Land	705	30	-	-	-	735
Building and building improvements	751	65	-	-	-	816
Leasehold building improvements	2,228	19	190	(217)	52	2,272
Computer, tools and equipment	284,833	27,487	14,545	(12,074)	5,186	319,977
Furniture, fixtures and office equipment	2,142	29	101	(52)	6	2,226
Vehicles	35	1	7	(2)	-	41
Total	290,694	27,631	14,843	(12,345)	5,244	326,067
Accumulated depreciation						
Building and building improvements	(485)	-	(18)	-	-	(503)
Leasehold building improvements	(1,885)	-	(187)	203	5	(1,864)
Computer, tools and equipment	(176,666)	-	(23,861)	10,434	(2)	(190,095)
Furniture, fixtures and office equipment	(1,779)	-	(125)	50	(3)	(1,857)
Vehicles	(24)	-	(2)	2	-	(24)
Total	(180,839)	-	(24,193)	10,689	-	(194,343)
Assets under construction and installation	7,133	1,088	11,671	(272)	(5,244)	14,376
<u>Less Allowance for impairment</u>	<u>(3,736)</u>	<u>-</u>	<u>(4,621)</u>	<u>1,481</u>	<u>-</u>	<u>(6,876)</u>
Property, plant and equipment	113,252	28,719	(2,300)	(447)	-	139,224

During the year 2023, the Group has recorded loss on impairment assets from unused equipment in amount of Baht 4,621 million (2022: Baht 6,465 million).



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

As at December 31, 2022

Unit: Million Baht

	Consolidated financial statements				Balance as at December 31, 2022
	Balance as at January 1, 2022	Increase	Decrease	Transfer	
Cost					
Land	704	1	-	-	705
Building and building improvements	755	-	(4)	-	751
Leasehold building improvements	2,211	86	(79)	10	2,228
Computer, tools and equipment	277,090	21,963	(20,854)	6,634	284,833
Furniture, fixtures and office equipment	2,139	70	(70)	3	2,142
Vehicles	39	4	(8)	-	35
Total	282,938	22,124	(21,015)	6,647	290,694
Accumulated depreciation					
Building and building improvements	(472)	(17)	4	-	(485)
Leasehold building improvements	(1,751)	(205)	71	-	(1,885)
Computer, tools and equipment	(165,619)	(25,033)	13,986	-	(176,666)
Furniture, fixtures and office equipment	(1,714)	(133)	68	-	(1,779)
Vehicles	(23)	(3)	2	-	(24)
Total	(169,579)	(25,391)	14,131	-	(180,839)
Assets under construction and installation	8,163	5,617	-	(6,647)	7,133
<u>Less</u> Allowance for impairment	<u>(3,678)</u>	<u>(6,465)</u>	<u>6,407</u>	<u>-</u>	<u>(3,736)</u>
Property, plant and equipment	117,844	(4,115)	(477)	-	113,252

Depreciation for the years ended December 31,

2023	Million Baht	24,193
2022	Million Baht	25,391



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

As at December 31, 2023

Unit: Million Baht				
	Separate financial statements			Balance as at December 31, 2023
	Balance as at January 1, 2023	Increase	Decrease	
Cost				
Building and building improvements	128	-	-	128
Leasehold building improvements	314	-	(6)	308
Computer, tools and equipment	73	-	(1)	72
Furniture, fixtures and office equipment	496	8	(11)	493
Vehicles	16	5	-	21
Total	1,027	13	(18)	1,022
Accumulated depreciation				
Building and building improvements	(127)	-	-	(127)
Leasehold building improvements	(273)	(14)	6	(281)
Computer, tools and equipment	(65)	(2)	1	(66)
Furniture, fixtures and office equipment	(473)	(8)	10	(471)
Vehicles	(6)	(2)	-	(8)
Total	(944)	(26)	17	(953)
Property, plant and equipment	83	(13)	(1)	69

As at December 31, 2022

Unit: Million Baht					
	Separate financial statements				Balance as at December 31, 2022
	Balance as at January 1, 2022	Increase	Decrease	Transfer	
Cost					
Building and building improvements	128	-	-	-	128
Leasehold building improvements	308	18	(15)	3	314
Computer, tools and equipment	68	6	(1)	-	73
Furniture, fixtures and office equipment	500	18	(22)	-	496
Vehicles	17	2	(3)	-	16
Total	1,021	44	(41)	3	1,027
Accumulated depreciation					
Building and building improvements	(127)	-	-	-	(127)
Leasehold building improvements	(273)	(15)	15	-	(273)
Computer, tools and equipment	(63)	(2)	-	-	(65)
Furniture, fixtures and office equipment	(487)	(8)	22	-	(473)
Vehicles	(5)	(2)	1	-	(6)
Total	(955)	(27)	38	-	(944)
Assets under construction and installation	3	-	-	(3)	-
Property, plant and equipment	69	17	(3)	-	83

Depreciation for the years ended December 31,

2023	Million Baht	26
2022	Million Baht	27



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

13. RIGHT-OF-USE ASSETS

Movement in right-of-use assets for the year ended December 31, are as follows:

As at December 31, 2023

	Consolidated financial statements				Unit : Million Baht
	Balance as at January 1, 2023	Additions from acquisition of business (Note 4)	Increase	Decrease	Balance as at December 31, 2023
Cost					
Land and Buildings	8,681	-	4,029	(2,946)	9,764
Spectrum Licenses	20,582	-	-	-	20,582
Leaseholds for Towers	39,599	-	-	-	39,599
Equipment for Telecom	1,256	66,223	389	(597)	67,271
Office Buildings	2,865	113	1,335	(1,646)	2,667
Vehicles	566	2	226	(317)	477
Computer and computer equipment	-	8	-	(3)	5
Total	73,549	66,346	5,979	(5,509)	140,365
Accumulated depreciation					
Land and Buildings	(4,563)	-	(3,273)	3,375	(4,461)
Spectrum Licenses	(11,047)	-	(3,679)	-	(14,726)
Leaseholds for Towers	(13,200)	-	(4,396)	-	(17,596)
Equipment for Telecom	(506)	-	(895)	510	(891)
Office Buildings	(1,209)	-	(1,027)	945	(1,291)
Vehicles	(163)	-	(110)	99	(174)
Computer and computer equipment	-	-	(1)	-	(1)
Total	(30,688)	-	(13,381)	4,929	(39,140)
Right-of-use assets	42,861	66,346	(7,402)	(580)	101,225



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

As at December 31, 2022

Unit: Million Baht

	Consolidated financial statements			
	Balance as at January 1, 2022	Increase	Decrease	Balance as at December 31, 2022
Cost				
Land and Buildings	8,028	4,039	(3,386)	8,681
Spectrum Licenses	20,582	-	-	20,582
Leaseholds for Towers	39,599	-	-	39,599
Equipment for Telecom	1,182	474	(400)	1,256
Office Buildings	2,897	588	(620)	2,865
Vehicles	288	414	(136)	566
Total	72,576	5,515	(4,542)	73,549
Accumulated depreciation				
Land and Buildings	(3,880)	(3,377)	2,694	(4,563)
Spectrum Licenses	(7,368)	(3,679)	-	(11,047)
Leaseholds for Towers	(8,804)	(4,396)	-	(13,200)
Equipment for Telecom	(399)	(432)	325	(506)
Office Buildings	(1,363)	(1,043)	1,197	(1,209)
Vehicles	(188)	(111)	136	(163)
Total	(22,002)	(13,038)	4,352	(30,688)
Right-of-use assets	50,574	(7,523)	(190)	42,861

Depreciation for the years ended December 31,

2023	Million Baht	13,381
2022	Million Baht	13,031*

As at December 31, 2023

Unit: Million Baht

	Separate financial statements			
	Balance as at January 1, 2023	Increase	Decrease	Balance as at December 31, 2023
Cost				
Office Building	109	153	(99)	163
Vehicle	29	5	(12)	22
Total	138	158	(111)	185
Accumulated depreciation				
Office Building	(53)	(142)	99	(96)
Vehicle	(15)	(5)	12	(8)
Total	(68)	(147)	111	(104)
Right-of-use assets	70	11	-	81



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

As at December 31, 2022

Unit: Million Baht

	Separate financial statements		
	Balance as at January 1, 2022	Increase	Decrease
			Balance as at December 31, 2022
Cost			
Office Building	389	7	(287)
Vehicle	20	12	(3)
Total	409	19	(290)
Accumulated depreciation			
Office Building	(208)	(131)	286
Vehicle	(12)	(6)	3
Total	(220)	(137)	289
Right-of-use assets	189	(118)	(1)

Depreciation for the years ended December 31,

2023	Million Baht	147
2022	Million Baht	137*

* For the year ended December 31, 2022, the Group received reductions in lease payments to lessors for the impacts from COVID-19 outbreak amounting to Baht 7 million and the Company has nil. The Group reversed depreciation of right-of-use assets and interest on lease liabilities recognised in each period in proportion to the reduction, with any differences then recognised in profit or loss through electing to apply the Thai Federation of Accounting Profession's ("TFAC") practical expedient regarding COVID-19 Related Rental Concessions. This practical expedient expired on June 30, 2022, so beginning July 1, 2022, the Group accounted for such rental reductions as lease modifications.

14. GOODWILL

Movements in goodwill for the years ended December 31, are as follows:

	Note	Unit: Million Baht Consolidated financial statements	
		2023	2022
Cost			
As at January 1,		17,199	17,199
Additions from acquisition of business	4	9,289	-
As at December 31,		26,488	17,199
Accumulated amortisation			
As at January 1,		(7,662)	(7,662)
As at December 31,		(7,662)	(7,662)
Allowance for impairment		(6,655)	(6,655)
Total		12,171	2,882



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Most of the Goodwill arose from Advanced Wireless Network Company Limited the entire business transfer transaction of (1) CS LoxInfo Public Company Limited and its subsidiaries both directly and indirectly and (2) Triple T Broadband Public Company Limited and its subsidiaries both directly and indirectly.

Cash-generating units (“CGUs”) containing goodwill

For the purposes of impairment testing, goodwill has been allocated to the Group’s CGUs as follows:

	Note	Unit: Million Baht Consolidated financial statements	
		2023	2022
Allocated goodwill			
CS LoxInfo Public Company Limited and its subsidiaries (“CSL’s Group”)		2,847	2,847
Advanced Mpay Company Limited		35	35
Total		<u>2,882</u>	<u>2,882</u>
Unallocated goodwill	4	<u>9,289</u>	<u>-</u>
As at 31 December		<u>12,171</u>	<u>2,882</u>

Impairment testing for carrying amount of goodwill

The recoverable amount was based on its value in use, determined by discounting future cash flows to be generated from the going concern and the continuing use of assets of CSL’s Group. The values assigned to the key assumptions represented management’s assessment of future trends in the relevant industries and were based on historical data from external and internal sources. The key assumptions used in the estimation of the recoverable amount were as follows:

Discount rate

The discount rate was based on weighted average cost of capital, with average industry cost of debt, risk free rate government bond, market risk premium and average industry beta which is 7%.

Terminal value growth rate

Terminal value growth rate was determined based on average gross domestic product (“GDP”) growth rate and inflation rates at 2%.

Based on the impairment testing, the recoverable amount of CGU was estimated to be higher than its carrying amount and no impairment was required to these financial statements.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

15. SPECTRUM LICENSES

Movements in spectrum licenses in the consolidated financial statements for the years ended December 31, are as follows: (Separate financial statements: nil):

As at December 31, 2023

	Unit: Million Baht		
	Consolidated financial statements		
	Balance as at January 1, 2023	Increase	Balance as at December 31, 2023
Cost			
Spectrum licenses	186,459	13,604	200,063
Total	186,459	13,604	200,063
Accumulated Amortisation			
Spectrum licenses	(66,694)	(12,215)	(78,909)
Total	(66,694)	(12,215)	(78,909)
Spectrum licenses	119,765	1,389	121,154

As at December 31, 2022

	Unit: Million Baht		
	Consolidated financial statements		
	Balance as at January 1, 2022	Increase	Balance as at December 31, 2022
Cost			
Spectrum licenses	186,459	-	186,459
Total	186,459	-	186,459
Accumulated Amortisation			
Spectrum licenses	(54,684)	(12,010)	(66,694)
Total	(54,684)	(12,010)	(66,694)
Spectrum licenses	131,775	(12,010)	119,765

Amortisation for the years ended December 31,

2023	Million Baht	12,215
2022	Million Baht	12,010

The costs of spectrum licenses are initially recognised at cash equivalent price based on the present value of their acquisition cost.

Transfer of Spectrum license of 700 MHz between AWN and NT

On October 20, 2023, the Office of National Broadcasting and Telecommunication Commission (“NBTC Office”) submitted the terms and conditions for the usage license of 700 MHz Frequency range between 738 to 743 MHz together with 793 to 798 MHz, with the frequency bandwidth of 2 x 5 MHz. The license which will expire on March 31, 2036, were transferred from National Telecom Public Company Limited (“NT”) to Advanced Wireless Network Company Limited (“AWN”), a subsidiary, for a cost of Baht 14,866 million. On October 24, 2023, AWN received and paid for the spectrum license, and related expense, to NT in amounting to Baht 2,864 million. AWN will make the payment for the remaining amount to NBTC according to the payment schedule. For this purpose, AWN has submitted a bank guarantee for the payment of the remaining amount to the NBTC Office.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

16. OTHER INTANGIBLE ASSETS OTHER THAN GOODWILL

Movements in other intangible assets other than goodwill for the years ended December 31, are as follows:

As at December 31, 2023

Unit: Million Baht						
Consolidated financial statements						
	Balance as at January 1, 2023	Additions from acquisition of business (Note 4)	Increase	Decrease	Transfer	Balance as at December 31, 2023
Cost						
Customer relationships	167	852	-	-	-	1,019
Customer contracts	139	-	-	-	-	139
Fibre optics licenses	86	-	-	-	-	86
Software licenses	27,673	4	5,570	(7)	516	33,756
Total	28,065	856	5,570	(7)	516	35,000
Accumulated amortisation						
Customer relationships	(167)	-	-	-	-	(167)
Customer contracts	(139)	-	-	-	-	(139)
Fibre optics licenses	(86)	-	-	-	-	(86)
Software licenses	(11,767)	-	(3,091)	4	-	(14,854)
Total	(12,159)	-	(3,091)	4	-	(15,246)
Assets under installation	921	-	744	-	(516)	1,149
Other intangible assets	16,827	856	3,223	(3)	-	20,903

As at December 31, 2022

Unit: Million Baht					
Consolidated financial statements					
	Balance as at January 1, 2022	Increase	Decrease	Transfer	Balance as at December 31, 2022
Cost					
Customer relationship	167	-	-	-	167
Customer contracts	139	-	-	-	139
Fibre optics licenses	86	-	-	-	86
Software licenses	19,126	7,801	(25)	771	27,673
Total	19,518	7,801	(25)	771	28,065
Accumulated amortisation					
Customer relationship	(141)	(26)	-	-	(167)
Customer contracts	(121)	(18)	-	-	(139)
Fibre optics licenses	(86)	-	-	-	(86)
Software licenses	(9,359)	(2,426)	18	-	(11,767)
Total	(9,707)	(2,470)	18	-	(12,159)
Assets under installation	1,053	649	(10)	(771)	921
Other intangible assets	10,864	5,980	(17)	-	16,827

Amortisation for the years ended December 31,

2023

Million Baht 3,091

2022

Million Baht 2,470



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

As at December 31, 2023

	Unit: Million Baht		
	Balance as at January 1, 2023	Separate financial statements Increase	Decrease Balance as at December 31, 2023
Cost			
Software licenses	324	-	-
Total	324	-	-
Accumulated amortisation			
Software licenses	(321)	-	-
Total	(321)	-	-
Other intangible assets	3	-	-

As at December 31, 2022

	Unit: Million Baht		
	Balance as at January 1, 2022	Separate financial statements Increase	Decrease Balance as at December 31, 2022
Cost			
Software licenses	326	-	(2)
Total	326	-	(2)
Accumulated amortisation			
Software licenses	(320)	(1)	-
Total	(320)	(1)	-
Other intangible assets	6	(1)	(2)

Amortisation for the years ended December 31,

2023	Million Baht	-
2022	Million Baht	1



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

17. DEFERRED TAX ASSETS

Deferred tax assets and liabilities as at December 31, are as follows:

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Deferred tax assets	5,558	5,086	480	484
Deferred tax liabilities	(1,859)	(489)	(11)	(4)
Deferred tax - net	3,699	4,597	469	480

Movements in deferred tax assets and liabilities for the years ended December 31, are as follows:

As at December 31, 2023

As at December 31, 2023

Unit: Million Baht

	Balance as at January 1, 2023	Consolidated financial statements Additions from acquisition of business (Note 4)	(Charged)/credited to Profit or loss	Other comprehensive income	Balance as at December 31, 2023
Deferred tax assets					
Trade receivables (allowance for expected credit loss)	313	6	(22)	-	297
Inventories (allowance for obsolescence and decline in value)	39	-	(3)	-	36
Unearned income - mobile phone service (income recognised difference)	467	-	(47)	-	420
Accrued expense	410	-	-	-	410
Provisions for employee benefit	604	-	7	(48)	563
Spectrum licenses payable (deferred interest)	1,484	-	75	-	1,559
Allowance for impairment	322	-	(5)	-	317
Other current financial liabilities	105	-	(83)	-	22
Other non-current financial liabilities	40	-	-	(16)	24
Leased liabilities	507	-	84	-	591
Others	795	-	524	-	1,319
Total	5,086	6	530	(64)	5,558
Deferred tax liabilities					
Contract assets	(425)	(19)	264	-	(180)
Other non-current assets	(37)	-	6	3	(28)
Property, plant and equipment	-	(1,390)	-	-	(1,390)
Leased liabilities	-	(73)	-	-	(73)
Others	(27)	(170)	9	-	(188)
Total	(489)	(1,652)	279	3	(1,859)
Deferred tax - net	4,597	(1,646)	809	(61)	3,699



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

As at December 31, 2022

Unit: Million Baht

	Consolidated financial statements			Unit: Million Baht
	Balance as at January 1, 2022	(Charged)/credited to Profit or loss	Other comprehensive income	Balance as at December 31, 2022
Deferred tax assets				
Trade receivables (allowance for expected credit loss)	307	6	-	313
Inventories (allowance for obsolescence and decline in value)	37	2	-	39
Unearned income - mobile phone service (income recognised difference)	426	41	-	467
Accrued expense	410	-	-	410
Provisions for employee benefit	683	28	(107)	604
Spectrum licenses payable (deferred interest)	1,367	117	-	1,484
Allowance for impairment	297	25	-	322
Other current financial liabilities	5	100	-	105
Other non-current financial liabilities	132	-	(92)	40
Leased liabilities	438	69	-	507
Others	596	199	-	795
Total	4,698	587	(199)	5,086
Deferred tax liabilities				
Contract assets	(364)	(61)	-	(425)
Other non-current assets	(55)	34	(16)	(37)
Others	(43)	16	-	(27)
Total	(462)	(11)	(16)	(489)
Deferred tax - net	4,236	576	(215)	4,597

As at December 31, 2023

Unit: Million Baht

	Balance as at January 1, 2023	Separate financial statements (Charged)/credited to Profit or loss Other comprehensive income		Balance as at December 31, 2023
Deferred tax assets				
Accrued expense	410	-	-	410
Provisions for employee benefit	75	(5)	(1)	69
Others	(1)	(1)	3	1
Total	<u>484</u>	<u>(6)</u>	<u>2</u>	<u>480</u>
Deferred tax liabilities				
Other non-current assets	(3)	(2)	-	(5)
Others	(1)	(1)	(4)	(6)
Total	<u>(4)</u>	<u>(3)</u>	<u>(4)</u>	<u>(11)</u>
Deferred tax - net	480	(9)	(2)	469



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

As at December 31, 2022

Unit: Million Baht

	Balance as at January 1, 2022	Separate financial statements (Charged)/credited to Profit or loss	Other comprehensive income	Balance as at December 31, 2022
Deferred tax assets				
Accrued expense	410	-	-	410
Provisions for employee benefit	82	3	(10)	75
Others	-	(1)	-	(1)
Total	492	2	(10)	484
Deferred tax liabilities				
Other non-current assets	(3)	-	-	(3)
Others	(2)	1	-	(1)
Total	(5)	1	-	(4)
Deferred tax - net	487	3	(10)	480

Deferred tax assets arising from significant temporary differences and loss carry forward that have not been recognised in the financial statements as at December 31, are as follows:

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Loss carry forward	4,074	35	-	-
Others	2	19	2	19
Total	4,076	54	2	19

The Group incurred a tax loss which will be expire in 2025 to 2028 Management estimates the probable of future taxable profits and ability of the Group to utilise those losses in the future to support the recognition of deferred tax assets and it is uncertain that future taxable profits would be available against which such tax losses can be utilised. Therefore, the Group had not recognised deferred tax assets from tax losses



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

18. INTEREST-BEARING LIABILITIES

Interest-bearing liabilities as at December 31, are as follows:

	Note	Consolidated financial statements		Unit: Million Baht Separate financial statements	
		2023	2022	2023	2022
Current					
Short-term borrowings	31	41,976	5,000	36,976	-
Current portion of long-term liabilities					
- Current portion of long-term borrowings	31	7,424	7,676	-	-
- Current portion of long-term debentures		8,004	7,819	-	-
Total current portion of long-term liabilities		15,428	15,495	-	-
Current portion of lease liabilities	31	15,062	11,136	33	48
Short-term borrowings from related parties	31	-	-	5,920	4,720
Total current		72,466	31,631	42,929	4,768
Non-current					
Long-term liabilities					
- Long-term borrowings - net	31	27,191	34,613	-	-
- Long-term debentures - net		42,649	29,301	26,477	6,494
Total long-term liabilities		69,840	63,914	26,477	6,494
Lease liabilities - net	31	100,077	32,871	32	17
Total non-current		169,917	96,785	26,509	6,511
Total		242,383	128,416	69,438	11,279

The periods to maturity of interest-bearing liabilities as at December 31, are as follows:

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Within one year	72,465	31,631	42,929	4,768
After one year but within five years	103,201	80,598	15,019	1,016
After five years	66,717	16,187	11,490	5,495
Total	242,383	128,416	69,438	11,279



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Long-term borrowings

The details of long-term borrowings as at December 31, are summarised as follows: (Separate financial statements: nil)

Interest rate (per annum)	Term of interest payment	Principal payment term	Unit: Million Baht	
			Consolidated financial statements 2023	2022
Advanced Wireless Network Co., Ltd.				
6MBIBOR plus margin	Semi-annual	6 installments from 2020 to 2023	-	3,500
6MBIBOR plus margin	Semi-annual	5 equal installments from 2019 to 2023	-	1,400
6MTHBFIX plus margin	Semi-annual	6 equal installments from 2021 to 2023	-	1,500
THOR plus margin and 6MTHBFIX plus margin*	Semi-annual	6 equal installments from 2023 to 2026	1,667	2,000
THOR plus margin and 6MTHBFIX plus margin*	Quarterly	4 equal installments from 2024 to 2025	10,000	10,000
THOR plus margin and 6MTHBFIX plus margin*	Semi-annual	14 installments from 2022 to 2028	13,500	14,250
THOR plus margin and 6MTHBFIX plus margin*	Semi-annual	6 installments from 2025 to 2027	2,000	2,000
Fixed interest rate as stipulated in the agreement	Semi-annual	6 installments from 2025 to 2027	600	600
6MBIBOR plus margin	Semi-annual	7 installments from 2022 to 2025	171	257
6MBIBOR plus margin	Semi-annual	10 equal installments from 2021 to 2026	150	210
6MBIBOR plus margin	Semi-annual	3 installments from 2024 to 2026	300	300
6MBIBOR plus margin	Semi-annual	5 equal installments from 2023 to 2025	240	300
6MBIBOR plus margin	Semi-annual	9 installments from 2024 to 2028	6,000	6,000
Total loans			34,628	42,317
Less transaction cost			(13)	(28)
Long-term borrowings			34,615	42,289

* The Group has amended long-term loan agreement to change the interest rate from 6MTHBFX plus margin to THOR plus margin.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Long-term debentures

As at December 31, the Group and the Company's long-term debentures represent unsubordinated and unsecured debentures with a par value of Baht 1,000 each are as follows:

Unit: Million Baht									
Issue date	No. of units (Million)	Amount	Interest rate (per annum)	Term of interest payment	Principal payment term	Consolidated		Separate	
						financial statements		financial statements	
						As at December 31, 2023	As at December 31, 2022	As at December 31, 2023	As at December 31, 2022
Advanced Info Service PCL.									
May 7, 2021	1.00	1,000	Fixed interest rate of 1.58%	Semi-annual	Entirely redeemed on May 7, 2026	1,000	1,000	1,000	1,000
May 7, 2021	2.50	2,500	Fixed interest rate of 2.14%	Semi-annual	Entirely redeemed on May 7, 2028	2,500	2,500	2,500	2,500
May 7, 2021	3.00	3,000	Fixed interest rate of 2.69%	Semi-annual	Entirely redeemed on May 7, 2031	3,000	3,000	3,000	3,000
May 11, 2023	7.00	7,000	Fixed interest rate of 2.71%	Semi-annual	Entirely redeemed on May 12, 2026	7,000	-	7,000	-
May 11, 2023	7.00	7,000	Fixed interest rate of 3.15%	Semi-annual	Entirely redeemed on May 12, 2028	7,000	-	7,000	-
May 11, 2023	3.00	3,000	Fixed interest rate of 3.40%	Semi-annual	Entirely redeemed on May 13, 2030	3,000	-	3,000	-
May 11, 2023	3.00	3,000	Fixed interest rate of 3.70%	Semi-annual	Entirely redeemed on May 12, 2033	3,000	-	3,000	-
Advanced Wireless Network Co., Ltd.									
April 11, 2014	6.64	6,638	Fixed interest rate of 4.94%	Semi-annual	Entirely redeemed on April 11, 2024	6,638	6,638	-	-
May 11, 2016	7.82	7,820	Fixed interest rate of 2.51%	Semi-annual	Entirely redeemed on May 11, 2023	-	7,820	-	-
May 11, 2016	7.18	7,180	Fixed interest rate of 2.78%	Semi-annual	Entirely redeemed on May 11, 2026	7,180	7,180	-	-
November 30, 2017	9.00	9,000	Fixed interest rate of 3.35%	Semi-annual	Entirely redeemed on November 30, 2027	9,000	9,000	-	-
Triple T Broadband Public Company Limited									
September 30, 2021	1.37	1,374	Fixed interest rate of 6.25%	Quarterly	Entirely redeemed on September 30, 2024	1,374	-	-	-
Total debentures						50,692	37,138	26,500	6,500
Less bond issuing cost						(39)	(18)	(24)	(6)
Long-term debentures						50,653	37,120	26,476	6,494



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Under the terms and conditions of the long-term borrowings and debentures, the Group and the Company have to comply with certain restrictions.

As at December 31, 2023 and 2022, the Group had no undrawn long-term borrowing credit facilities.

The carrying amount (gross of issue costs) and fair values of long-term debentures as at December 31, are as follows:

	Unit: Million Baht			
	Consolidated financial statements			
	Carrying amount		Fair values*	
	2023	2022	2023	2022
Long-term debentures	50,692	37,138	50,602	37,566

	Unit: Million Baht			
	Separate financial statements			
	Carrying amount		Fair values*	
	2023	2022	2023	2022
Long-term debentures	26,500	6,500	26,324	6,244

* Fair values for traded debentures have been determined based on quoted selling prices from The Thai Bond Market Association at the close of the business at the end of the reporting period.

Movement of interest-bearing liabilities arising from financing activities for the years ended December 31, are as follows:

Unit: Million Baht						
		Consolidated financial statements				
	Note	Short-term borrowings	Long-term borrowings	Long-term debentures	Lease liabilities	Total
As at January 1, 2023		5,000	42,289	37,120	44,007	128,416
Cash flows items:						
Addition		69,500	-	20,000	-	89,500
Additions from acquisition of business	4	3,400	-	1,366	78,854	83,620
Repayments		(35,900)	(7,689)	(7,820)	(13,169)	(64,578)
Transaction cost		(31)	-	-	-	(31)
Bond issuing cost		-	-	(21)	-	(21)
Total cash flows items		36,969	(7,689)	13,525	65,685	111,490
Non-cash changes items:						
Addition		-	-	-	6,019	6,019
Termination		-	-	-	(576)	(576)
Unrealised loss on foreign exchange rate		-	-	-	4	4
Amortisation as expenses		7	15	8	-	30
Total non-cash changes items		7	15	8	5,447	5,477
As at December 31, 2023		41,976	34,615	50,653	115,139	242,383



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Unit: Million Baht

	Consolidated financial statements				Total
	Short-term borrowings	Long-term borrowings	Long-term debentures	Lease liabilities	
As at January 1, 2022	-	50,714	37,114	51,135	138,963
Cash flows items:					
Addition	16,500	5,700	-	-	22,200
Repayments	(11,500)	(14,143)	-	(12,447)	(38,090)
Total cash flows items	<u>5,000</u>	<u>(8,443)</u>	<u>-</u>	<u>(12,447)</u>	<u>(15,890)</u>
Non-cash changes items:					
Addition	-	-	-	5,507	5,507
Termination	-	-	-	(190)	(190)
Unrealised loss on foreign exchange rate	-	-	-	2	2
Amortisation as expenses	-	18	6	-	24
Total non-cash changes items	<u>-</u>	<u>18</u>	<u>6</u>	<u>5,319</u>	<u>5,343</u>
As at December 31, 2022	<u>5,000</u>	<u>42,289</u>	<u>37,120</u>	<u>44,007</u>	<u>128,416</u>

Unit: Million Baht

	Separate financial statements				Total
	Short-term borrowings	Short-term borrowings from related parties	Long-term debentures	Lease liabilities	
As at January 1, 2023	-	4,720	6,494	65	11,279
Cash flows items:					
Addition	37,000	1,700	20,000	-	58,700
Repayments	-	(500)	-	-	(500)
Transaction cost	(31)	-	-	-	(31)
Bond issuing cost	-	-	(21)	-	(21)
Total cash flows items	<u>36,969</u>	<u>1,200</u>	<u>19,979</u>	<u>-</u>	<u>58,148</u>
Non-cash changes items:					
Addition	-	-	-	158	158
Termination	-	-	-	(158)	(158)
Amortisation as expenses	7	-	4	-	11
Total non-cash changes items	<u>7</u>	<u>-</u>	<u>4</u>	<u>-</u>	<u>11</u>
As at December 31, 2023	<u>36,976</u>	<u>5,920</u>	<u>26,477</u>	<u>65</u>	<u>69,438</u>



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Unit: Million Baht

	Short-term borrowings from related parties	Separate financial statements Long-term debentures	Lease liabilities	Total
As at January 1, 2022	5,840	6,493	196	12,529
Cash flows items:				
Addition	1,100	-	-	1,100
Repayments	(2,220)	-	(149)	(2,369)
Total cash flows items	(1,120)	-	(149)	(1,269)
Non-cash changes items:				
Addition	-	-	19	19
Termination	-	-	(1)	(1)
Amortisation as expenses	-	1	-	1
Total non-cash changes items	-	1	18	19
As at December 31, 2022	4,720	6,494	65	11,279

The effective weighted interest rates as at December 31, are as follows:

	Consolidated financial statements		Unit: Percent per annum Separate financial statements	
	2023	2022	2023	2022
Short-term borrowings	2.94	1.41	2.73	0.48
Long-term borrowings	3.54	2.64	-	-
Long-term debentures	3.33	3.17	2.92	2.31
Lease liabilities	3.60	2.25	2.38	2.09

The effective weighted interest rates of long-term borrowings for the Group and the Company are calculated with the rate after hedging.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

19. TRADE AND OTHER CURRENT PAYABLES

Trade and other current payables as at December 31, are as follows:

	Note	Consolidated financial statements		Unit: Million Baht Separate financial statements	
		2023	2022	2023	2022
Trade payables					
Related parties	31	552	79	9	49
Other parties		15,478	24,137	29	24
Total trade payables		<u>16,030</u>	<u>24,216</u>	<u>38</u>	<u>73</u>
Other current payables					
Accrued expenses	31	18,323	16,330	2,705	2,598
Valued-added tax payable		540	375	9	9
Withholding tax payable		272	254	11	9
Others		2,509	1,282	-	-
Total other current payables		<u>21,644</u>	<u>18,241</u>	<u>2,725</u>	<u>2,616</u>
Total trade and other current payables		<u>37,674</u>	<u>42,457</u>	<u>2,763</u>	<u>2,689</u>

20. SPECTRUM LICENSES PAYABLE

Spectrum licenses payable in the consolidated financial statements as at December 31, are as follows:
(Separate financial statements: nil):

	Note	Unit: Million Baht Consolidated financial statements	
		2023	2022
Spectrum licenses payable are as follows:			
- License certificate for 900 MHz	1	14,681	21,719
- License certificate for 2600 MHz	1	16,207	15,841
- License certificate for 700 MHz (Allocated License)	1	11,373	12,835
- License certificate for 700 MHz (Auction License)	1	11,141	12,593
- License certificate for 700 MHz (Transfer License)	1, 15	10,807	-
		<u>64,209</u>	<u>62,988</u>
<u>Less current portion of spectrum licenses payable</u>		<u>(12,599)</u>	<u>(10,903)</u>
Spectrum licenses payable		<u>51,610</u>	<u>52,085</u>



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Movements in spectrum licenses payable in the consolidated financial statements for the years ended December 31, are as follows: (Separate financial statements: nil):

	Unit: Million Baht	
	Consolidated	
	financial statements	
	2023	2022
As at January 1,	62,988	72,319
Addition	13,604	-
Payments	(13,904)	(11,039)
Amortisation of deferred interest expense	1,521	1,708
As at December 31,	64,209	62,988

21. PROVISIONS FOR EMPLOYEE BENEFIT

The Group and the Company have provisions for employee benefit based on the requirement of Thai Labour Protection Act B.E. 2541 (1998) to provide retirement benefits to employees based on pensionable remuneration and length of service and long - term service awards.

The defined benefit plans expose the Group and the Company to actuarial risks, such as longevity risk, interest rate risk and market (investment) risk.

Provisions for employee benefit in the statement of financial position as at December 31, are as follows:

	Consolidated		Unit: Million Baht	
	financial statements		Separate	
	2023	2022	financial statements	
	2023	2022	2023	2022
Present value of obligations	3,262	2,931	331	376

Movements in the present value of the provisions for employee benefit for the years ended December 31, are as follows:

		Consolidated		Unit: Million Baht	
	Note	financial statements		Separate	
		2023	2022	financial statements	
		2023	2022	2023	2022
Provisions for employee benefit as at January 1,		2,931	3,327	376	408
Additions from acquisition of business	4	627	-	-	-
Current service costs and interest		271	272	33	67
Benefits paid		(111)	(127)	(6)	(35)
Transfer employee to subsidiaries		-	-	(15)	(13)
Gain arising from curtailment		(147)	-	(33)	-
Gain on remeasurements of defined benefit plans		(309)	(540)	(24)	(51)
Gain on remeasurements of long-term service awards		-	(1)	-	-
Provisions for employee benefit as at December 31,		3,262	2,931	331	376



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Expense recognised in the statement of profit or loss for the years ended December 31, are as follows:

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Current service costs	178	208	23	46
Interest on obligations	93	64	10	8
Gain on remeasurements of long-term service awards	-	(1)	-	-
Total	271	271	33	54

The Group and the Company presented the expense in the statement of profit or loss for the years ended December 31, are as follows:

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Cost of rendering of services and equipment rental	10	14	20	41
Administrative expenses	167	192	2	3
Management benefit expenses	1	2	1	2
Finance costs	93	64	10	8
Gain on remeasurements of long-term service awards	-	(1)	-	-
Total	271	271	33	54

(Gain)/Loss on remeasurements of defined benefit plans recognised in the statement of profit or loss and other comprehensive income for the years ended December 31, are as follows:

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Included in retained earnings:				
As at January 1,	(369)	171	200	251
Recognised during the year	(309)	(540)	(24)	(51)
As at December 31,	(678)	(369)	176	200

Gains on remeasurements of defined benefit plans recognised in the statement of profit or loss and other comprehensive income for the years ended December 31, are arising from:

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Financial assumptions	(37)	(477)	(1)	(44)
Demographic assumptions	(118)	-	(3)	-
Experience adjustment	(154)	(63)	(20)	(7)
Total	(309)	(540)	(24)	(51)



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Principal actuarial assumptions for defined benefit plans at the end of the reporting period (expressed as weighted averages):

	Consolidated financial statements		Separate financial statements	
	2023	2022	2023	2022
Discount rate	2.36% - 4.55%	2.75% - 3.45%	2.36% - 4.55%	2.75% - 3.45%
Future salary increases	4.50%	5%	4.50%	5%

Assumptions regarding future mortality for the years ended December 31, 2023 and 2022 are based on published statistics and Thailand Mortality Ordinary Life table 2017 (“TMO17”).

Sensitivity analysis

Reasonably possible changes at the end of the reporting period to one of the relevant actuarial assumptions, holding other assumptions constant, would have affected the provisions for employee benefit as at December 31, are as follows:

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Discount rate				
- Increase 1%	(316)	(296)	(25)	(29)
- Decrease 1%	364	345	28	33
Future salary growth				
- Increase 1%	346	318	27	30
- Decrease 1%	(306)	(278)	(24)	(27)

Although the analysis does not take account of the full distribution of cash flows expected under the plan, it does provide an approximation of the sensitivity of the assumptions shown.

22. SHARE CAPITAL

Movements of share capital for the years ended December 31, are as follows:

	Par value per share (in Baht)	(Million shares/Million Baht)			
		2023		2022	
		Number of share	Amount	Number of share	Amount
Authorised					
As at January 1,					
- ordinary shares	1.00	4,997	4,997	4,997	4,997
As at December 31,					
- ordinary shares	1.00	4,997	4,997	4,997	4,997
Issued and paid					
As at January 1,					
- ordinary shares	1.00	2,974	2,974	2,974	2,974
As at December 31,					
- ordinary shares	1.00	2,974	2,974	2,974	2,974

Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

As at December 31, 2023 and 2022, the total issued number of ordinary shares is 2,974 million and 2,974 million respectively, shares with a par value of Baht 1.00 per share. All issued shares are fully paid.

The holders of ordinary shares are entitled to receive dividends as declared from time to time, and are entitled to one vote per share at meetings of the Company.

Share premium

According to the Public Companies Act B.E. 2535, Section 51 requires companies to set aside share subscription monies received in excess of the par value of the shares issued to a reserve account (“share premium”). Share premium is not available for dividend distribution.

23. LEGAL RESERVE

According to the Public Companies Act B.E. 2535, section 116 requires that a public company shall allocate not less than 5% of its annual net profit, less any accumulated losses brought forward (if any), to a reserve account (“legal reserve”), until this account reaches an amount not less than 10% of the registered authorised capital. The legal reserve is not available for dividend distribution.

24. SEGMENT FINANCIAL INFORMATION AND DISAGGREGATION OF REVENUE

The Group has three reportable segments, as described below, which are the Group’s strategic divisions. The strategic divisions offer different products and services, and are managed separately because they require different technology and marketing strategies. For each of the strategic divisions, the Group’s chief operating decision maker reviews internal management reports on at least a quarterly basis. The following summary describes the operations in each of the Group reportable segments.

Segment 1	Mobile phone services
Segment 2	Mobile phone and equipment sales
Segment 3	Datanet and broadband services

Information regarding the results of each reportable segment is included below. Performance is measured based on segment profit before tax, as included in the internal management reports that are reviewed by the Group’s chief operating decision maker. Segment profit before tax is used to measure performance as management believes that such information is the most relevant in evaluating the results of certain segments relative to other entities that operate within these industries.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Information about reportable segments

Performance for the years ended December 31, are as follows:

	Mobile phone services		Mobile phone and equipment sales		Datanet and broadband services		Unit: Million Baht Total reportable segments	
	2023	2022	2023	2022	2023	2022	2023	2022
External revenue	134,120	132,058	36,606	39,135	18,146	14,292	188,872	185,485
Finance income	138	117	3	3	19	6	160	126
Finance costs	(5,529)	(5,225)	(1)	(1)	(615)	(5)	(6,145)	(5,231)
Depreciation and amortisation	(47,860)	(49,524)	(10)	(9)	(4,835)	(3,369)	(52,705)	(52,902)
Material items of expenses	(15,435)	(16,046)	(1,277)	(1,835)	(1,146)	(432)	(17,858)	(18,313)
Segment profit (loss) before income tax expense	32,827	30,038	(761)	(1,375)	3,931	3,519	35,997	32,182

Reportable assets and liabilities as at December 31, are as follows:

	Mobile phone services		Mobile phone and equipment sales		Datanet and broadband services		Unit: Million Baht Total reportable segments	
	2023	2022	2023	2022	2023	2022	2023	2022
Segment assets	317,774	312,169	10,321	9,694	126,344	15,180	454,439	337,043
Segment liabilities	273,671	243,522	2,077	4,340	88,013	3,365	363,761	251,227

The significant amount of additions to non-current assets for the years ended December 31, are as follows:

	Mobile phone services		Mobile phone and equipment sales		Datanet and broadband services		Unit: Million Baht Total reportable segments	
	2023	2022	2023	2022	2023	2022	2023	2022
Capital expenditure	35,517	38,061	5	1	3,285	3,644	38,807	41,706

Revenue

Disaggregation of revenue

The Group has recognised revenue from sale of goods and rendering of services to customer at a point in time and overtime by type of goods or main services according to the disclosure of segment financial information and disaggregation of revenue for the years ended December 31, are as follows:

		2023	Unit: Million Baht 2022
External revenue			
Segment 1	• Mobile phone services	134,120	132,058
Segment 2	• Mobile phone and equipment sales	36,606	39,135
Segment 3	• Datanet and broadband services	18,146	14,292
Total		188,872	185,485

Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

		2023	Unit: Million Baht 2022
Timing of revenue recognition			
Point in time			
Segment 2	• Mobile phone and equipment sales	36,606	39,135
Segment 3	• Datanet and broadband services	346	340
		<u>36,952</u>	<u>39,475</u>
Over time			
Segment 1	• Mobile phone services	134,120	132,058
Segment 3	• Datanet and broadband services	17,800	13,952
		<u>151,920</u>	<u>146,010</u>
Total		188,872	185,485

Geographical segments

The Group's managed and operates principally in Thailand. There are no material revenues derived from or assets located in foreign countries.

Major Customer

No single customer represents a major customer because the Group has a large number of customers, who are end users covering businesses and individuals.

25. EXPENSES BY NATURE

The statements of profit or loss for the years ended December 31, include an analysis of expenses by function. Significant expenses by nature disclosed in accordance with the requirements of various Thai Financial Reporting Standards are as follows:

	Notes	Consolidated financial statements		Unit: Million Baht Separate financial statements	
		2023	2022	2023	2022
Depreciation of buildings and equipment	12	24,193	25,391	26	27
Depreciation of right-of-use assets	13	13,381	13,031	147	137
Amortisation of spectrum licenses	15	12,215	12,010	-	-
Amortisation of other intangible assets other than goodwill	16	3,091	2,470	-	1
Expected credit loss (bad debts recovery)		1,884	1,966	(7)	(7)
Loss on terminate contract assets	8	(106)	35	-	-
Marketing expenses		5,423	6,769	-	2
Staff costs		10,657	9,543	1,093	1,043



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

26. FINANCE COSTS

Finance costs for the years ended December 31, are as follows:

	Note	Consolidated financial statements		Unit: Million Baht Separate financial statements	
		2023	2022	2023	2022
Interest expense	31	3,012	2,370	752	177
Finance cost related to spectrum license		1,520	1,708	-	-
Interest on lease liabilities		1,473	1,071	3	3
Others		140	81	15	13
Total		6,145	5,230	770	193

27. TAX EXPENSE

Tax expense (income) recognised in the statements of profit or loss for the years ended December 31, are as follows:

	Note	Consolidated financial statements		Unit: Million Baht Separate financial statements	
		2023	2022	2023	2022
Current tax expense					
Current year		7,756	6,741	155	121
Adjustment for prior years		(38)	3	(8)	(11)
		<u>7,718</u>	<u>6,744</u>	<u>147</u>	<u>110</u>
Deferred tax expense (income)	17				
Movements in temporary differences		(809)	(576)	9	(3)
Total tax expense		6,909	6,168	156	107

Tax expense (income) recognised in the statements of profit or loss and other comprehensive income for the year ended December 31, 2023 and 2022 are as follows:

	Unit: Million Baht Consolidated financial statements		
	Before tax	Tax (expense) benefit	Net of tax
For the year ended December 31, 2023			
Loss on investment in equity at fair value	(21)	4	(17)
Gain on cash flow hedges	83	(16)	67
Gain on remeasurements of defined benefit plans	309	(48)	261
Total	371	(60)	311
For the year ended December 31, 2022			
Loss on investment in equity at fair value	(58)	11	(47)
Gain on cash flow hedges	591	(118)	473
Gain on remeasurements of defined benefit plans	540	(108)	432
Total	1,073	(215)	858



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

	Unit: Million Baht		
	Separate financial statements		
	Before tax	Tax (expense) benefit	Net of tax
For the year ended December 31, 2023			
Gain on remeasurements of defined benefit plans	24	(1)	23
Total	<u>24</u>	<u>(1)</u>	<u>23</u>
For the year ended December 31, 2022			
Loss on investment in equity at fair value	(2)	-	(2)
Gain on remeasurements of defined benefit plans	51	(10)	41
Total	<u>49</u>	<u>(10)</u>	<u>39</u>

Reconciliation of effective tax rate for the years ended December 31, are as follows:

	Unit: Million Baht			
	Consolidated financial statements			
	2023		2022	
	Rate (%)		Rate (%)	
Profit before income tax expense		35,997		32,182
Income tax using the applicable tax rate	20	7,200	20	6,436
Expenses not deductible for tax purposes				
(Addition expenditure deduction allowed)		39		(19)
Additional capital expenditure deduction allowed		(265)		(259)
Adjustment for prior years		(38)		3
Effect from elimination with subsidiaries		(27)		7
Total	19	<u>6,909</u>	19	<u>6,168</u>

	Unit: Million Baht			
	Separate financial statements			
	2023		2022	
	Rate (%)		Rate (%)	
Profit before income tax expense		29,242		26,118
Income tax using the applicable tax rate	20	5,848	20	5,224
Share of profit of subsidiaries		(5,649)		(5,096)
Reversal share of loss of joint ventures				
accounted for using equity method		-		(8)
Additional expenditure deduction allowed net		(35)		(2)
Adjustment for prior years		(8)		(11)
Total	1	<u>156</u>	1	<u>107</u>

The Group and the Company have applied the tax rate of 20% for calculated income tax expense and deferred income tax for the years ended December 31, 2023 and 2022.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

28. THE INTERNATIONAL BUSINESS CENTRE

On September 18, 2023 the Company was granted International Business Centre status. Under this status, qualifying business centre income, less related Thailand incurred expenses is assessed for income tax at concessionary rates ranging from 3-8 percent. For each reporting period, the applicable tax rate is as follows:

- If the expenses incurred in the year exceed Baht 60 million, the tax rate will be 8%.
- If the expenses incurred in the year exceed Baht 300 million, the tax rate will be 5%.
- If the expenses incurred in the year exceed Baht 600 million, the tax rate will be 3%.

Qualifying business centre income is derived from providing group management services and technical and other support services to AIS Group entities.

The status commenced on September 12, 2023 and will remain effective for 15 years. During this period the Company is required to meet various specified conditions.

29. EARNINGS PER SHARE

Basic earnings per share

The calculation of basic earnings per share for the years ended December 31, is based on the profit for the years attributable to ordinary shareholders of the Group and the Company and the weighted average number of ordinary shares outstanding during the years as follows:

	(in million Baht/million shares)			
	Consolidated financial statements		Separate financial statements	
	2023	2022	2023	2022
Profit attributable to ordinary shareholders of the Company (basic)	29,086	26,011	29,086	26,011
Weighted average number of ordinary shares outstanding (basic)	2,974	2,974	2,974	2,974
Earnings per share (basic) (in Baht)	9.78	8.75	9.78	8.75



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Diluted earnings per share

The calculation of diluted earnings per share for the years ended December 31, is based on the profit for the years attributable to equity holders of the Group and the Company and the weighted average number of ordinary shares outstanding during the years after adjusting for the effects of all dilutive potential ordinary shares as follows:

	(in million Baht/million shares)			
	Consolidated financial statements		Separate financial statements	
	2023	2022	2023	2022
Profit attributable to equity holders of the Company (basic)	29,086	26,011	29,086	26,011
Profit attributable to equity holders of the Company (diluted)	29,086	26,011	29,086	26,011
Weighted average number of ordinary shares outstanding (basic)	2,974	2,974	2,974	2,974
Weighted average number of ordinary shares outstanding (diluted)	2,974	2,974	2,974	2,974
Earnings per share (diluted) (in Baht)	9.78	8.75	9.78	8.75

30. DIVIDENDS

At the Annual General Meeting of the Shareholders of the Company held on March 24, 2022, the shareholders approved the appropriation of dividend of Baht 7.69 per share. The Company paid an interim dividend at the rate of Baht 3.45 per share on September 1, 2021, therefore the remaining dividend to be paid was Baht 4.24 per share, amounting to Baht 12,609 million. The dividend was paid to shareholders on April 19, 2022.

On August 8, 2022, the Board of Director's meeting approved the declaration of an interim dividend of Baht 3.45 per share, amounting to Baht 10,261 million. The interim dividend was paid to the shareholders on September 6, 2022.

At the Annual General Meeting of the Shareholders of the Company held on March 27, 2023, the shareholders approved the appropriation of dividend of Baht 7.69 per share. The Company paid an interim dividend at the rate of Baht 3.45 per share on September 6, 2022, therefore the remaining dividend to be paid was Baht 4.24 per share, amounting to Baht 12,611 million. The dividend was paid to shareholders on April 19, 2023.

On August 7, 2023, the Board of Directors approved the declaration of an interim dividend of Baht 4.00 per share, amounting to Baht 11,897 million. The interim dividend was paid to the shareholders on September 5, 2023.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

31. RELATED PARTIES

Enterprises and individuals that directly, or indirectly through one or more intermediaries, control, or are controlled by, or are under common control with the Company, including holding companies, subsidiaries and fellow subsidiaries are related parties of the Company. Individuals owning, directly or indirectly, an interest in the voting power of the Company that gives them significant influence over the enterprise, key management personnel, including directors and officers of the Company and close members of the family of these individuals and companies associated with these individuals also constitute related parties.

In considering each possible related party relationship, attention is directed to the substance of the relationship, and not merely the legal form.

During the year, the Group and the Company have entered into a number of transactions with related parties, the terms of which are negotiated in the ordinary course of business and according to normal trade conditions. Purchases of products and services are charged at reasonable prices and those prices are comparable to the market rate with general trading conditions. Consulting and management service fees are charged on a mutually agreed basis calculated based on activities performed for the counter parties in each year.

Relationships between the Group and the Company with related parties are as follows:

Name of entities	Country of incorporation / nationality	Nature of relationships
Subsidiaries	Thailand	Subsidiaries are entities controlled by the Group.
Gulf Energy Development Public Company Limited (“Gulf”) and its related parties (“Gulf Group”)	Thailand	Gulf is an indirect shareholder through Intouch Holding Public Company Limited who has significant influence over the Company and has some joint directors.
Singtel Strategic Investments Pte Ltd. (“Singtel”) and its related parties (“Singtel Group”)	Singapore	Singtel is a shareholder which has significant influence over the Company and has some joint directors.
Information Highway Company Limited	Thailand	An associate.
Choco Card Enterprise Company Limited	Thailand	An associate.
Datafarm Company Limited	Thailand	An associate.
Swift Dynamics Company Limited	Thailand	An associate.
GSA Data Centre Company Limited	Thailand	An associate.
Jasmine Broadband Internet Infrastructure Fund	Thailand	An associate since November 16, 2023.
Amata Network Company Limited	Thailand	A joint venture.
Rabbit - Line Pay Company Limited	Thailand	A joint venture until August 29, 2023.
SAHA Advanced Network Company Limited	Thailand	A joint venture.
Other related parties	Thailand	Other parties have some joint directors and directors of related parties.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Significant transactions with related parties for the years ended December 31, are as follows:

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Revenue from rendering of service and equipment rentals				
Subsidiaries	-	-	2,186	1,839
Gulf Group	88	67	-	1
Singtel Group	176	185	-	-
Associates	67	-	11	-
Joint ventures	2	2	-	-
Other related parties	331	250	-	-
Total	664	504	2,197	1,840
Dividend received from				
Subsidiaries	-	-	3,841	20,725
Joint ventures	22	17	-	-
Total	22	17	3,841	20,725
Finance income				
Subsidiaries	-	-	1,113	553
Associates	1	-	-	-
Joint ventures	2	4	-	-
Total	3	4	1,113	553
Other income				
Subsidiaries	-	-	45	45
Gulf Group	-	12	-	-
Joint ventures	10	10	-	-
Total	10	22	45	45
Rental and other service expenses				
Subsidiaries	-	-	60	54
Gulf Group	99	57	47	-
Singtel Group	227	190	-	-
Associates	1,456	91	-	-
Joint ventures	73	74	-	-
Other related parties	38	2	-	-
Total	1,893	414	107	54
Advertising expense				
Subsidiaries	-	-	-	1
Gulf Group	2	2	-	1
Total	2	2	-	2
Management benefit expenses				
Short-term employee benefit	138	131	138	131
Long-term employee benefit	1	2	1	2
Total	139	133	139	133
Purchase of property and other assets				
Gulf Group	4	-	-	-
Singtel Group	87	-	-	-
Total	91	-	-	-



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Finance costs				
Subsidiaries	-	-	43	26
Gulf Group	1	-	-	-
Associates	573	11	-	-
Other related parties	530	329	40	-
Total	1,104	340	83	26
Dividend paid to				
INTOUCH	9,911	9,249	9,911	9,249
Singtel Group	5,713	5,331	5,713	5,331
Total	15,624	14,580	15,624	14,580

Balances with related parties as at December 31, are as follows:

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	As at December 31, 2023	As at December 31, 2022	As at December 31, 2023	As at December 31, 2022
Cash and cash equivalents				
Bank deposit				
Other related parties	402	180	1	1
Trade and other current receivables				
Trade receivables				
Subsidiaries	-	-	49	45
Gulf Group	36	29	-	-
Singtel Group	24	9	2	-
Associates	144	-	-	-
Joint ventures	-	2	-	-
Other related parties	65	57	-	-
Total	269	97	51	45
Accrued income				
Subsidiaries	-	-	220	-
Gulf Group	5	1	-	-
Singtel Group	-	-	-	-
Other related parties	34	35	-	-
Total	39	36	220	-
Total trade receivables	308	133	271	45
Other current receivables				
Accrued interest income				
Subsidiaries	-	-	540	190
Associates	1	-	-	-
Total other current receivables	1	-	540	190
Total trade and other current receivables	309	133	811	235



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	As at December 31, 2023	As at December 31, 2022	As at December 31, 2023	As at December 31, 2022
Short-term loans to related parties				
Subsidiaries	-	-	85,841	59,470

As at December 31, 2023, the Company has short-term loans to related parties representing promissory notes at call, bearing interest at the average rate of 2.22 % per annum (As at December 31, 2022 : average rate of 1.08 % per annum).

Movements of short-term loans to related parties for the years ended December 31, are as follows:

	Unit: Million Baht Separate financial statements	
	2023	2022
Short-term loans to related parties		
As at January 1,	59,470	61,903
Increase	52,751	12,360
Decrease	(26,380)	(14,793)
As at December 31,	85,841	59,470

	Unit: Million Baht Consolidated financial statements	
	As at December 31, 2023	As at December 31, 2022
Long-term loans to a related party		
Associates	185	-
Joint Ventures	-	100
Total	185	100

As at December 31, 2023, the Group has long-term loans to a related party representing credit facility agreement, bearing interest at the average rate of 5.00 % per annum (As at December 31, 2022: average rate of 4.32% per annum).

Movements of long-term loans to related parties for the years ended December 31, are as follows:

	Unit: Million Baht Consolidated financial statements	
	2023	2022
Long-term loans to related parties		
As at January 1,	100	100
Increase	185	-
Decrease	(100)	-
As at December 31,	185	100



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Unit: Million Baht

	Consolidated financial statements		Separate financial statements	
	As at December 31, 2023	As at December 31, 2022	As at December 31, 2023	As at December 31, 2022
Trade and other current payables				
Trade payables				
Subsidiaries	-	-	9	1
Gulf Group	6	8	-	-
Singtel Group	8	64	-	48
Associates	518	6	-	-
Joint ventures	-	1	-	-
Other related parties	20	-	-	-
Total trade payables	552	79	9	49
Other current payables				
Accrued expenses				
Subsidiaries	-	-	24	15
Gulf Group	49	5	46	-
Singtel Group	160	93	-	-
Associates	1	1	-	-
Joint ventures	-	10	-	-
Other related parties	172	106	3	-
Total other current payables	382	215	73	15
Total trade and other current payables	934	294	82	64
Lease liabilities				
Gulf Group	45	-	-	-
Singtel Group	1	1	-	-
Associates	78,693	422	-	-
Joint ventures	8	12	-	-
Other related parties	24	1	-	-
Total lease liabilities	78,771	436	-	-
Short-term borrowings from Related parties				
Subsidiaries	-	-	5,920	4,720
Other related parties	9,999	1,500	9,999	-
Total	9,999	1,500	15,919	4,720

As at December 31, 2023, short-term borrowings from related parties of the Group and the Company represented promissory notes at call, bearing interest at the average rate of 3.04% and 2.30% per annum, respectively, and are unsecured (As at December 31, 2022 : The Group and the Company : at the average rate of 1.52% and 0.48% per annum, respectively).



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Movements of short-term borrowings from related parties for the years ended December 31, are as follows:

	Consolidated		Unit: Million Baht	
	financial statements		Separate	
	2023	2022	2023	2022
Short-term borrowings from related parties				
As at January 1,	1,500	-	4,720	5,840
Increase	17,999	2,500	11,699	1,100
Decrease	(9,500)	(1,000)	(500)	(2,220)
As at December 31,	9,999	1,500	15,919	4,720

	Unit: Million Baht	
	Consolidated	
	As at	As at
	December 31,	December 31,
	2023	2022
Current portion of long-term borrowings from related parties		
Other related parties	750	750
Long-term borrowing from related parties - net		
Other related parties	12,749	13,499
Total	13,499	14,249

As at December 31, 2023 and 2022, the Group has long-term borrowing from a related party, bearing interest at the rate of THOR plus margin* and 6MTHBFIX plus margin and semi-annual interest payments with 14 principal installments starting from 2022 to 2028 and unsecured.

* The Group has amended long-term loan agreement to change the interest rate from 6MTHBFIX plus margin to THOR plus margin

Movements of long-term borrowings from related parties for the years ended December 31, are as follows:

	Unit: Million Baht	
	Consolidated	
	As at	As at
	December 31,	December 31,
	2023	2022
Long-term borrowings from related parties		
As at January 1,	14,249	14,999
Decrease	(750)	(750)
As at December 31,	13,499	14,249



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Significant agreements with related parties

The Group and the Company have entered into agreements with related parties. There are commitment for receipts and payments according to rates under the terms and conditions stipulated in the agreements. The significant agreements with related parties are as follows:

- 1) The Group has entered into interconnection agreements among its related parties. The termination and suspension of the agreement are referred to the regulations and conditions of the National Telecommunications Commission.
- 2) The Group has entered into an international roaming service agreement with the Singtel Group, a related party. The counterparty has a right to terminate the agreement by giving advance written notice not less than of 60 days.
- 3) Advanced Wireless Network Company Limited (“AWN”), a subsidiary, has entered into a satellite transponder lease agreement and satellite equipment system management agreement with Thaicom Public Company Limited, a related party, AWN agreed to pay service fee on monthly basis according to the rate and condition specified in the agreement. The agreement is valid until November 19, 2025.
- 4) Advanced Wireless Network Company Limited, a subsidiary, has entered into fiber optic system and its site facilities agreement with Information Highway Company Limited (“IH”), an associate. IH will provide installation fiber optic transmission and maintenance services in specific areas. The counterparty has a right to terminate the agreement by giving the counterparty advance written notice not less than 30 days.
- 5) Advanced Wireless Network Company Limited, a subsidiary, has entered into agreement with TC Broadcasting Company Limited, a related party, to receive a satellite internet network service. AWN agreed to pay service fee on monthly basis according to the rate and condition specified in the agreement. The agreement is valid until November 19, 2025.
- 6) Advanced Wireless Network Company Limited, a subsidiary, and CS Loxinfo Public Company Limited, an indirect subsidiary, have entered into an agreement to develop the infrastructure of fiber optic network with Amata Network Company Limited, a joint venture. The counterparty has a right to terminate the agreement by giving the counterparty advance written notice not less than 30 days.
- 7) Super Broadband Network Company Limited, a subsidiary, has entered into agreement with TC Broadcasting Company Limited, a related party, to receive satellite reception services and satellite equipment system. The counterparty has a right to terminate the agreement by giving the counterparty advance written notice not less than 60 days.
- 8) The Group has entered into the Asset Sale and Transfer agreement and Optical fibers cores lease agreement with Jasmine Broadband Internet Infrastructure Fund, a related party. The group agreed to pay service fee on monthly basis according to the rate and condition specified in the agreement. The agreement is valid until December 31, 2038.
- 9) The Group has entered into the Power Purchase Agreement (“PPA”) and the Engineering, Procurement and Construction (“EPC”) with Gulf1 Company Limited (“Gulf1”), the related company, as follows:



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

- The Power Purchase Agreement to produce electricity power by Solar Farm and Solar Rooftop for 5 sites, the contract period during 10 – 15 years and transfer its asset right when the contract have ended.
- The Engineering, Procurement and Construction to produce electricity power by Solar Rooftop and base stations for the period 25 years

32. FINANCIAL INSTRUMENTS

Financial risk management policies

Risk management is integral to the whole business of the Group and the Company. The Group and the Company have a system of controls in place to create an acceptable balance between the cost of risks occurring and the cost of managing the risks. The management continually monitors the Group's and the Company's risk management process to ensure that an appropriate balance between risk and control is achieved.

Capital management

The Group and the Company aim to manage its capital structure to be stronger than industry peer and commit to be investment grade rating. This will allow the Group and the Company to retain superior financial flexibility in order to capture future growth prospect. The Group's and the Company's financial flexibility means diversified source of capital, ease of funding, and appropriate cost of capital.

Interest rate risk

Interest rate risk is the risk that future movements in market interest rates will affect the results of the Group's and the Company's operations and their cash flows because some of loan interest rates are floating interest rate. The Group and the Company have interest rate risk from their borrowings (see Note 18). The Group and the Company mitigate this risk by ensuring that the majority of its borrowings are at fixed interest rates and uses derivative financial instruments, principally interest rate swaps, to manage exposure to fluctuations in interest rates on specific borrowings.

Interest rate swap contracts

Under interest rate swap contracts, the Group agrees to exchange the difference between fixed and floating rate interest amounts calculated on agreed notional principal amounts. Such contracts enable the Group to mitigate the risk of changing interest rates on the fair value of issued fixed rate debt held and the cash flow exposures on the issued variable rate debt held. The fair value of interest rate swaps at the reporting date is determined by discounting the future cash flows using the curves at the reporting date and the credit risk inherent in the contract, and is disclosed below. The average interest rate is based on the outstanding balances at the end of the financial year.

As the critical terms of the interest rate swap contracts and their corresponding hedged items are the same, the Group performs a qualitative assessment of effectiveness and it is expected that the value of the interest rate swap contracts and the value of the corresponding hedged items will systematically change in opposite direction in response to movements in the underlying interest rates. The main source of hedge ineffectiveness in these hedge relationships is the effect of the counterparty and the Group's own credit risk on the fair value of the interest rate swap contracts, which is not reflected in the fair value of the hedged item attributable to the change in interest rates. No other sources of ineffectiveness emerged from these hedging relationships.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

The following tables detail various information regarding interest rate swap contracts outstanding at the end of the reporting period in the consolidated financial statements and their related hedged items. (Separate financial statements : nil).

Cash flow hedges

Unit: Million Baht			
Consolidated financial statements			
Hedging instruments Outstanding receive floating, pay fixed contracts	Contracted fixed interest rate	Notional principal value	Carrying amount of the hedging instrument assets/(liabilities)
As at December 31, 2023:			
Interest rate swap	2.25%	2,000	65
Interest rate swap	3.29% - 3.90%	12,700	(38)
		14,700	27

Unit: Million Baht			
Consolidated financial statements			
Hedging instruments Outstanding receive floating, pay fixed contracts	Contracted fixed interest rate	Notional principal value	Carrying amount of the hedging instrument assets/(liabilities)
As at December 31, 2022:			
Interest rate swap	2.25%	2,000	81
Interest rate swap	2.83% - 3.90%	14,350	(173)
		16,350	(92)

Unit: Million Baht			
Consolidated financial statements			
Hedged items			
Nominal amount of the hedged item liabilities			
As at December 31:	2023	2022	
Variable rate borrowings	14,700	16,350	

The following table details the effectiveness of the hedging relationship and the amounts reclassified from hedging reserve to profit or loss: (Separate financial statements: nil):

Unit: Million Baht			
Consolidated financial statements			
Hedged items			
Current period hedging gains recognised in OCI			
	2023	2022	
Variable rate borrowings	83	591	

The interest rate swaps settle on a quarterly and semi-annual basis. The floating rate on the interest rate swaps is THOR plus margin and 6MTHBFIIX plus margin. The Group will settle the difference between the fixed and floating interest rate on a net basis.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

All interest rate swap contracts exchanging floating rate interest amounts for fixed rate interest amounts are designated as cash flow hedges to reduce the Group's cash flow exposure resulting from variable interest rates on borrowings. The interest rate swaps and the interest payments on the loan occur simultaneously and the amount accumulated in equity is reclassified to profit or loss over the period that the floating rate interest payments on debt affect profit or loss.

Foreign currency risk

The Group and the Company have foreign currency risk relating to expense, purchasing goods and equipment denominated in foreign currencies. The Group and the Company primarily utilise forward contracts, which are not more than 1 year, to hedge such financial liabilities denominated in foreign currencies.

The Group and the Company have foreign currency risk in respect of financial assets and liabilities denominated as at December 31, are as follows:

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Cash and cash equivalents				
US Dollar (USD)	80	114	-	-
Euro (EUR)	15	84	-	-
Total	<u>95</u>	<u>198</u>	<u>-</u>	<u>-</u>
Trade receivables				
US Dollar (USD)	590	405	-	-
Euro (EUR)	21	14	-	-
Yen (JPY)	5	4	-	-
Total	<u>616</u>	<u>423</u>	<u>-</u>	<u>-</u>
Trade payables				
US Dollar (USD)	(9,617)	(18,505)	-	(1)
Euro (EUR)	(22)	(13)	-	(3)
Yen (JPY)	(6)	(23)	-	-
Singapore Dollar (SGD)	(5)	(56)	-	(48)
Australian Dollar (AUD)	-	(1)	-	-
Total	<u>(9,650)</u>	<u>(18,598)</u>	<u>-</u>	<u>(52)</u>
Lease liabilities				
US Dollar (USD)	(133)	(130)	-	-
Total	<u>(133)</u>	<u>(130)</u>	<u>-</u>	<u>-</u>
Gross statement of financial position exposure	(9,072)	(18,107)	-	(52)
Forward contracts	4,024	14,031	-	-
Net exposure	<u>(5,048)</u>	<u>(4,076)</u>	<u>-</u>	<u>(52)</u>

Forward contracts are held to hedge currency risk for gross statement of financial position exposure as at December 31, 2023 and 2022 and to retain future purchases.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Classification of financial assets and liabilities as at December 31, are as follows:

	Unit: Million Baht	
	Consolidated financial statements	
	2023	2022
Current assets		
Other current financial assets		
Forward contracts	17	46
Investment in debt instrument	-	2
Total current assets	<u>17</u>	<u>48</u>
Non-current assets		
Other non-current financial assets		
Investment in equity securities measured at fair value through other comprehensive income	124	145
Interest rate swap	65	81
Investment in debt instrument	2	2
Total non-current assets	<u>191</u>	<u>228</u>
Total assets	<u>208</u>	<u>276</u>
Current liabilities		
Other current financial liabilities		
Forward contracts	(109)	(524)
Interest rate swap	-	(10)
Total current liabilities	<u>(109)</u>	<u>(534)</u>
Non-current liabilities		
Other non-current financial liabilities		
Interest rate swap	(38)	(163)
Total non-current liabilities	<u>(38)</u>	<u>(163)</u>
Total liabilities	<u>(147)</u>	<u>(697)</u>
Total	<u>61</u>	<u>(421)</u>

	Unit: Million Baht	
	Separate financial statements	
	2023	2022
Non-current assets		
Other non-current financial assets		
Investment in equity securities measured at fair value through other comprehensive income	62	62



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Movement of financial assets and liabilities for the year ended December 31, in the consolidated financial statements are as follows:

	Consolidated financial statements		
	Balance as at January 1, 2023	Change in fair value during the year	Balance as at December 31, 2023
Unit: Million Baht			
Current assets			
Other current financial assets			
Forward contracts	46	(29)	17
Investment in debt instrument	2	(2)	-
Non-Current assets			
Other non-current financial assets			
Investment in equity securities measured at fair value through other comprehensive income	145	(21)	124
Interest rate swap	81	(16)	65
Investment in debt instrument	2	-	2
Current liabilities			
Other current financial liabilities			
Forward contracts	(524)	415	(109)
Interest rate swap	(10)	10	-
Non-current liabilities			
Other non-current financial liabilities			
Interest rate swap	(163)	125	(38)
Total	(421)	482	61



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

	Consolidated financial statements			Unit: Million Baht
	Balance as at January 1, 2022	Change in fair value during the year	Balance as at December 31, 2022	
Current assets				
Other current financial assets				
Forward contracts	213	(167)	46	
Investment in debt instrument	-	2	2	
Non-Current assets				
Other non-current financial assets				
Investment in equity securities measured at fair value through other comprehensive income	101	44	145	
Interest rate swap	9	72	81	
Investment in debt instrument	-	2	2	
Current liabilities				
Other current financial liabilities				
Forward contracts	(25)	(499)	(524)	
Interest rate swap	-	(10)	(10)	
Non-current liabilities				
Other non-current financial liabilities				
Interest rate swap	(722)	559	(163)	
Total	<u>(424)</u>	<u>3</u>	<u>(421)</u>	

	Separate financial statements			Unit: Million Baht
	Balance as at January 1, 2023	Change in fair value during the year	Balance as at December 31, 2023	
Non-Current assets				
Other non-current financial assets				
Investment in equity securities measured at fair value through other comprehensive income	62	-	62	
Total	<u>62</u>	<u>-</u>	<u>62</u>	

	Separate financial statements			Unit: Million Baht
	Balance as at January 1, 2022	Change in fair value during the year	Balance as at December 31, 2022	
Non-Current assets				
Other non-current financial assets				
Investment in equity securities measured at fair value through other comprehensive income	63	(1)	62	
Total	<u>63</u>	<u>(1)</u>	<u>62</u>	



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

The following table presents valuation technique of financial instruments measured at fair value in statement of financial position, which have significant changes in valuation technique and unobservable input during the period.

Type	Valuation technique
Interest rate swaps	Swap models: The present value of estimated future cash flows, using an observable yield curve.
Forward contracts	Based on the rates quoted forward exchanged rates from commercial banks at the reporting date.

The nominal amounts and fair values of forward contracts and interest rate swap as at December 31, are as follows:

	Unit: Million Baht			
	Consolidated financial statements			
	Nominal amounts**		Fair values*	
	2023	2022	2023	2022
Forward contracts	4,117	14,510	4,024	14,031
Interest rate swap	14,700	16,350	(27)	92
Total	18,817	30,860	3,997	14,123

* The fair value of forward contracts is the value of the original contracts which the Company entered with commercial banks at the end of the reporting period in order to reflect the current value of the contracts.

The fair value of interest rate swap is the value of difference between exchange rate of original contracts which the Company entered with commercial bank at the end of the reporting period in order to reflect the current value of the contracts.

** The nominal amount is the value of the original contracts which the Company entered with the commercial banks.

Credit risk

Credit risk is the potential financial loss resulting from the failure of a customer or a counterparty to settle its financial and contractual obligations to the Group and the Company as and when they fall due.

Management has a credit policy in place and the exposure to credit risk is monitored on an ongoing basis. Credit evaluations are performed on all customers requiring credit over a certain amount. At the end of the reporting period there were no significant concentrations of credit risk.

Liquidity risk

The Group and the Company monitor its liquidity risk and maintain a level of cash and cash equivalents deemed adequate by management to finance the Group's and the Company's operations and to mitigate the effects of fluctuations in cash flows.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Fair values of financial assets and liabilities

Financial assets and liabilities measured at fair value in the consolidated statement of financial position as at December 31, are as follows: (Separate financial statements as at December 31, 2022 : nil):

		Unit: Million Baht			
		Consolidated financial statements			
Carrying amount		Fair value			
		Level 1	Level 2	Level 3	Total
As at December 31, 2023					
Forward contracts	(92)	-	-	(92)	(92)
Interest rate swap	(27)	-	-	(27)	(27)
Debentures	50,691	-	50,602	-	50,602
Investment in debt instrument	2	-	2	-	2
As at December 31, 2022					
Forward contracts	(478)	-	-	(478)	(478)
Interest rate swap	92	-	-	92	92
Debentures	37,138	-	37,566	-	37,566
Investment in debt instrument	4	-	4	-	4

		Unit: Million Baht			
		Separate financial statements			
Carrying amount		Fair value			
		Level 1	Level 2	Level 3	Total
As at December 31, 2023					
Debentures	26,500	-	26,324	-	26,324
As at December 31, 2022					
Debentures	6,500	-	6,534	-	6,534

Fair value hierarchy

The table above analyses recurring fair value measurements for financial assets. These fair value measurements are categorised into different levels in the fair value hierarchy based on the inputs to valuation techniques used. The different levels are defined as follows:

Level 1: quoted prices (unadjusted) in active markets for identical assets or liabilities that the Group and the Company can access at the measurement date.

Level 2: other inputs than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly.

Level 3: unobservable inputs for the asset or liability.

For disclosure purposes, the Group determines Level 2 fair values for traded debentures have been determined based on quoted selling prices from the Thai Bond Market Association at the close of the business at the end of the reporting period.

For disclosure purposes, the Group determines Level 3 fair values for forward contracts were calculated using the rates quoted by the Group's and bankers which were based on market conditions existing at the statement of financial position date.

The fair value of trade and other current receivables and trade and other current payables are taken to approximate the carrying value.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

The fair value of loans to and borrowings from related parties and lease liabilities are taken to approximate the carrying value because most of these financial instruments bear interest at market rate.

The fair value of long-term borrowings is taken to approximate the carrying value because most of these financial instruments bear interest at market rate.

Market risk

The Group is exposed to the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk is as follows:

Interest rate risk

Interest rate risk is the risk that future movements in market interest rates will affect the results of the Group's operations and its cash flows because loan interest rates are mainly variable. So, the Group is primarily exposed to interest rate risk.

Managing interest rate benchmark reform (IBOR reform)

The Group holds interest rate swaps for risk management purposes that are designated in cash flow hedging relationships. The interest rate swaps have floating legs that are indexed to THOR and 6M BIOR. The Group's derivative instruments are governed by contracts based on the International Swaps and Derivatives Association (ISDA)'s master agreements.

33. COMMITMENTS WITH NON-RELATED PARTIES

Commitments with non-related parties as at December 31, are as follows:

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Capital commitments				
Unrecognised contractual commitments				
Buildings and equipment				
Thai Baht (THB)	7,163	5,528	1	3
US Dollar (USD)	169	117	-	-
Service maintenance				
Thai Baht (THB)	2,033	2,852	19	29
US Dollars (USD)	35	28	-	-
Non-cancellable operating lease commitments				
Within one year			59	14
After one year but within five years			8	3
Total			<u>67</u>	<u>17</u>



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

The Group recorded the rental expenses under operating lease agreements which are the short-term lease and lease of low value assets in the consolidated statements of profit or loss for the year ended December 31, 2023 and 2022 of Baht 165 million and Baht 136 million, respectively (Separate financial statements : nil).

	Consolidated financial statements		Unit: Million Baht Separate financial statements	
	2023	2022	2023	2022
Other				
Thai Baht				
Forward contracts	4,117	14,510	-	-
Bank guarantees:				
- Spectrum license payable	73,894	72,858	-	-
- Others	3,447	2,550	36	39
Total	81,458	89,918	36	39
Letter of credit				
Thai Baht (THB)	62	-	-	-
US Dollar (USD)	2	-	-	-

Significant agreements

- The Group has entered into the lease and related service agreements for office space and base station for periods ranging from 1 year to 3 years with options to renew.
- The Group has entered into a service agreement with a company, for the Group to receive the services relating to network station and other general services as stated in the agreement. The Group shall pay a service fee for the services at the rate as stated in the agreement. Such agreement will be terminated when a party submits advance written notice not less than 90 days.
- On January 5, 2018, Advanced Wireless Network Company Limited (“AWN”), a subsidiary, has entered into a service agreement with National Telecom Public Company Limited (“NT”) to receive national roaming services for the period from March 1, 2018 to August 3, 2025. AWN has letters of irrecoverable guarantees from domestic commercial banks amounting to Baht 720 million for use as collateral for the period of agreement.
- On January 5, 2018, Super Broadband Network Company Limited (“SBN”), a subsidiary, has entered into a rental agreement with National Telecom Public Company Limited (“NT”) to provide telecommunication equipment rental for the period from March 1, 2018 to August 3, 2025. SBN has letters of irrecoverable guarantees from domestic commercial banks amounting to Baht 525 million for use as collateral for the period of agreement.
- On September 4, 2019, the Group has mutually agreed with National Telecom Public Company Limited (“NT”) to enter into a Dispute Resolution Agreement and an agreement for providing the Telecommunication Equipment Tower Service. Under the agreement the Group receives rental service of the telecommunication equipment towers from NT for the period from January 1, 2019 to December 31, 2028. The Group has letters of irrecoverable guarantees from domestic commercial banks amounting to Baht 434 million for use as collateral for the period of agreement.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

- On September 8, 2023, Advanced Wireless Network Company Limited (“AWN”), a subsidiary, entered into service agreements with National Telecom Public Company Limited (“NT”) as follow:
 - 1) To provide network rental on NT’s 700 MHz spectrum to NT by constructing a total of 13,500 base stations across the country from the date of signing until March 31, 2036.
 - 2) To provide national roaming services to support NT users' use of NT's 700 MHz spectrum from the date of signing until March 31, 2036.

34. SIGNIFICANT EVENTS, COMMERCIAL DISPUTES AND LITIGATIONS

The Company

- 1) 900 MHz subscribers migration to 3G 2100 MHz

On September 25, 2014, the National Telecom Public Company Limited (“NT”) submitted a dispute under Black case No. 80/2557 to the Arbitration Institute, demanding the Company to pay compensation for a breach in the Concession Agreement between the Company and NT, regarding the Company porting its 900 MHz subscribers to the 3G 2100 MHz system provided by its subsidiary. The compensation claimed was Baht 9,126 million bearing interest of 7.5 per annum from September 25, 2014 until the full amount is paid.

On March 29, 2016, NT submitted a revision to amend the compensation amount for the period from May 2013 to September 2015, the end date of operation agreement, to Baht 32,813 million plus VAT and interest at 1.25% per month from June 2013 until the full amount is paid.

On February 14, 2019, the Arbitral Tribunal dismissed the said dispute by giving the reason which the Company was not in breach of the Agreement.

On May 15, 2019, NT submitted Black case No.951/2562 to the Central Administrative Court to revoke the arbitrament.

On September 22, 2023, the Central Administrative Court dismissed NT's request to revoke the arbitration award.

On October 18, 2023, NT appealed the judgment by the Central Administrative Court to the Supreme Administrative Court Black case No.Or.2102/2566.

The Company’s management believes that the outcome of the dispute should be settled favourably and has no considerable impact on the financial statements of the Company.

- 2) The claim for additional revenue from the 6th and 7th Amendments to the Agreement for operations (“the Agreement”)

On September 30, 2015, the Company submitted a dispute under Black case No. 78/2558 to the Arbitration Institute, Court of Justice, to give a verdict on the 6th Amendment dated May 15, 2001, and the 7th Amendment dated September 20, 2002, on the Agreement for operations to conduct the business of Cellular Mobile Telephone. The amendments bind the Company and National Telecom Public Company Limited ("NT") to comply with the amendments until the Agreement's end date for operations, and the Company has no obligation to pay additional revenue. According to the letter from NT dated September 29, 2015, NT requested the payment of additional revenue of Baht 72,036 million from the Company. NT claimed that such Amendments were substantially revised, which caused NT to receive lower revenue than the rate specified in the Agreement for operations.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

On November 30, 2015, NT submitted a dispute under Black case No.122/2558 to the Arbitration Institute to decrease the claimed amount to Baht 62,774 million, according to the percentage of adjustment to revenue sharing. This case is the same as the dispute under Black case No. 78/2558, so the Arbitration Committee tried these cases together.

The Company received the arbitrament from the Arbitration Committee dated January 23, 2020, with a majority vote ordering the Company to pay additional remuneration of Baht 31,076 million at an interest rate of 1.25 percent per month to NT from the day after November 30, 2015, until the full amount is paid.

The Company disagreed with the decision, and on April 22, 2020, the Company filed a request for revocation of the award to the Central Administrative Court (Black case No. 1165/2563).

On April 23, 2020, NT requested the revocation of the decision made by the Arbitration Committee to the Central Administrative Court that NT's claim of Baht 31,698 million related to after the claim period (Black case No. 1171/2563).

On July 26, 2022, the Central Administrative Court decided to revoke the Arbitration Committee's verdict because the 6th and 7th Amendments of the Agreement still have a binding effect on the parties. Therefore, the Company does not have to pay for the additional revenue as claimed by NT.

On August 24, 2022, NT appealed the judgment by the Central Administrative Court to the Supreme Administrative Court.

Accordingly, the dispute has not yet been finalised, but the Company's management considers that the ultimate resolution of the above dispute should not have a considerable impact on the financial statements of the Company.

- 3) The Company submitted a claim to the Central Administrative Court for revocation of the National Telecommunication Commission order regarding revenue incurred from the temporary service for 900 MHz customer protection period after the Concession end

On May 1, 2017, the Company filed a lawsuit against the office of the National Broadcasting and Telecommunication Committee ("NBTC office"), the National Telecommunication Committee ("NTC"), the National Broadcasting and Telecommunication Committee ("NBTC") and 5 other persons to the Central Administrative Court under Black case No. 736/2560 to revoke the NBTC office's letter and resolution which ordered the Company to pay revenue during the subscriber protection period after the expiration of the Concession agreement from October 1, 2015, to June 30, 2016, amounting to Baht 7,221 million plus interest.

On June 15, 2017, the Company received an indictment dated April 21, 2017, in which the NBTC and the NBTC office filed a lawsuit, under Black case No. 661/2560, against the Company for the same amount to the Central Administration Court, ordering the Company to pay revenue during the customer protection period.

On June 12, 2020, the Central Administrative Court revoked the NBTC's order on the grounds that during the 900 MHz's customer protection period, the Company's expenses incurred from the service exceeded the revenues generated.

On July 8, 2020 and July 17, 2020, the NBTC and the NBTC office appealed to the Supreme Administrative Court.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

The Company's management has considered that the Company has complied with NBTC announcement regarding the Temporary Customer Protection Plan Following the Expiration of the Agreement for operations ("Telecommunication Service Agreement") and the Company was obliged to submit the revenue after deducting any expenses to NBTC office but the Company's expenses incurred from the service was greater than the revenue. Therefore, the Company has no remaining revenue to submit to NBTC Office as stipulated in the announcement.

4) Claim for the additional revenue sharing from the rental charge for providing transmission services

National Telecom Public Company Limited ("NT") submitted dispute No. A1/2018 dated January 12, 2018, to the Arbitration Institute, demanding the Company pay for the additional revenue sharing from the rental charges of the transmission system from October 2012 to September 2015, totaling Baht 1,121.92 million (including VAT), plus the default interest rate of 1.25% per month. According to NT's views, the Company has to collect the rental charges of the transmission system at the rate specified by NT, which is higher than the rate that the Company charged to the tenant.

On December 19, 2022, the Company received the award by the Arbitration Committee to revoke NT's dispute claims under the reason that such claims regarding the rental charges of the transmission system were disputes in relation to the compliance with the NBTC's notification and not the disputes in relation to the Concession Agreement.

On March 16, 2023, NT submitted the request to revoke the Arbitration Committee's award to the Central Administrative Court as the Black Case No. 516/2566. The case is currently under the consideration of the Central Administrative Court.

The Company's management believes that the Company has correctly complied with the relating conditions of the Agreement in all respects, therefore the outcome of the dispute should not materially impact the financial statements of the Company.

5) Claim for the usage of co-location, site facilities and related equipment rental for assets provided during the temporary customer protection period after the Cellular Mobile Telephone Concession ended

On February 15, 2018, the National Telecom Public Company Limited ("NT") submitted dispute No. A3/2018 to the Arbitration Institute, Ministry of Justice by Thailand Arbitration Center ("THAC") to claim for usage fees for co-location, site facilities and related equipment rental for assets under Cellular Mobile Telephone Concession during the temporary customer protection period after the Concession ended. The claim amounted to Baht 183.44 million (included VAT) plus the default interest rate of 1.25% per month.

On April 5, 2018, the Company submitted a dispute under Black case No. Kor.3/2561 to the Central Administrative Court to revoke the THAC's order for consideration for dispute No. A3/2018.

On April 25, 2018, the Central Administrative Court dismissed Black case No. Kor.3/2561.

Subsequently, on May 21, 2018, the Company appealed the dismissal of Black case No. Kor.3/2561

On October 29, 2019, NT filed a petition to the Central Administrative Court to withdraw the dispute from THAC.

On February 13, 2020, the Arbitration Committee allowed NT to submit a petition to dismiss the above dispute.

On August 13, 2020, the Company received a copy of Black case No. 1746/2563 dated June 30, 2020.



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Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Currently, the case is being processed by the Central Administrative Court.

The Company's management believes that the Company has correctly complied with the relating conditions of the Agreement and the announcement of the National Broadcasting and Telecommunication Committee in all respects, so the outcome of the dispute should be settled favourably and will not materially impact on the financial statements of the Company.

6) Claim for the revenue sharing from provision of roaming services

On September 27, 2018, the National Telecom Public Company Limited ("NT") submitted a dispute under Black case No. 67/2561 to the Arbitration Institute to claim for revenue sharing from roaming services from the Company. NT claimed the Company discounted service fees without prior consent from NT from July 2013 to September 2015, and demanded Baht 16,252.66 million plus value-added tax bearing default interest rate of 1.25% per month.

The Company received the decision from the Arbitration Committee dated February 4, 2020, with a majority vote to dismiss the case from NT.

On May 8, 2020, NT submitted a petition to the Central Administrative Court under Black case No. 1309/2563 to request dismissal of such award.

On December 20, 2023, the Central Administrative Court dismissed Black case No. 1309/2561. NT has the right to appeal to the Supreme Administrative Court within 30 days

The Company's management believes the Company has correctly complied with the related conditions of the Agreement in all respects, therefore the outcome of the dispute should not materially impact the financial statements of the Company.

Digital Phone Company Limited ("DPC")

1) The claim for the usage/revenue arising from the use of telecommunication equipment and telecommunication network during the temporary customer protection period after the Concession ended

On May 20, 2015, the National Telecom Public Company Limited ("NT") filed a lawsuit against the office of the National Broadcasting and Telecommunication Committee ("NBTC Office"), National Telecommunication Committee ("NTC"), National Broadcasting and Telecommunication Committee ("NBTC"), True Move Company Limited ("True Move"), and DPC to the Central Administrative Court under Black case No.918/2558. The lawsuit asked the defendants to pay fees and compensation for the usage of telecommunication equipment and telecommunication network of NT during the temporary customer protection period, subject to the announcement of NBTC regarding the Temporary Customer Protection Plan Following the Expiration of the Agreement for operations ("Telecommunication Service Agreement"). The fees and compensation were calculated for the period from September 16, 2013, to September 15, 2014. The total amounts are as follows:

- 1) NBTC Office, NTC and NBTC amounting to Baht 24,117 million plus interest at the rate of 7.5% per annum.
- 2) True Move, NBTC Office, NTC and NBTC amounting to Baht 18,025 million plus interest at the rate of 7.5% per annum.
- 3) DPC, NBTC Office, NTC and NBTC amounting to Baht 6,083 million plus interest at the rate of 7.5% per annum.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

On September 11, 2015, NT filed a lawsuit to the Central Administrative Court under Black case No. 1651/2558, claiming for usage fees/revenue from the usage of telecommunication equipment and telecommunication network of NT from September 16, 2014, to July 17, 2015. The total amounts are as follows:

- 1) NBTC Office, NTC and NBTC amounting to Baht 6,521 million plus interest at the rate of 7.5% per annum.
- 2) True Move, NBTC Office, NTC and NBTC amounting to Baht 4,991 million plus interest at the rate of 7.5% per annum.
- 3) DPC, NBTC Office, NTC and NBTC amounting to Baht 1,635 million plus interest at the rate of 7.5% per annum.

On May 27, 2016, NT filed a lawsuit to the Central Administrative Court under Black case No. 741/2559, claiming for usage fees/revenue from the usage of telecommunication equipment and telecommunication network of NT from July 18, 2015, to November 25, 2015. The total amounts are as follows:

- 1) NBTC Office, NTC and NBTC amounting to Baht 2,857 million plus interest at the rate of 7.5% per annum.
- 2) True Move, NBTC Office, NTC and NBTC amounting to Baht 2,184 million plus interest at the rate of 7.5% per annum.
- 3) DPC, NBTC Office, NTC and NBTC amounting to Baht 673 million plus interest at the rate of 7.5% per annum.

During December 2019, DPC received a request from the Central Administrative Court to amend the claim amounts in the petition filed by NT on September 24, 2019 to be as follows:

Black case No. 918/2558

- 1) NBTC Office, NTC and NBTC amounting to Baht 5,109 million plus interest at the rate of 7.5% per annum.
- 2) True Move, NBTC Office, NTC and NBTC amounting to Baht 3,651 million plus interest at the rate of 7.5% per annum.
- 3) DPC, NBTC Office, NTC and NBTC amounting to Baht 1,457 million plus interest at the rate of 7.5% per annum.

Black case No. 1651/2558

- 1) NBTC Office, NTC and NBTC amounting to Baht 4,169 million plus interest at the rate of 7.5% per annum.
- 2) True Move, NBTC Office, NTC and NBTC amounting to Baht 2,946 million plus interest at the rate of 7.5% per annum.
- 3) DPC, NBTC Office, NTC and NBTC amounting to Baht 1,223 million plus interest at the rate of 7.5% per annum.



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Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

Black case No. 741/2559

- 1) NBTC Office, NTC and NBTC amounting to Baht 1,858 million plus interest at the rate of 7.5% per annum.
- 2) True Move, NBTC Office, NTC and NBTC amounting to Baht 1,336 million plus interest at the rate of 7.5% per annum.
- 3) DPC, NBTC Office, NTC and NBTC amounting to Baht 522 million plus interest at the rate of 7.5% per annum.

On April 29, 2022, the Central Administrative Court dismissed the cases against DPC under Black case No. 918/2558 and 1651/2558 for a total requested amount from DPC of Baht 2,680 million. The court ordered NBTC to pay NT Baht 361 million including interest.

On May 30, 2022, NT filed an appeal regarding the Black Case No. 918/2558 and No. 1651/2558 to the Supreme Administrative Court as the Black Case No. Or. 1229/2565 and Or. 1203/2565. DPC received a notification from the Supreme Administrative Court on August 18, 2022 and October 10, 2022 respectively. Currently, the case is under the consideration by the Supreme Administrative Court.

On December 28, 2022, the Central Administrative Court dismissed the case against DPC under the Black case No. 741/2559 for a total requested amount from DPC of Baht 522 million. On January 26, 2023, NT submitted the appeal for the decision in the case no. 741/2559 as the Black Case No. Or.347/2566. Currently, the case is under the consideration by the Supreme Administrative Court.

The management of the Group believes that DPC has no obligation to pay for the usage fees and compensation from the usage of telecommunication equipment and telecommunication network as claimed by NT due to DPC has complied with the announcement of NBTC. Therefore, the outcome of the disputes should be settled favourably and have no considerable impact to the consolidated financial statements of the Group.

- 2) The claim for revocation of the National Telecommunication Committee's ("NTC") order regarding the revenue incurred from the temporary service during the customer protection period after the Concession ended

On November 16, 2015, DPC filed a lawsuit against the National Broadcasting and Telecommunication Committee ("NBTC") to the Central Administrative Court under case No. 1997/2558. This filed lawsuit revoked the NTC resolution, in which the office of the NBTC demanded that DPC deliver the revenue during the consumer protection period from September 16, 2013, to July 17, 2014, amounting to Baht 628 million.

In the same case, on September 16, 2016, the NBTC and the office of the National Broadcasting and Telecommunication Committee ("NBTC office") filed a complaint to the Central Administrative Court as the Black Case No. 1441/2559. This complaint requested DPC to deliver revenue sharing for the consumer protection period from September 16, 2013 to July 17, 2014. The claim amount was Baht 680 million (including interest up to the submitted date of Baht 52 million) plus interest at the rate of 7.5% per annum of the claim amount from the submitted date until DPC delivers all revenue sharing in full.

On September 7, 2018, the NTC issued a letter informing of their resolution to allow DPC to deliver the revenue from the service income during the protection of all subscribers, totaling Baht 869 million. However, the NBTC had ordered DPC to provide a payment of Baht 628 million for the first period, and the remaining amount to be paid is Baht 241 million. Subsequently, on December 7, 2018, DPC filed a lawsuit with the Central Administrative Court to revoke such a resolution of NTC.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

On June 2, 2021, the Central Administrative Court ordered the merger of the three cases.

On March 30, 2022, the Central Administrative Court revoked the NTC's resolution, which ordered DPC to deliver the revenue from the service income during the protection of all subscribers in the total amount of Baht 869 million. The reason is that DPC had expenses incurred from the provision of services greater than the revenues generated.

On April 28, 2022, the NBTC submitted an appeal to the Supreme Administrative Court. Currently, the case is under the consideration by the Supreme Administrative Court.

The Group's management considers that DPC has complied with the NBTC announcement regarding the Temporary Customer Protection Plan Following the Expiration of the Agreement for operations ("Telecommunication Service Agreement") in 2013 and that DPC is obliged to submit the revenue after deducting any expenses to the NBTC office. However, DPC has expenses incurred from the service greater than the revenues generated. Therefore, DPC has no revenue remaining to submit to NBTC as stipulated in the announcement.

Advanced Wireless Network Company Limited ("AWN")

1) The claim for revocation of the NBTC's order regarding Mobile Number Portability (MNP)

During 2015 - 2020, AWN received an administrative order ("Order") from the Office of NBTC to pay administrative fines regarding a mobile number portability issue. AWN filed a revocation request of the Order to the Central Administrative Court for Black case No. 1357/2560, which claimed Baht 221 million from AWN, and for Black case No. 2212/2563, which claimed Baht 605 million from AWN.

On August 26, 2020, the Central Administrative Court gave a verdict on Black case No. 1357/2560 to revoke that the administrative fines shall not exceed Baht 20,000 per day. As a result, the administrative fines were decreased to Baht 0.82 million. On September 25, 2020, AWN appealed to the Supreme Administrative Court to revoke all orders regarding administrative fines. Currently Black case No. 1357/2560 is being considered by the Supreme Administrative Court.

Currently, black case No. 2212/2563 is being considered by the Central Administrative Court.

The AWN's management believes that AWN conducted everything correctly, therefore the outcome of this case should not have a significant impact on the consolidated financial statement of the Group.

MIMO Tech Company Limited ("MMT")

1) The claim for compensation from MMT for the termination of printing contract with Paper Mate (Thailand) Company Limited

On February 26, 2019, Paper Mate (Thailand) Company Limited filed a lawsuit to the Civil Court under Black case No.1016/2562 to claim compensation from MMT for the termination of a printing contract. The claims amounted to Baht 280 million in total.

On January 28, 2021, the Civil Court dismissed the case of Paper Mate (Thailand) Company Limited because Paper Mate (Thailand) Company Limited breached the contract. Therefore, there is no right to claim such compensation.

On June 28, 2021, Paper Mate (Thailand) Company Limited appealed to the Court of Appeal.

On March 29, 2022, the Court of Appeal upheld the decision of the Civil Court.



Notes to the Financial Statements

Advanced Info Service Public Company Limited and its Subsidiaries for the Year Ended December 31, 2023

On August 29, 2022, Paper Mate (Thailand) Company Limited submitted a request for a petition to submit this case to Supreme Court. Currently the case is under the consideration of the Supreme Court.

The Group's management believes that MMT has correctly and fully complied with the related conditions of the contract in all respects and that the outcome of the said case should not have a considerable impact on the consolidated financial statements of the Group.

Triple T Broadband Public Company Limited ("TTTBB")

- 1) In case of charging rental circuit service fee and other contracts from TT&T Public Company Limited (TT&T)

On December 7, 2021, the Official Receiver in the bankruptcy case of TT&T ordered TTTBB to pay outstanding debts in the amounting to Baht 1,152 million, including the interest on the principal amounting to Baht 723 million until the settlement is completed.

On August 15, 2022, TTTBB filed a petition against this order with the Central Bankruptcy Court and on May 10, 2023, the Central Bankruptcy Court ordered to dispose such debt out of TT&T's receivable account some items. The remaining debt to paid is Baht 75.65 million with interest.

On August 9, 2023, the Official Receiver appealed against the Central Bankruptcy Court's order regarding the disputed debts. Currently, the case is under consideration by the Court of Appeal for Specialised Cases and the Court has scheduled an appointment to deliver its verdict on June 10, 2024.

The Group's management believes that there should be no significant impact on the overall financial statement of the group of companies.

- 2) Laying Optical Fiber on poles of the Provincial Electricity Authority

TTTBB has 96 cases of disputes regarding the laying of Optical Fiber on the poles of the Provincial Electricity Authority. As at December 31, 2023, there are 93 cases closed by the Court's decision and by entering into settlement agreements. Such cases are in the process of debts repayment. Currently, 3 cases with the total claims of Baht 74 million are under consideration by the Court.

The Group's management believes that the outcome of the dispute should not have any material impact on the Group's financial statements.

35. EVENT AFTER THE REPORTING PERIOD

Dividends

On February 6, 2024, the Board of Directors' meeting passed a resolution proposing the payment of dividends for the year 2023, at the rate of Baht 8.61 per share, Baht 4.00 each of which was paid as an interim dividend on September 5, 2023. The proposed dividends will be considered for approval by the shareholders at the next general meeting of the Company.



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