

AIS CloudX Situation Report
The Service Operating Normally

Following the earthquake in Myanmar on March 28, 2025, Advanced Wireless Network Co., Ltd. would like to inform our customers that our team has promptly conducted an inspection of AIS CloudX services, which are provided at AIS Data Center. The inspection results indicate that services are operating normally, with no data loss or damage. Additionally, the backup systems continue to function as usual. Furthermore, critical systems and equipment within AIS data center have been inspected according to the Business Continuity Plan (BCP) for disaster management, including buildings, power systems, and communication networks, by our expert engineering team.

Our management and team are dedicated to supporting all customers and understand the importance of handling future emergencies. We are ready to facilitate communication to ensure your business operations continue smoothly during such situations with close monitoring of related systems and providing efficient assistance.

Update as of March 29, 2025

FAQ AIS CloudX	
Q1	Has AIS CloudX service been affected?
A	The inspection results indicate that services are operating normally, with no data loss or damage. Additionally, the backup systems continue to function as usual.
Q2	Has AIS Data Center for AIS CloudX services been affected by the earthquake?
A	Currently, there are no reports of damage affecting the operations of AIS Data Center.
Q3	Are the facilities systems of AIS Data Center for AIS CloudX services still operating normally?
A	The main electrical system, UPS system, backup generators, and cooling systems are all functioning efficiently.
Q4	Is there any damage or impact on the electrical systems connected within the building of AIS Data Center for AIS CloudX services?
A	Currently, there are no reports of damage to the electrical systems supplying the building. Continuous monitoring of electrical quality is being conducted through the monitoring system, and it remains at standard levels.
Q5	How many hours can the backup fuel system of AIS Data Center for AIS CloudX services support operations?
A	Currently, the backup fuel supply can support operations for 24-48 hours. The team has a scheduled refueling plan to ensure continuous operation.
Q6	Has the transmission system and network connectivity to the building of AIS Data Center for AIS CloudX services been affected?
A	The transmission system and network equipment connected to the building are still operating normally.
Q7	If you need additional information about after-sales service or to report issues, how can you contact us?
A	After-sales service is still available as usual. You can contact technical staff at AIS ICT Service Desk by calling 1740 or emailing servicedesk@ais.co.th every day, 24 hours a day
Q8	If you have concerns about data storage or increasing your AIS CloudX usage, how can you contact us?
A	You can contact us at https://www.ais.th/business/help-and-support for further service recommendations.
Q9	If customer data is damaged or lost due to the earthquake, how can it be recovered? Please provide us with more details about the process.
A	AIS CloudX services have a standard for emergency data backup both locally and offsite (7 copies). Customers can contact Service Desk at 1740, available 24 hours a day, to request this information.