



# CN Plus

I-TIUS 2012  
Bangkok Thailand

## CND workshop @ ITIUS

By: Mr. Sarawut Wongpeng, Director – Customer and Network Services

Now in its 12th year, this year's ITIUS conference was successfully held in April 2, 2012 at Mandarin Oriental, Bangkok, Thailand. Most of the attendees were IPSTAR customers from all over Asia, Australia and New Zealand as well as some conventional satellite (Thaicom) customers from the Indo-China region and from the host country, Thailand.

It was a whole day event where customers received updates of the latest commercial and technological developments in Thaicom. In addition to the various presentations; there were also business opportunities, success stories and successful ventures shared by Thaicom partners. For the finale, the participants had a delightful River Cruise dinner of exotic Thai traditional food followed by a live concert.



### ITIUS agenda at a glance

The keynote speech from Thaicom's new CEO, Ms. Suphaje Suthumpun was the significant feature at the opening of the event. It was then followed by an update of Thaicom's current commercial status and technology advances one of which is the next generation satellite, Thaicom-6 to be launched by mid 2013. New business models were also introduced both for current partners and future prospects. The success stories shared gave insights to partners and customers on how this technology is operated and managed in the different countries. The IPSTAR technology aided the network recovery in the tsunami-stricken regions of Japan. Thaicom also works in alliance with ASEAN satellite operator, MEASAT-5@IPSTAR. It is involved with broadband satellite markets and initiatives in Malaysia, New Zealand, and India, a supporting element in the business models in Australia and e-Government projects in Indonesia and Malaysia. A presentation by Nielsen Thailand on new media markets and technology trend in SEA gave customers an overview of the local cable and satellite TV markets in Thailand.

Apart from the major presentations, participants have the option to attend either one of the workshops namely, THAICOM or IPSTAR Operational performance. The workshop THAICOM was also separated into two sessions that participants attended in—(1) Satellite Operation Summary Report; and (2) Teletop and Turnkey Service Report.

### CND: Operation Summary Report Year 2011

During the ITIUS afternoon session, the CND's role was to give the presentation that was mainly focused on satellite operation and activities from 2009 to 2011. A vital part of the presentation was about interference statistics that gave customers the picture of the trend of interference occurrence — its type, the cause and prevention. A report was made on the enhancements that have been done to the monitoring systems, as well as new features in the website that are beneficial to customers in their day to day operation. The participants were also showed an overview of the action plan for the year 2012.

See you again on the next ITIUS!

**THAICOM NEW IDENTITY** is in line with the rebranding undertaken by its parent company INTOUCH, and its sister company, AIS (Advanced Info services Plc.). The change in corporate identity marks the start of a new chapter in THAICOM's business activities, and comes at a time when the company has posted impressive growth in revenues and initiated a number of initiatives for future expansion. The new symbol is derived from the traditional and iconic "Thai Smile", and is presented in bright, warm colors to reflect a feeling of friendliness and closeness. The change in corporate identity further conveys THAICOM's commitment to excellence in technology and dedication to overcoming obstacles to achieve its goals. THAICOM also believes in initiative, and as such, it constantly seeks for new and innovative ideas to meet the needs and demands of its customers. At the same time, the Company remains committed to its responsibility to create benefits for society and assist in the sustainable development of the country.



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## Announcements:

### Sun Outage (Summer 2012)

The latest event started mid of March 2012 in some places and carried on until mid of April 2012. Prior notice was sent to customer by email.

For future outage prediction in your location and your customers, please check from our website (<http://tncs.thaicom.net/sunoutage.asp>).

>> Next event of Sun Outage is between the months of September and October 2012 <<.

### Recap of Recent Events:

Sport Day 2012 (domestic customers) was just concluded last March 31, 2012. Congrats to the winners! ☺



**Other Events:**  
Songkran Festival celebration.....April 13-15, 2012  
**Public Holidays (April 2012):**  
Royal Cremation of HRH Princess Bejaratana Rajasuda Sinsophannavadi .....April 9, 2012  
Songkran .....April 13, 2012  
Substitution to Songkran Festival Day (Saturday 14 April and Sunday 15 April) .....April 16, 2012  
**May 2012:**  
National Labor Day .....May 1, 2012  
Substitution to Coronation Day (Saturday 5 May 2012) .....May 7, 2012