

**Reference: NOC/SMC-2021-07-351491**

**August 30, 2021**

**Subject: Incident Summary Report for Internet Service**  
**Attention: a2network (Thailand) Co., Ltd.**

Dear Valued Customer,

True Internet Corporation Company limited deeply appreciated your continue trust in our Internet Services. We would like to report on your incident dated 25 August 2021 as follow.

**Ticket Reference:** TT202108409333

**Start Date:** Tuesday 25 August 2021, 10:15 am. (GMT+7)

**End Date :** Tuesday 25 August 2021, 10:40 am. (GMT+7)

**Issue :** Cannot access to internet service or slowly.

**Root Cause:** 1. The service outage occurred due to a damaged optic fiber cable as the result of electric surge. Affect to a link which connect to content provider down in some path. Then Domestic traffic in some service had congested.  
2. Technical support engineer had re-routed traffic to International. In that process, congestion occurred at the link between True Internet and Gateway Provider in Singapore. Affects the use of some applications such as Line and Microsoft Services.

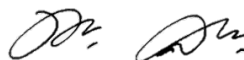
**Resolution:** Technical support engineer optimized the traffic distribution in point 2. Then internet service was resumed to normal operation.  
Field engineering fixed Link in point 1 and technical support engineer re-routed traffic of the service back to normal domestic usage.

**Prevention/Improvement Plan:**

Improve the capacity of the service link in point 1 and add redundancy routes to prevent re-route traffic to International (By September 8th).  
Improve traffic distribution processes of applications and services system to automation (By September 3).

We are deeply sorry that such incident occurred to your service. We are appreciated for any feedback and suggestion. Please do not hesitate to contact Corporate Care Contact Center at +6627009191 press 5 or [corpcare@trueinternet.co.th](mailto:corpcare@trueinternet.co.th).

Your Sincerely,



Natapope Sarakhette

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Corporate Service Management Center

Corporate Service Management Center  
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