



CN Plus

2011: A year in review

By: Mr. Sarawut Wongpeng, Department Manager

We wish you joy and happiness on New Year's Day and every day! As the year 2011 comes to its close, it is a perfect time for us to remember and reflect on the amazing things that have transpired in the Communication and Network Services Department (CND) throughout the course of the year. In this issue, we will briefly share some of the highlights and important developments that have taken place in CND.

- In January 2011, the CND renovation was completed. The new improved facility provided spacious working area for staff and efficient filing system with its built-in high density shelves.
- Additional improvements that were made from March to July of the same year included the upgrade of the TVRO system for more efficient channel monitoring. Also, new IRDs were purchased and set-up which enabled the network to receive latest coding like MPEG4.
- One of the highlights this year was the reconstruction of the CND website. A new tool called View Spectrum Plot was added for the benefit of our customers. This tool enabled our customers to monitor online the current level of their carriers.
- Then, we also now have online interference reports (Customer Interference Notice/Thaicom Interference Notice), in addition to the monthly transponder usage reports.



Lastly, we, the staff and personnel of CND hope that the upcoming year 2012 will bring us all more challenging and rewarding tasks. We will also endeavor to improve in the area of customer service, please feel free to give us your comments and suggestions. All of us at CND join in saying "thank you for the trust" that you have all placed in our service. We look forward to working with you in 2012 and contributing to your success. We wish you a prosperous and happy new year!



NEW TOOL: CND acquired a new Agilent CXA Signal Analyzer N9000A in July of 2011. It's a multipurpose, windows-based and can be connected to a network, measurement from 9 kHz to 3.0 or 7.5 GHz, vector signal analysis, flexible digital modulation analysis, signal demodulation, and a lot more. This project is part of our continues upgrading for better service to our present customers as well preparation for more traffic in our coming satellites.



Other Events:

- Thailand's King Birthday and Father's day celebration..... Dec. 5, 2011
- Holidays (January):**
- Substitution to New Year Day (Jan. 1, 2012, Sunday).....Jan. 2, 2012
- Extra Holiday to New Year Day Jan. 3, 2012

Announcements:

Customer Satisfaction Survey 2011 is still available until Dec. 31, 2011 for those who haven't completed the survey yet. Thank you for your participation.

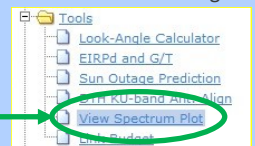
CND Customer Information Database is being updated for any recent changes. Please send us the latest update of your company (i.e. contact names, tel. nos., postal address, etc.) at the earliest date possible.

Sports Day 2011 (Domestic Customers) is rescheduled on March 31, 2012 due to after-flood related (cleaning and moving back) activities



of our colleagues and customers who were affected by the flood.

Did you know? You can check the EIRPdown of your carrier using our online tool View Spectrum Plot. So, next time you encounter any link problem, see your carrier's latest level. Just log-on to



our website and fill the information. If you come across any problem, please let us know. ☺