

AIS Data Center Situation Report
Customers can continue to work on-site as usual

Following the earthquake in Myanmar on March 28, 2025, Advanced Wireless Network Co., Ltd. would like to inform our customers about the situation of all 7 AIS Data Centers. They are still operating normally.

Our team has promptly implemented the Business Continuity Plan (BCP) for disaster management. They have thoroughly examined all critical systems and equipment within all 7 AIS Data Centers, including buildings, electrical systems, backup generators, cooling systems, and network and internet connectivity. All systems are functioning normally according to safety standards. Customers can work on-site at the following 7 AIS Data Centers:

- AIS DATA CENTER CW TOWER (RATCHADA, BANGKOK)
- AIS DATA CENTER THE CLOUD (RATCHADA-RAM)
- AIS DATA CENTER TELLUS (PATHUMTHANI)
- AIS DATA CENTER SILA (BANGPAKONG, EEC)
- AIS DATA CENTER CHIANG MAI (CHIANG MAI)
- AIS DATA CENTER SINGKHORN (HAT YAI, SONGKHLA)
- AIS DATA CENTER KAEN NAKHORN (KHON KAEN)

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. The engineering team is prepared to act and monitor the situation closely.

Update as of March 29, 2025

FAQ AIS Data Center	
Q1	Has AIS Data Center been affected by the earthquake?
A	Currently, there are no reports of damage affecting the operations of AIS Data Center.
Q2	Are the facilities systems still operating normally?
A	The main electrical system, UPS system, backup generators, and cooling systems are all functioning efficiently.
Q3	Is there any damage or impact on the electrical systems connected within the building?
A	There are currently 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.
Q4	How many hours can the backup fuel system 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.
Q5	Has the transmission system and network connectivity to the building been affected?
A	The transmission system and network equipment connected to the building are still operating normally.
Q6	Is site access still possible according to safety standards?
A	Access to the site can still proceed normally under strict security measures.
Q7	Is the Remote Hand service still available according to the SLA standards?
A	The Remote Hand service remains available 24/7.