



Subject: *Keeping you connected*

Hi there,

Living under lockdown can be stressful, but we want you to know that we're here to help.

At DTAC, we know that staying in touch with your friends and family has never been more important.

We also understand how important it is to be able to get online from the safety of your own home.

Here in Thailand, daily average internet usage has already soared from 9 hours to 14.

That's why we're working 24/7 to ensure that you're able to stay connected across our networks, wherever you are.

Don't worry – you'll be able to make calls, send messages and get online as usual.

Calls to the National Institute for Emergency Medicine hotline (1699), or the Department of Disease Control (1422) are all free-of-charge.

But we're also offering a wide range of extras to help you deal with the disruption of living under lockdown.

Our HAPPY@HOME package (redeemable through our app) includes free internet usage when using Microsoft Office 365 and Zoom for 90 days.

We'll be upping our lending limit in case you need to transfer money to friends and family at any point.

We're also offering special student packages with customised data packages, as well as a range of promotions, insurance offers and free food deliveries that are redeemable through our app.

It's a fast-moving situation and we'll be continuing to adapt our response.

We want you to know that our teams are working around the clock to keep you connected from the safety of your own home.

We'll be keeping you updated via our website, app, and social media channels.

If you've got any questions or need some help, then feel free to get in touch with our support team.

DTAC