

THAILAND MEASURES TO RESPOND AND MITIGATE THE IMPACT OF THE COVID-19 OUTBREAK IN THE DIGITAL SECTOR

I. Ensuring access to ICT

1.1 Providing high speed broadband internet : CAT Telecom Public Company Limited provides high quality internet with the speed up to 1 Gbps for medical personnel and people to be able to access information via internet, and to connect CCTV system for patient monitoring to minimize direct contact with patient.

1.2 Providing broadband access subsidies:

TOT SIM for Work with free text messaging and SMS Services provided to hospitals including public health personnel to communicate with patients limiting face – to – face interaction and having less dense in public areas during the pandemic situation. With TOT Public Company Limited mobile network, they can make appointments with patients via SMS that can send a single text message to hundreds of patients all at once.

On top package-Work from Home CAT Telecom Public Company Limited offers 50% discount for on top package of My 4G Internet which provides 3GB at max speed for both prepaid and postpaid packages; and during the first phase, allows free call to 5 destinations - Italy, France, Spain, United Kingdom, and Germany to reduce people’s burdens amid COVID – 19 crisis. This package is valid until 31 May 2020.

Three – month free service for home internet package until 31 July 2020 Ministry of Digital Economy and Society, TOT Public Company Limited, and CAT Telecom Public Company Limited support Work From Home measure by offering three - month free service for home internet package. This free of charge service will be enabled after network installation through 31 July 2020.

II. Measures on social distancing for workplace and applications supporting work from home

2.1 “Work from home” Measure

Ministry of Digital Economy and Society in collaboration with Microsoft, Cisco, Google, Line, TOT Public Company Limited, CAT Telecom Public Company Limited, and Telecom operators has developed Work from Home platforms to allow officers and employees to work remotely minimizing their risk of COVID – 19 infection by

- **developing communication platforms: Microsoft Team, WebEx Team and Hangout applications**
- **providing VDO conference services** for organizations to conduct live meetings, presentation, training, webinar businesses via the internet.
- **using document collaboration tools:** G-Suite Enterprise, Google Documents, and Cloud Storage as a Center Service Document
- **using Virtual Desktop infrastructure (VDI) & VPN connection as tools** for Work from Home users

2.2 A Service Provider Certification for E-tax Invoice and Receipt, providing a certification service ensuring the secure and effective delivery of electronic tax invoice and electronic receipt. This electronic documentation process will help reduce processing time and paper usage and reduce the risk of contracting COVID - 19 by not touching paper materials and avoiding unnecessary contact with other people.

2.3 Guidance on electronic document management system Ministry of Digital Economy and Society has issued a notification providing guidance for government agencies to conduct two main routine operations: document management and meeting arrangement. The guideline allows government employees to perform the basic office operations during the government work-from-home campaign. This helps reduce traveling and physical assembling within one place, in order to avoid risk of COVID- 19 infection.

III. Sustaining public health response and ensuring timely provision of assistance

3.1 Thermometers to government agencies to help screen people before entering the buildings or offices, minimizing risk in terms of spread of COVID-19

3.2 AI Assistant Solution, Ministry of Digital Economy and society, together with Huawei Technology (Thailand) Co.,Ltd. providing AI – assisted solution with 5G technology to a hospital aiming to help diagnosis result automatically, quickly, and correctly report through the high-speed network to the hospital for increase the capacity of the hospital's examination and care.

3.3 ThaiFightCOVID - 19, a website to provide information related to COVID - 19, such as sources for buying masks, alcohol gel, hospital locations, relevant information and statistics, etc.

3.4 The AOT Airports application, an application has been developed to collect data and track both foreign and Thai travelers entering Thailand. Its aiming to help build public confidence that all inbound travelers who may be potential carriers of COVID-19 can be tracked and monitored. In the case of discontinued state quarantine in which travelers from countries at risk must self-quarantine at their home and domicile.

3.5 Mor Chana, a mobile application to help people assess their coronavirus infection risk, assist authorities in public health in tracking users in close contact with infected people and prevent transmission among health care workers. It enables individuals who have had contact with at-risk groups to perform a self-assessment and determine the risk level of infection based on their exposure and travel history. This application is the result of collaboration between state organisations and private developers. Data drawn from the app will be analysed by artificial intelligence (AI) systems to assist with continuing epidemiological studies by the Department of Disease Control (DDC).

3.6 Thai Chana This platform has been launched to support the easing lockdown measures when the department stores/shopping malls are reopened on 17 May 2020. The platform can check the numbers of customers and their reservation for visiting at the participating shop to prevent crowd gathering. It will allow the customers to report if the entrepreneurs follow disease control measures at their shops. Meanwhile, The Department of Disease Control will send messages to advise customers if they may contact with COVID-infected people to have the tests for the disease.

IV. Combating fake news and disinformation

4.1 Regulation issued under Section 9 of the Emergency Decree on Public Administration in Emergency Situations B.E. 2548 (2005) (No. 1) Ministry of digital economy and society in collaboration with Royal Thai Policy has tighten measures against fake news and taken responsibilities for prosecution according to Section 9 – Prohibition against sharing “any kind of news or information related to COVID-19” pursuant to the Emergency Decree on Public Administration in Emergency Situations B.E. 2548 (2005) (No. 1)

4.2 Anti-Fake News Center Thailand The Anti-Fake News Center Thailand is primarily responsible for monitoring and inspecting information published on social media, as well as analyzing and identifying fake news. If news with fake content is found, the Center will coordinate with relevant departments to produce accurate data, and disseminate accurate information to the public.

V. Remedies to alleviate the impacts of COVID – 19 and stimulate economy

5.1 DEPA Digital Transformation Fund and DEPA Mini Transformation Voucher Ministry of Digital Economy and Society has adopted measures to promote the effective use of digital technology and innovation as follows;

- DEPA Digital Transformation Fund aiming at providing consultancy services to entrepreneurs, SMEs, E-commerce businesses, and agriculturers in problem – solving, cost cutting, designs in new value-added products, increase in sale volume and productivities, as well as improvement of business operation with digital technology and innovation.

- DEPA Mini Transformation Voucher, focusing on promoting E-commerce system and increasing sale volume from online business platforms by maximizing the use of digital technology and innovation. It is expected to attract 3,560 entrepreneurs nationwide including SMEs, MSME, and agriculturers affected by COVID-19 crisis.

5.2 Improving Startups in digital industry, Ministry of Digital Economy and Society has stepped up COVID – 19 assistance measures aiming at helping entrepreneurs, especially startups to reap the full benefits of digital technology and innovations to develop

their services and businesses, driving business transformation. This will create digital startup prototypes who are able to further develop technology and innovation to expand their businesses successfully, and help share their practical knowledge to SMEs, micro enterprises, and street vendors resulting in higher competitiveness and productivities.

5.3 Supporting public health sector in efficiently utilizing digital technology and innovation to promote greater access to community medical and public health services. The project focuses on improving quality of life and increasing access to on-line medical and public health services including the expansion of their service capacities from government agencies, specialized institutions or public and private educational institutions in communities.

International Affairs Division
Ministry of Digital Economy and Society
May 2020