

## **Termination of Services for Offenders/Repeated Offenders of Copyright Infringement Measure**

**Advanced Info Service Public Company Limited and the group of companies** (“Company”) realizes the importance in the protection of copyright works. Therefore, the Company hereby implements this policy to terminate the services for **offenders/repeated offenders** of copyright infringement. This policy shall be the procedure in handling the users who **offend/repeatedly offend** the copyright infringement and to protect the rights of copyright owners.

### **1. Guidelines in the consideration of the Offenses/repeated offenses of copyright infringement**

Under the circumstances that the Company is notified and convinced with evidence that there are any copyright infringements in the system or in the computer network, then the Company shall remove the computer data claimed to be created with the infringement of copyright or shall remove the references or the connection points from the system or from the computer network or shall prohibit the access to such computer data or the references or the connection points of such computer data. The notification must be in written form or by electronics submission, containing at least with the following information:

- (1) Name and family name or juristic person’s name, address, phone numbers and email address, that the Company can use to contact the copyright owner.
- (2) The copyright works claimed to be infringed upon.
- (3) Computer data claimed to be specifically created with the intention of copyright infringement, such as the location of such computer data, or the references or the connection point that leads to such computer data.
- (4) Certification of truthfulness of the notification.
- (5) The signature or the electronics signature of the copyright owner.

In case that any user is accosted of copyright infringement/repeated copyright infringement, and such accusation can be believed to be true considering the complementary evidence, the Company reserves the rights to remove the computer data claimed to be created with the infringement of copyright, or shall remove the references or the connection points from the system or from the computer network, or shall prohibit the access to such computer data or the references

or the connection points of such computer data to prevent the repetition of copyright infringement in the future.

## **2. Right to appeal**

The Company shall notify the accosted service user regarding the copyright infringement claim for the opportunity to appeal such claim. The Company shall only remove the computer data claimed to be created with the infringement of copyright or shall remove the references or the connection points from the system or from the computer network or shall prohibit the access to such computer data or the references or the connection points of such computer data under the consideration of concrete evidence and reasons. Therefore, you should correctly appeal the claim with the completed details and information. After the consideration of such appeal, should the Company deem that there is no copyright infringement subject to the Company's regulations, the Company shall restore such computer data or the references or the connection points of such computer data back into the system or the computer network or cease the prohibition of the access to such computer data or the references or the connection points of such computer data immediately. The failure of appeal shall result in the continuation of the prohibition of access to such computer data or the references or the connection points of such computer data until all the copyright infringements are resolved and you re-submit the appeal.

### **2.1 Appeal regarding the notification**

Should your computer data be claimed as the copyright infringement/repeated copyright infringement and then removed from the system or from the computer network or removed from the references or from the connection points or prohibited from accessing to such computer data or the references or the connection points of such computer data subject to the copyright infringement notification, you may appeal to prevent from repeating the offenses. If you believe that such notification is a mistake or you can certify that you are authorized to use such copyright protected computer data, you can appeal regarding the relevant notification.

### **2.2 Appeal regarding the removal from the system or prohibition of accessing the computer data**

Should your account be removed from the system or prohibited from accessing the computer data subject to the policy from multiple notifications of copyright infringement/ repeated copyright infringement, you may need to resolve all the

copyright infringements which cause the removal from the system or prohibition of accessing the computer data before the restoration of your rights. You can appeal regarding the removal from the system or prohibition of accessing the computer data.

### **3. Withdrawal of the notification**

The withdrawal of the notification is the process when the notifier wants to withdraw the copyright infringement claims submitted. The Company will consider such withdrawal and will restore such computer data or the references or the connection points of such computer data back into the system or the computer network or cease the prohibition of the access to such computer data or the references or the connection points of such computer data. Should you be the notified party of such claim, you may contact the notifier directly to request for the withdrawal of the notification or for negotiation before submitting the appeal.

### **4. How to contact the Company**

Department: Complaint Center

Advanced Info Service Public Company Limited

Email: [complaint\\_center@ais.co.th](mailto:complaint_center@ais.co.th)

**Complaint of Infringement of intellectual property Form**

**Advanced Wireless Network Company Limited**

**Date:**.....

**Place to submit complaints:** .....

**1. Details of the complainant**

**1.1 Individual Person** First Name - Last Name.....

Mobile Number/ AIS Fibre Number.....

**1.2 Juristic Persons** Name of Juristic Persons.....

First Name - Last Name (Attorney).....

Mobile Number/ AIS Fibre Number.....

**1.3 Contact Address** House No..... Village No.....

Village/Building..... Floor.....

Alley/Lane..... Road..... Sub-district.....

District..... Province..... Postal Code.....

Telephone Contact ..... Email.....

**2. Details of Infringement of intellectual property**

2.1 Date of intellectual property infringement.....

2.2 Details of the copyrighted work claimed to have been infringed such as music photo or other symbol

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2.3 Place/Website/URL/Advertising space of the copyrighted work claimed to have been infringed

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**3. Evidence of Complaint**

Copy of ID Card / Other cards issued by government agencies / Certificate of Juristic Persons

No..... Issue date.....

Photo of the copyrighted work claimed to have been infringed

Evidence of ownership of the copyrighted work claimed to have been infringed (if have)

Evidence/other document (if have) (Please specify) .....

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I hereby certify that all particulars given in this form are true and correct to the best of my knowledge and belief. I acknowledge that I have provided false information or having any part of it which is false is an offense under criminal law and there is also some civil liability.

Signature/Electronic signature..... Complaint

( ) elaborate handwriting

Signature/Electronic signature.....Complaint recipient

( ) elaborate handwriting

**Remark:**

Send to email by attach form and evidence of complaint go to email: [complaint\\_center@ais.co.th](mailto:complaint_center@ais.co.th) and send form and evidence of complaint go to complaint center Advanced Wireless Network Company Limited

408 18<sup>th</sup> Floor Zone D Phaholyothin Place, Phaholyothin Road,

Samsen Nai, Phayathai, Bangkok 10400

**FAQ:**

1. Please download the complaint of Infringement of intellectual property form here website: <https://www.ais.th>
2. In the case that the customer does not notify the email in order to send application form to customer fill out in detail of intellectual property infringement reference to copyright act.