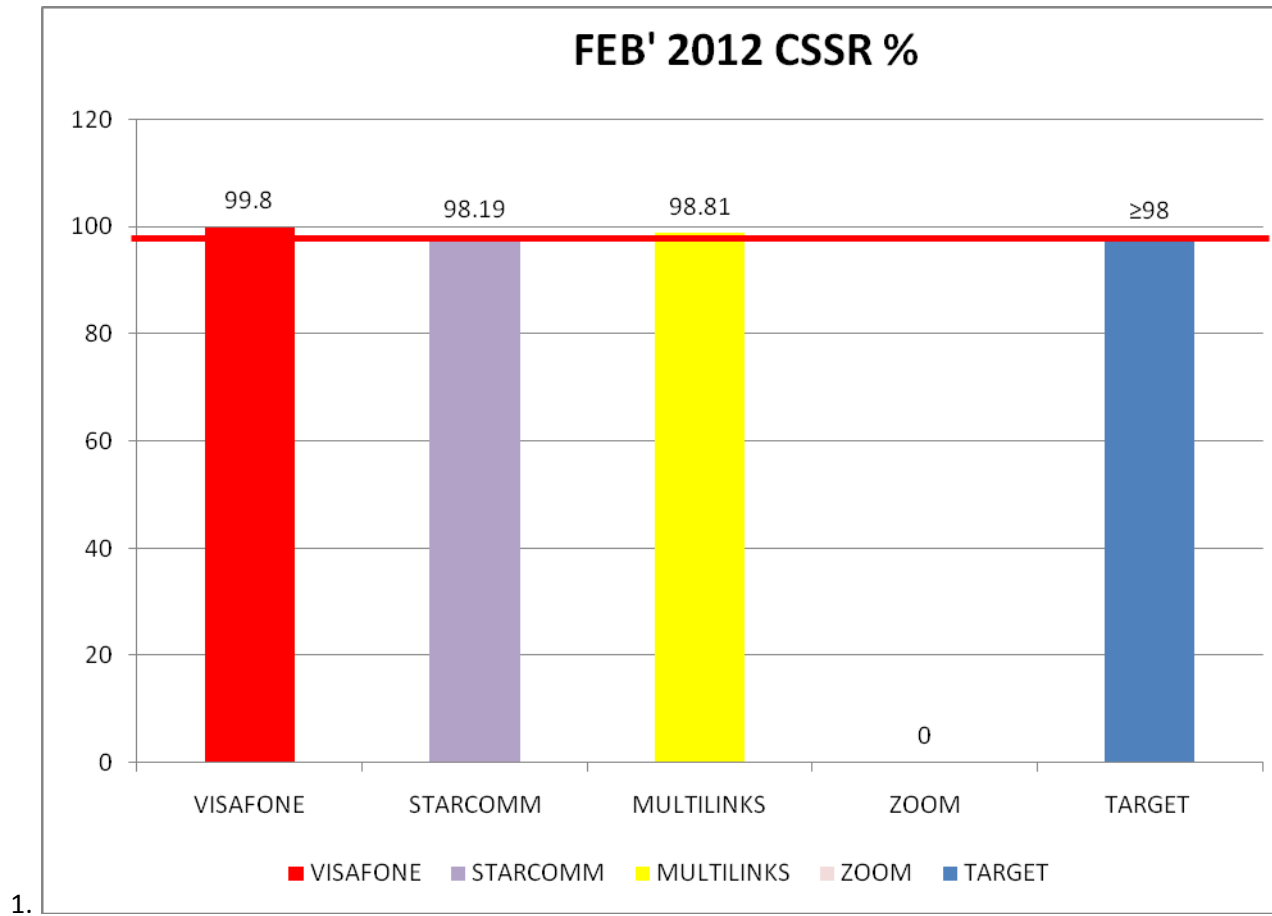


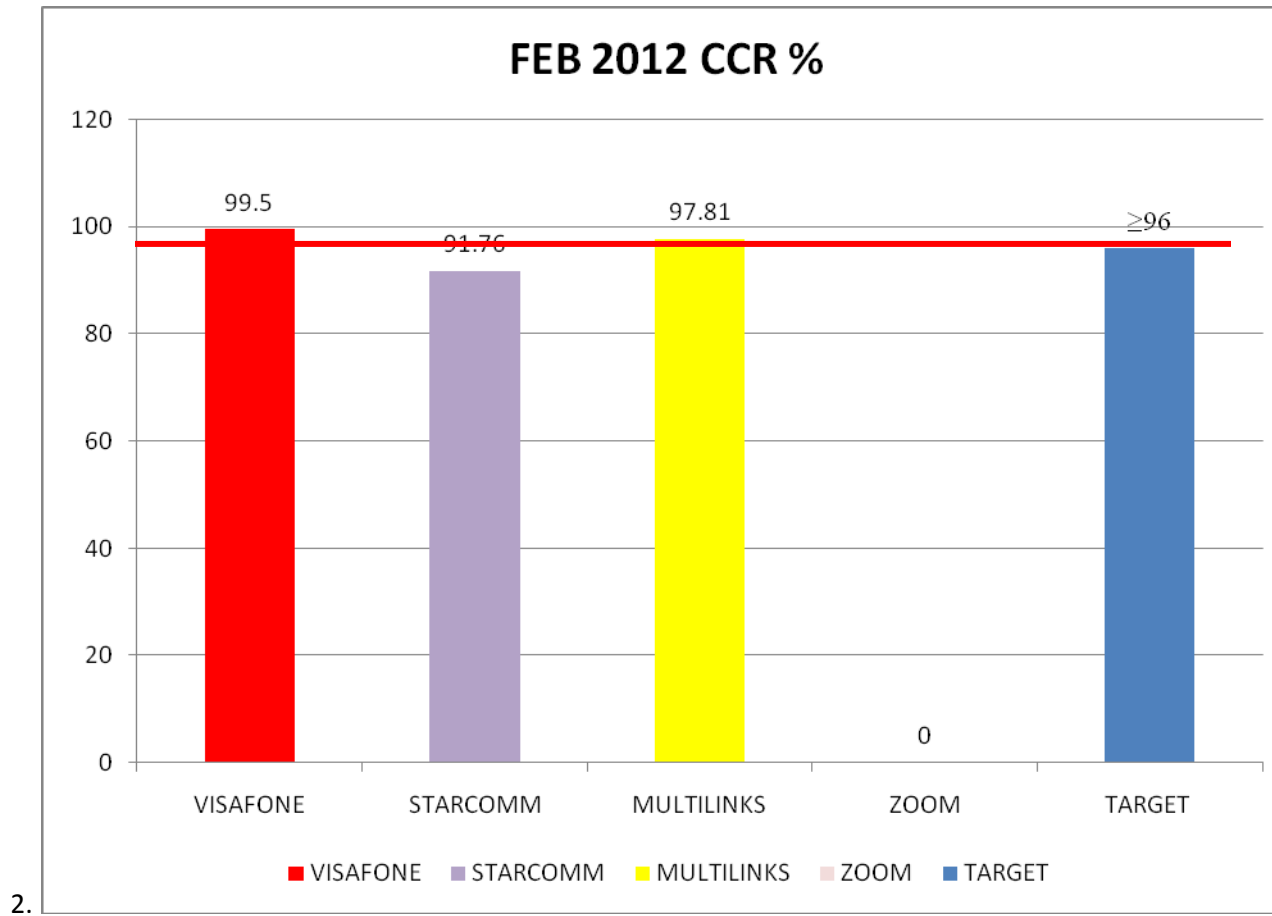
## JANUARY 2012 AND FEBRUARY 2012 QoS KPI SUMMARY SHEET FOR CDMA OPERATORS

S/N	OPERATORS	CSSR		CDR		CCR		HoSR		TCH CoNG.	
		JAN' 12	FEB' 12	JAN' 12	FEB' 12	JAN' 12	FEB' 12	JAN' 12	FEB' 12	JAN' 12	FEB' 12
1	STARCOMMS	96.43	98.19	2.02	1.62	90.78	91.76	98.63	94.37	0.31	0.047
2	MULTILINKS	96.18	98.81	2.01	1.02	93.79	97.81	100	99.45	0.90	0.14
3	VISAFONE	99.87	99.8	0.46	0.46	99.54	99.5	99.67	99.68	0.07	0.067
4	ZOOM	N/A		N/A		N/A	N/A	N/A	N/A	N/A	N/A
5	NCC TARGET	≥98		≤2		≥96		≥98		≤2	



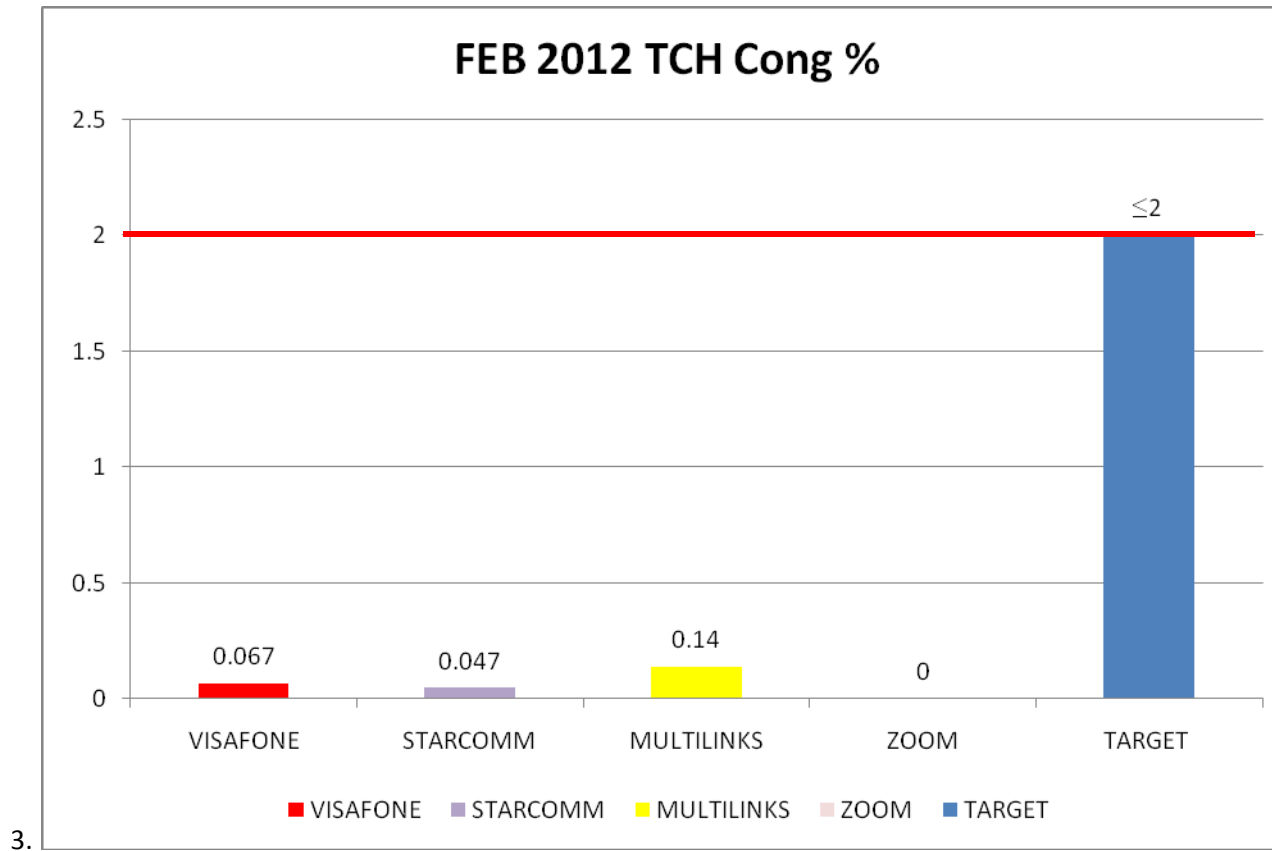
**NCC CSSR ≥ 98%:**

- With the exception of Zoom , all other operators met and superceded the Commission’s minimum target for this KPI in the period under review.
- ZOOM is temporary exempted from QoS Data collection due un resolvedcommercial issue.



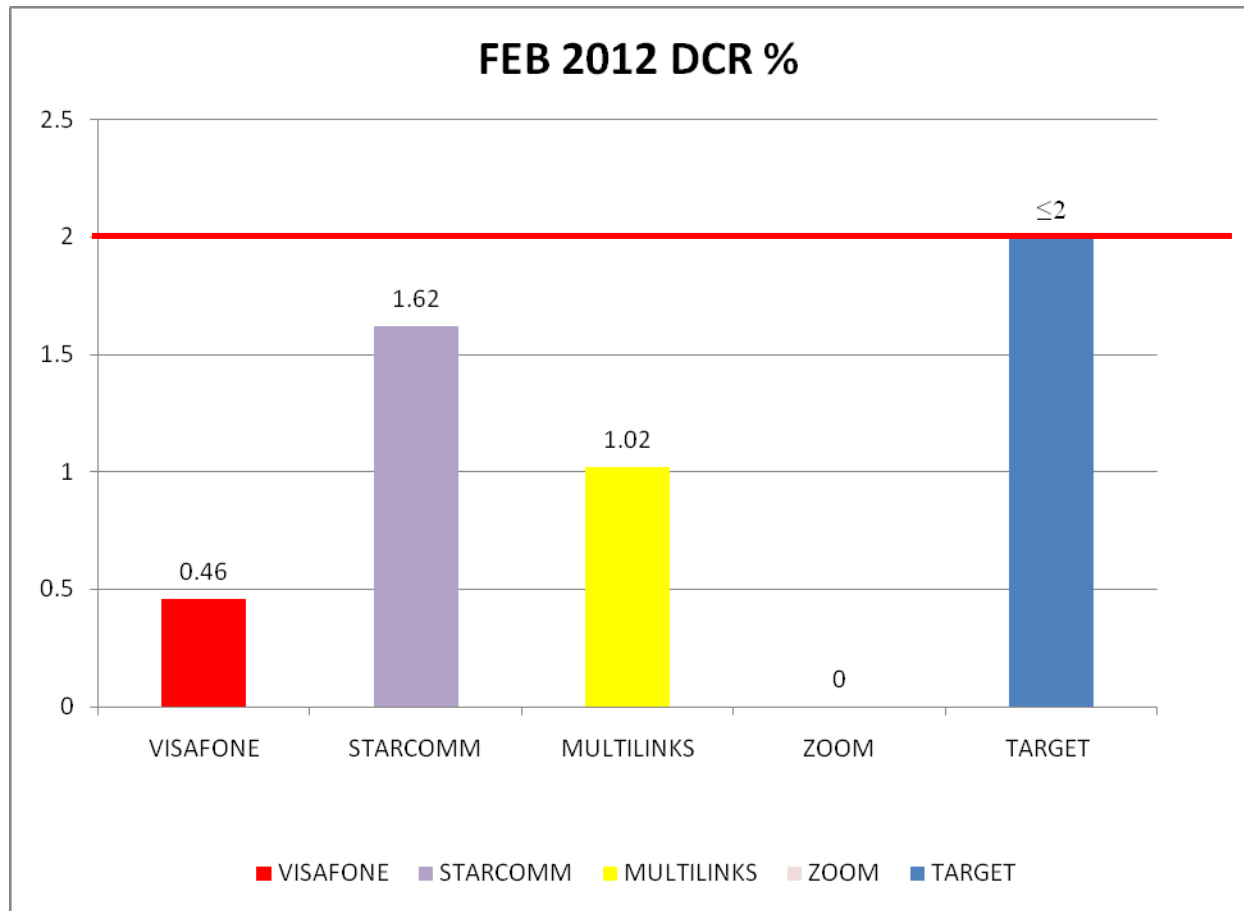
**NCC CCR ≥ 96%:**

- Visafone, Multilinks met and superced the Commission’s minimum target for this KPI in the period under review.
- Starcomms did not meet the Commission’s minimum target for this KPI in the period under review.
- ZOOM is temporary exempted from QoS Data collection due un resolvedcommercial issue.



**NCC TCH ≤2%:**

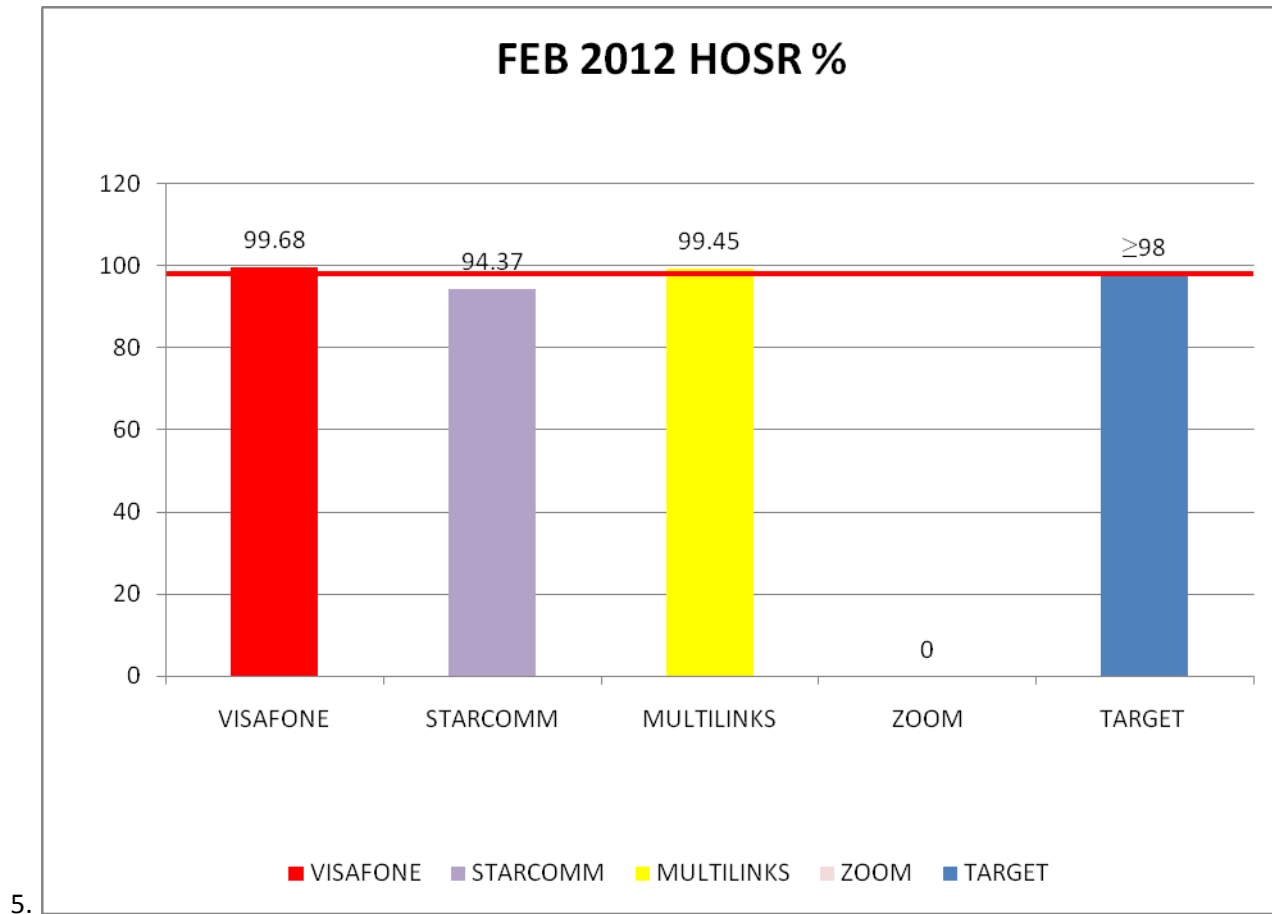
- With the exception of Zoom , all other operators met and superceded the Commission’s minimum target for this KPI in the period under review.
- ZOOM is temporary exempted from QoS Data collection due un resolvedcommercial issue.



4.

**NCC DCR ≤2%:**

- All the operators met and superceded the Commission’s minimum target for this KPI in the period under review
- ZOOM is temporary exempted from QoS Data collection due un resolved commercial issue



**NCC HOSR ≥ 98%:**

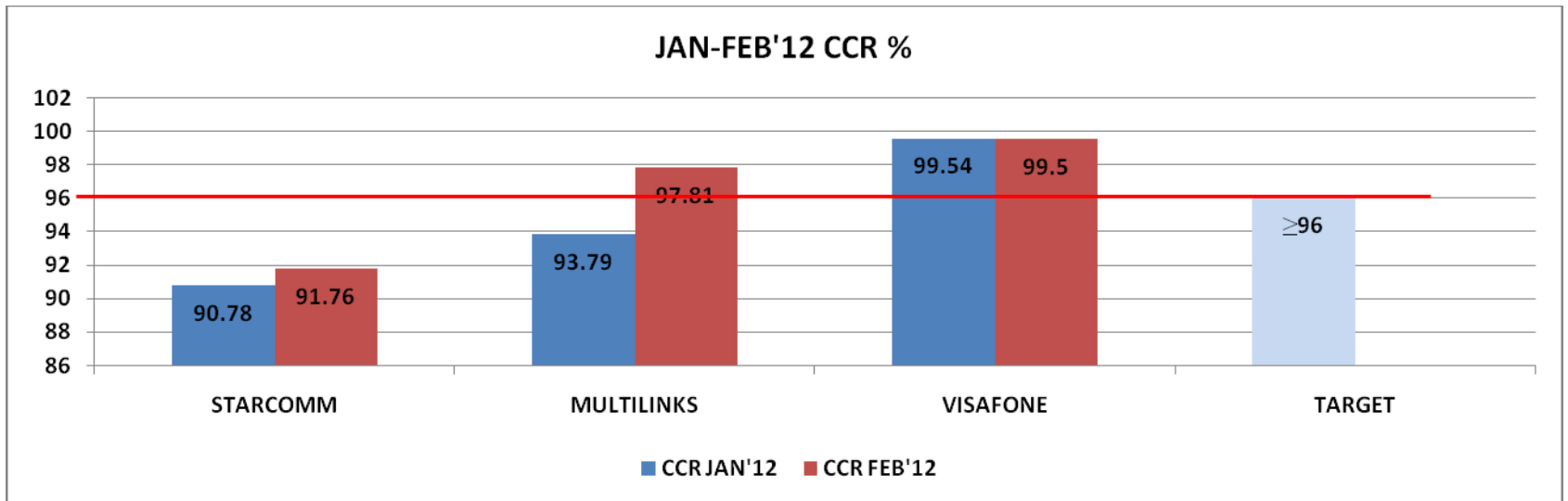
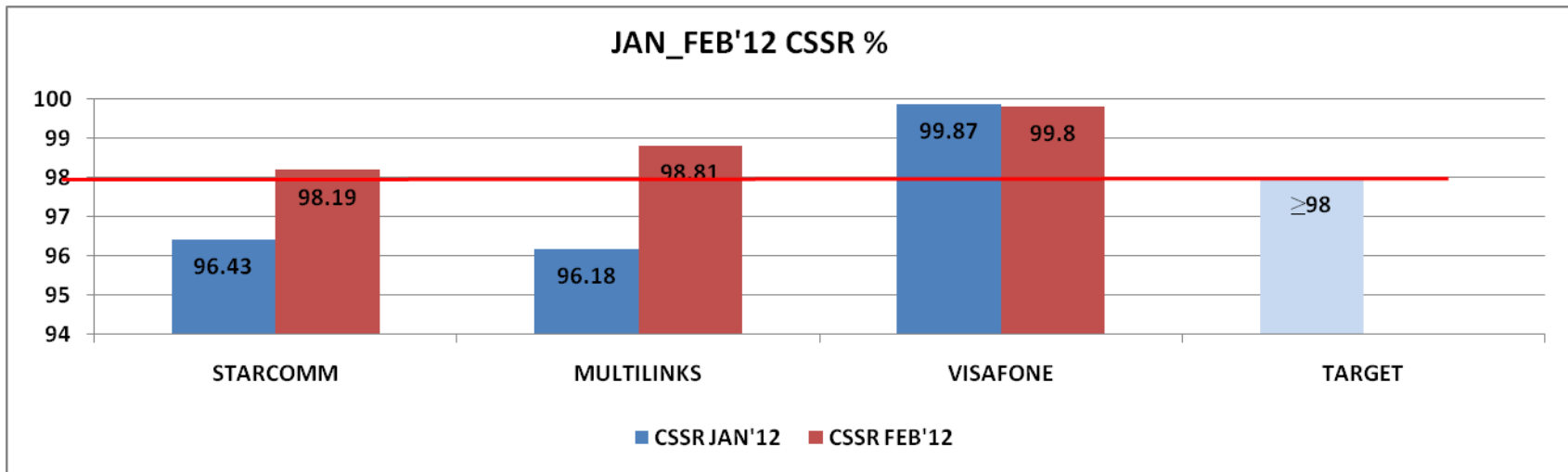
- Visafone, Multilinks met and superced the Commission’s minimum target for this KPI in the period under review.
- Starcomms did not meet the Commission’s minimum target for this KPI in the period under review
- ZOOM is temporary exempted from QoS Data collection due un resolvedcommercial issue

## CDMA QoS AUDIT REPORT FOR FEBRUARY 2012

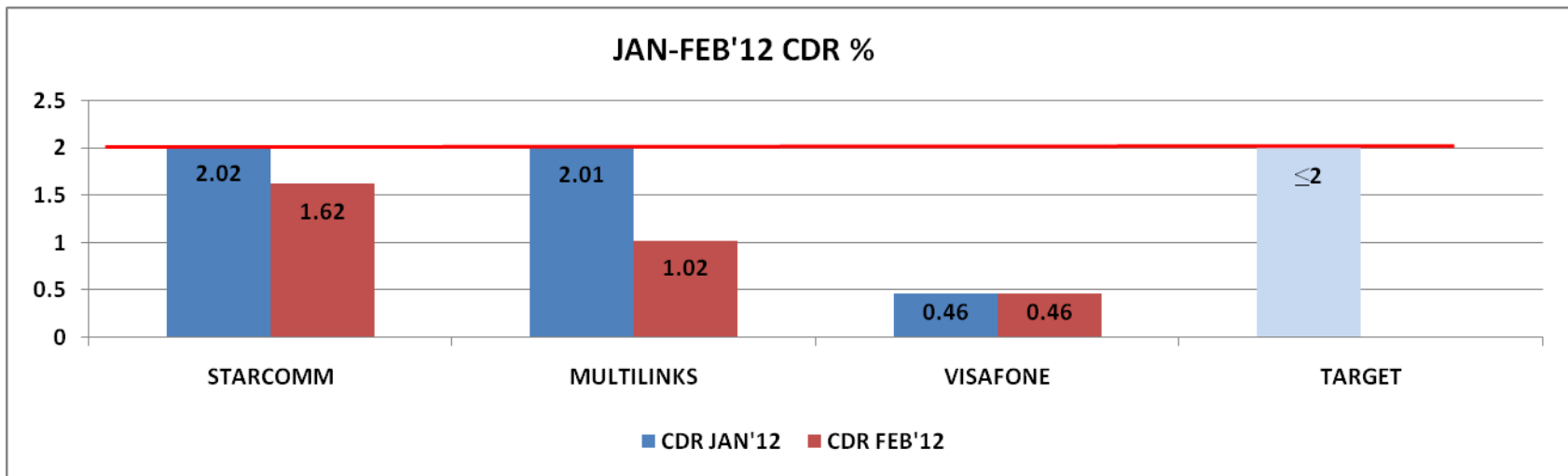
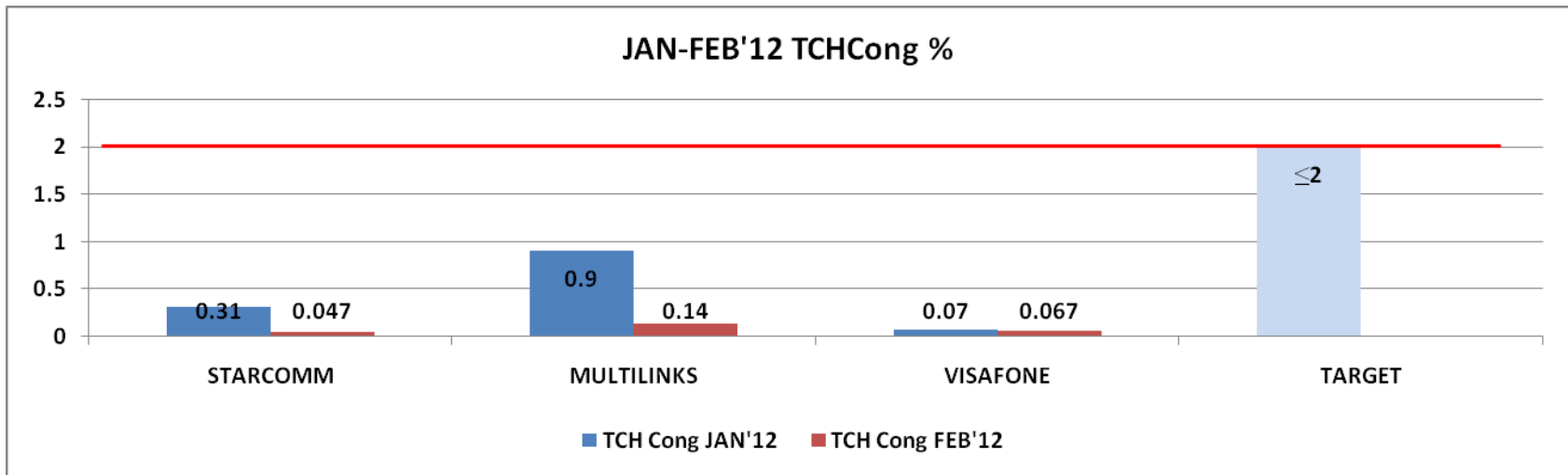
Operator	CSSR	TCH Cong	DCR	HoSR	CCR	Overall Assessment
Starcomms	Very Good	Very Good	Very Good	Very Good	Poor	Recorded significant improvement on all KPIs' in the period under review when compared with Jan' 2012. Met with NCC targets on CSSR, TCH, HoSR and DCR
Multilinks	Very Good	Very Good	Very Good	Very Good	Very Good	Recorded significant improvement on all KPIs' in the period under review when compared with Jan' 2012. Met with NCC targets on CSSR, TCH, CCR, HoSR and DCR
Visafone	Very Good	Very Good	Very Good	Very Good	Very Good	Met with NCC targets on all KPIs'. Recorded marginal decay on CSSR and CCR with marginal improvement on TCH when compared with Jan' 2012

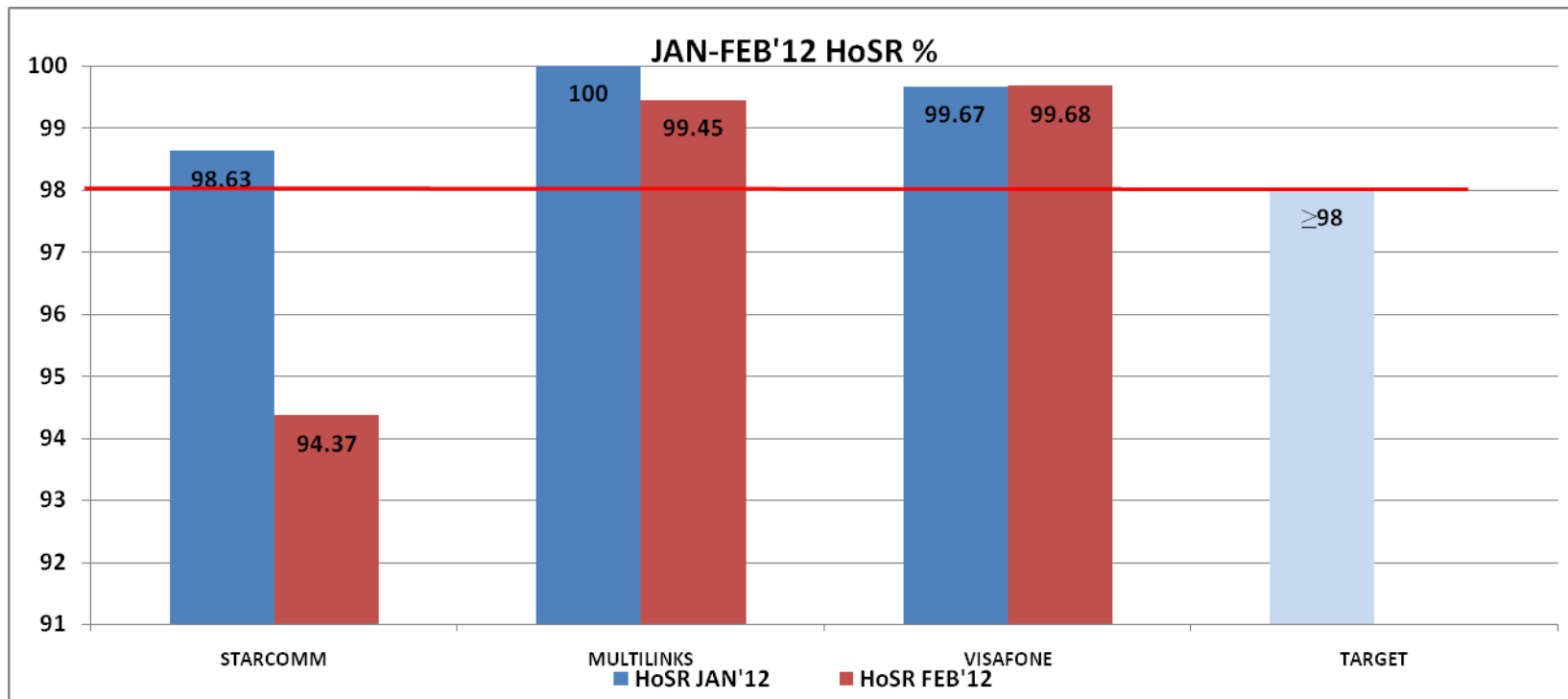
### Legend:

<b>Poor/Failed:</b>	Did not meet Target minimum threshold/consistently poor in the period under review.
<b>V. Good:</b>	Met and superseded Target minimum threshold
<b>Good:</b>	Met with Target minimum threshold
<b>Fair:</b>	Close to Target minimum threshold
<b>Poor:</b>	Not near minimum Target threshold
<b>Worse:</b>	very far from minimum Target threshold
<b>Decay:</b>	Performance Indicator concerned is slightly worse than in the previous month.
<b>Improvement:</b>	Improvement does not mean the new key performance indicator threshold is met; it means that the trend to reach the threshold is progressing towards the set target of the indicator taking into consideration the challenges the operators are facing today



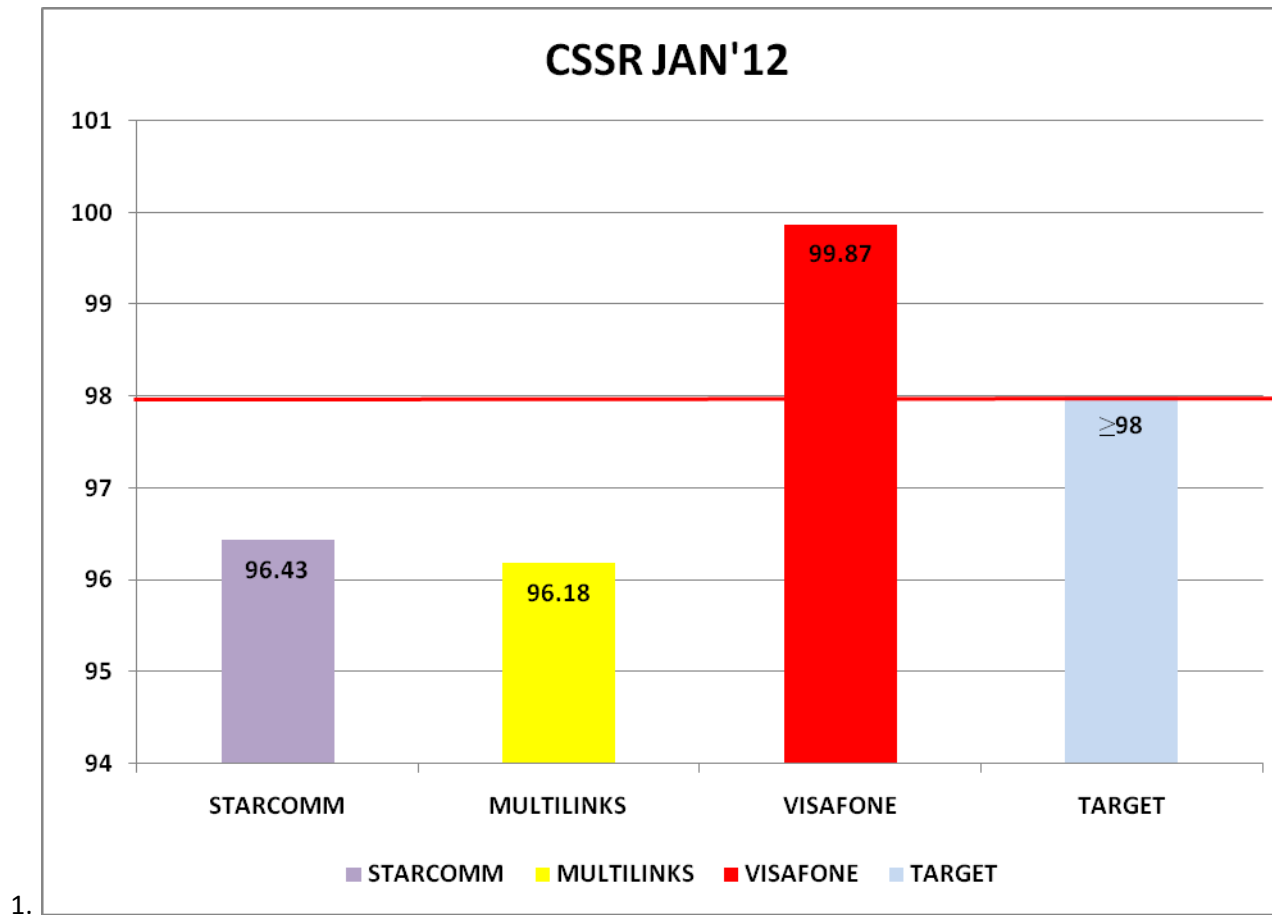






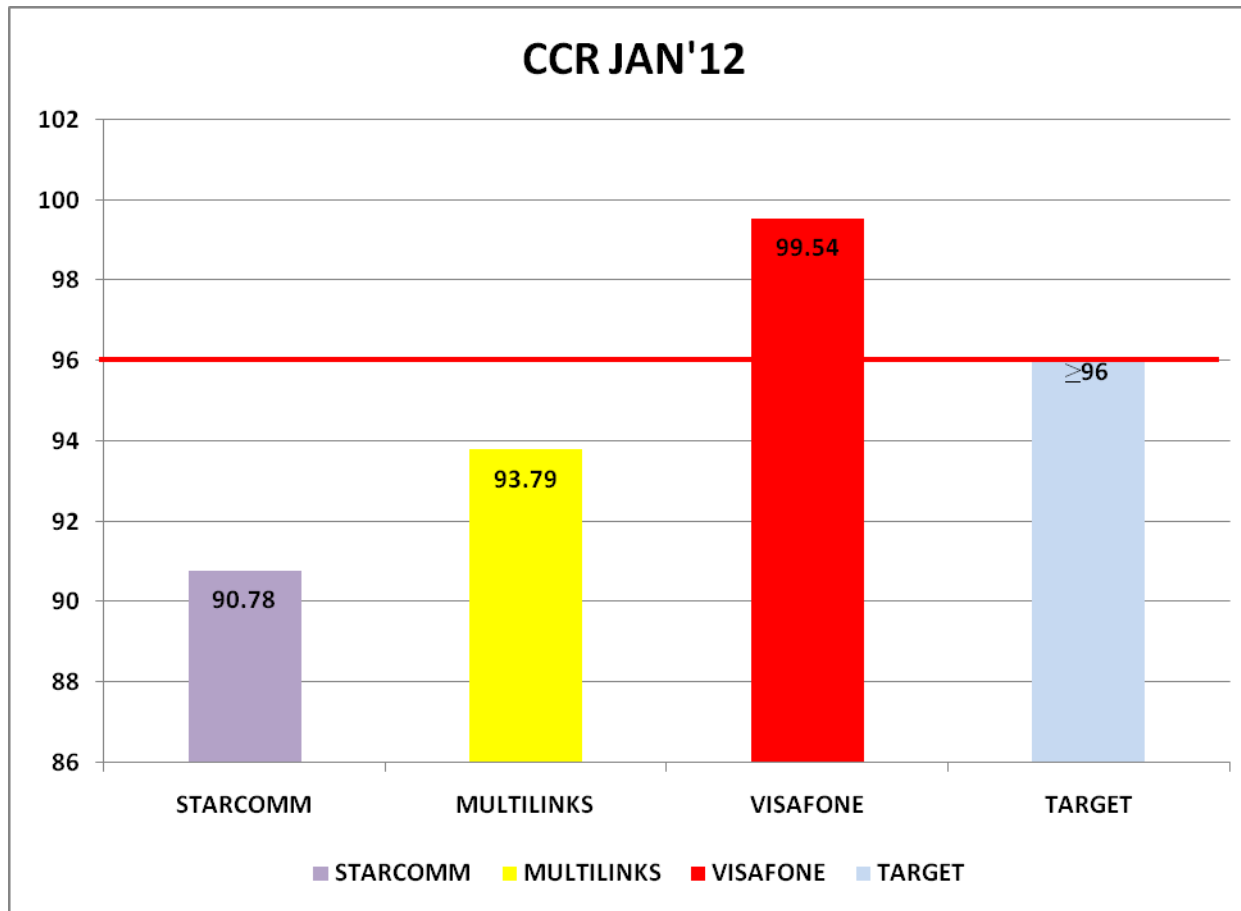
## DECEMBER 2011 AND JANUARY 2012 QoS KPI SUMMARY SHEET FOR CDMA OPERATORS

S/N	OPERATORS	CSSR		CDR		CCR		TCH CoNG.		HoSR	
		DEC' 11	JAN' 12	DEC' 11	JAN' 12	DEC' 11	JAN' 12	DEC' 11	JAN' 12	DEC' 11	JAN' 12
1	STARCOMMS	97.72	96.43	1.21	2.02	92	90.78	0.81	0.31	97.12	98.63
2	MULTILINKS	95.17	96.18	2.01	2.01	92.33	93.79	1.81	0.9	100	100
3	VISAFONE	99.81	99.87	0.48	0.46	99.52	99.54	0.1	0.07	99.62	99.67
4	ZOOM	N/A		N/A		N/A	N/A	N/A	N/A	N/A	N/A
5	NCC TARGET	≥98		≤2		≥96		≤2		≥98	



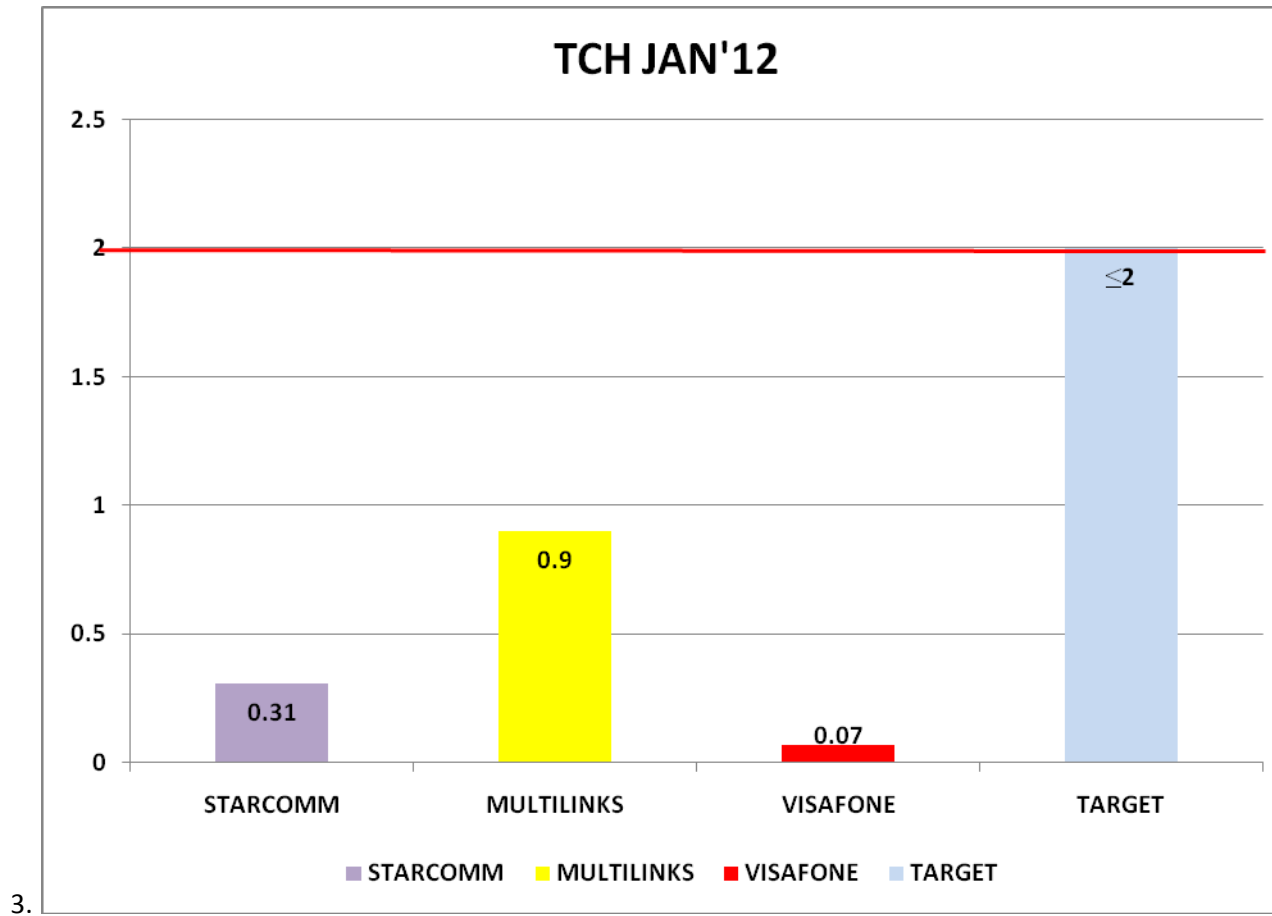
**NCC CSSR ≥ 98%:**

- With the exception of Zoom , all other operators met and superceded the Commission’s minimum target for this KPI in the period under review.
- ZOOM is temporary exempted from QoS Data collection due un resolved commercial issue.



**NCC CCR > 96%:**

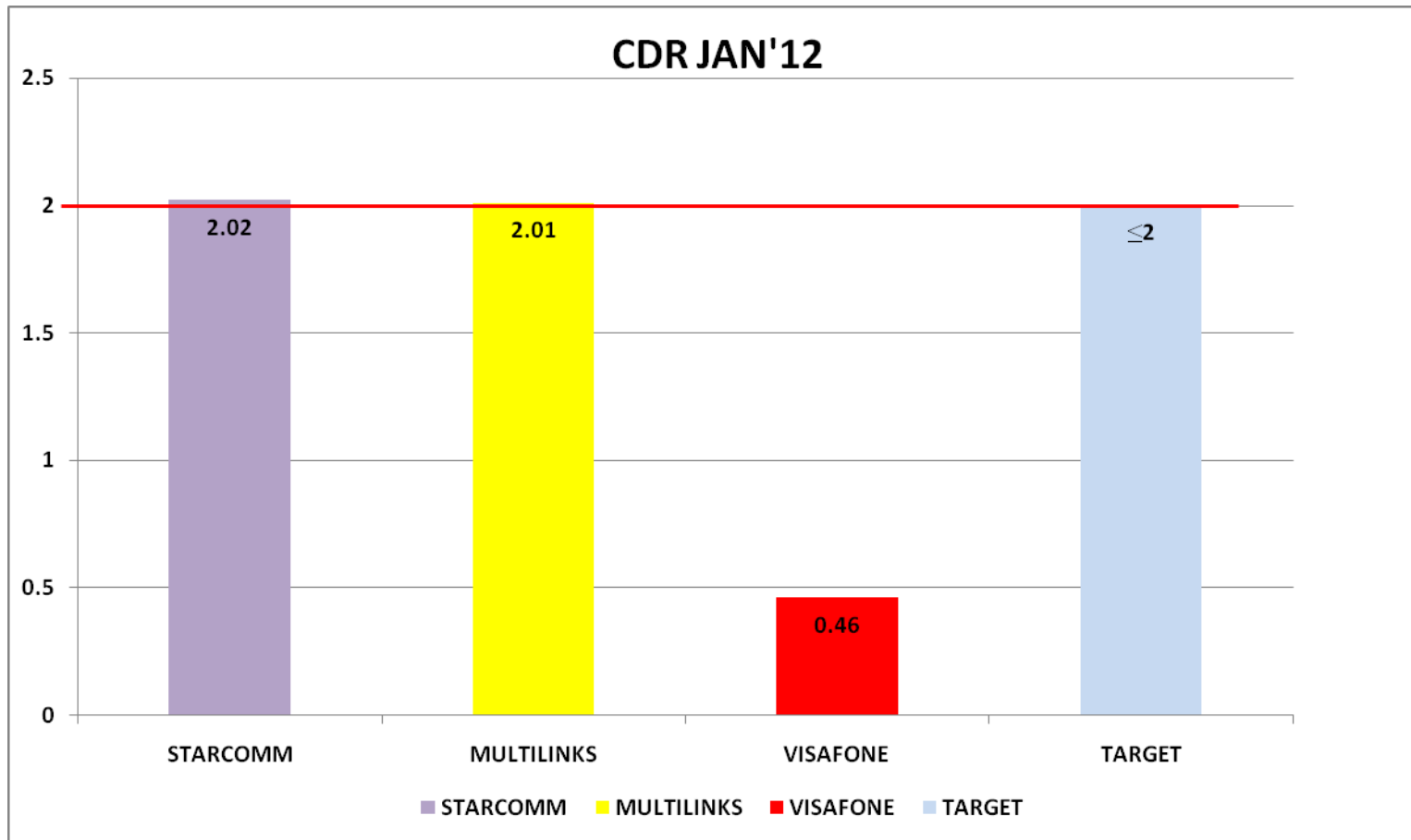
- Only Visafone met and superseded the Commission’s minimum target for this KPI in the period under review.
- Starcomms and Multilinks did not meet the Commission’s minimum target for this KPI in the period under review.
- Starcomm performance was poor when compared to the minimumTarget threshold in the period under review.
- ZOOM is temporary exempted from QoS Data collection due un resolvedcommercial issue.



3.

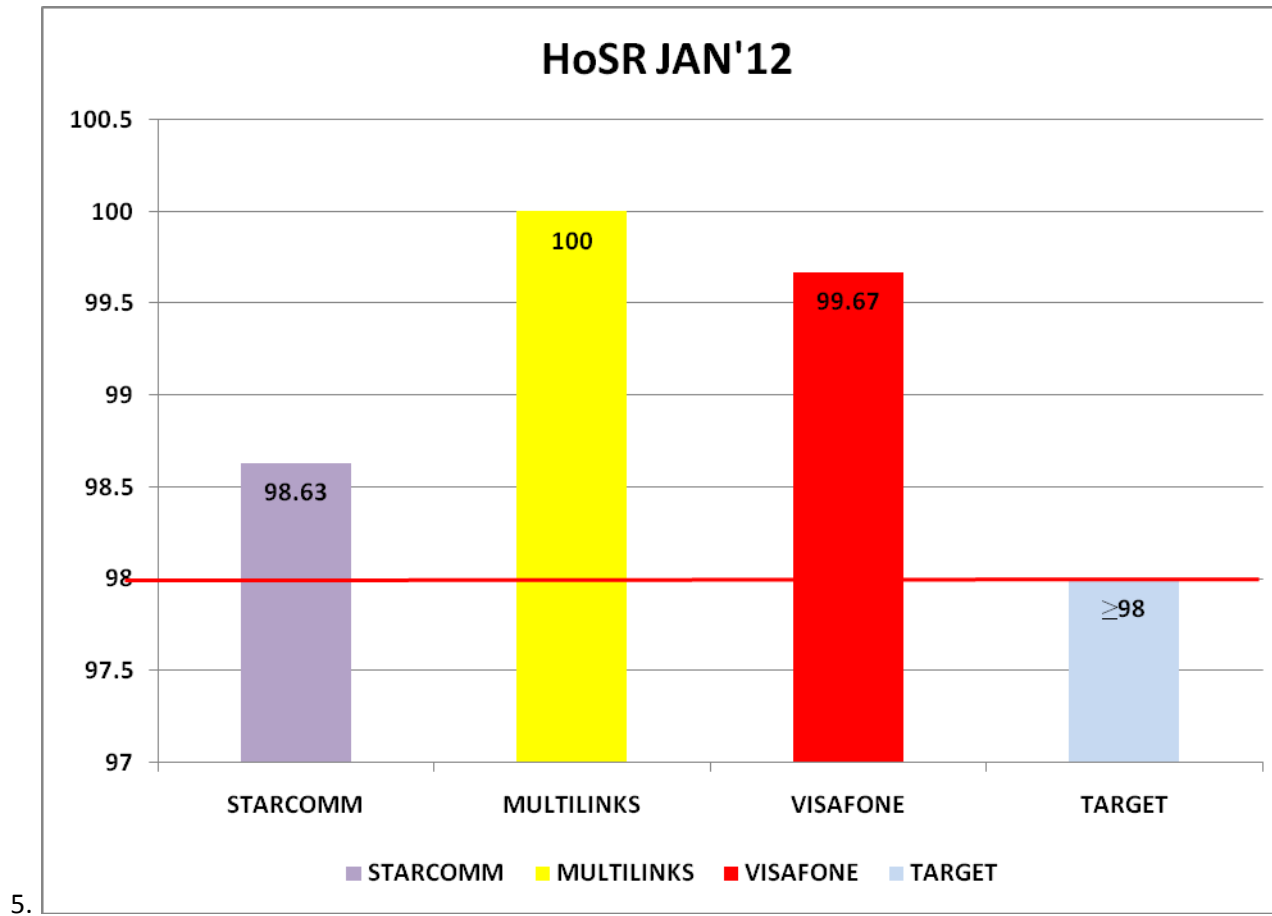
**NCC TCH ≤2%:**

- All other operators met and superceded the Commission’s minimum target for this KPI in the period under review.
- ZOOM is temporary exempted from QoS Data collection due un resolvedcommercial issue.



**4. NCC DCR ≤2%:**

- Starcomms and Multilinks failed to meet the Commission’s minimum target for this KPI in the period under review
- Visafone met and superseded the Commission minimum threshold target
- ZOOM is temporary exempted from QoS Data collection due un resolved commercial issue



**NCC HOSR ≥ 98%:**

- All three existing operators met and superced the Commission’s minimum target for this KPI in the period under review.
- Starcomms did not meet the Commission’s minimum target for this KPI in the period under review
- ZOOM is temporary exempted from QoS Data collection due un resolvedcommercial issue



## CDMA QoS AUDIT REPORT FOR JANUARY 2012

Operator	CSSR	TCH Cong	DCR	CCR	Overall Assessment
Starcomms	Poor/Failed	V. Good	Poor/Failed	Poor/Failed	Recorded Decay on CSSR, CDR and CCR. Recorded marginal improvement on TCH Cong and HoSR in the period under review when compared with December 2011 performance
Multilinks	Poor/Failed	Very Good	fair	Poor/Failed	Recorded marginal improvement on CSSR, CCR, with significant improvement on TCH Cong in the period under review when compared with December 2011
Visafone	Very Good	Very Good	Very Good	Very Good	Recorded marginal improvement across board in the period under review when compared with December 2011 performance

### Legend:

**Poor/Failed:** Did not meet Target minimum threshold/consistently poor in the period under review.

**V. Good:** Met and superseded Target minimum threshold

**Good:** Met with Target minimum threshold

**Fair:** Close to Target minimum threshold

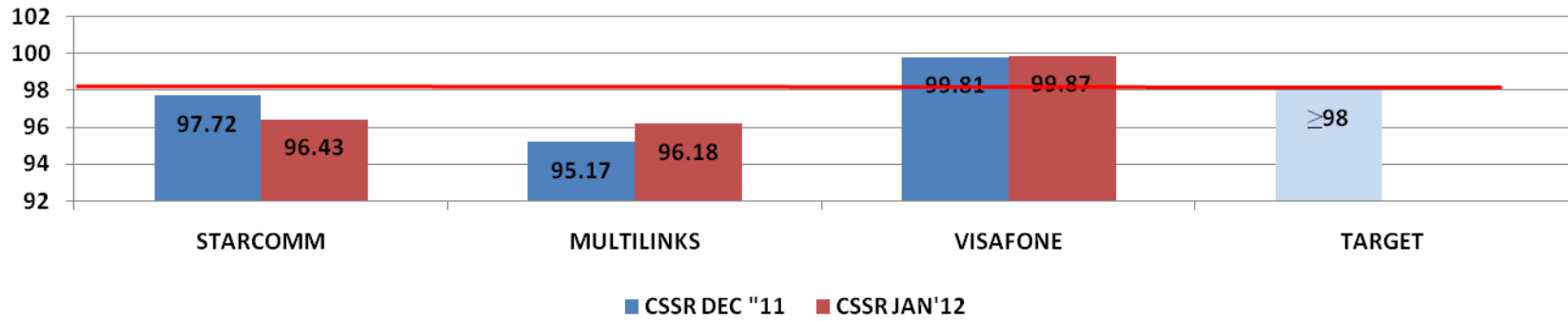
**Poor:** Not near minimum Target threshold

**Worse:** very far from minimum Target threshold

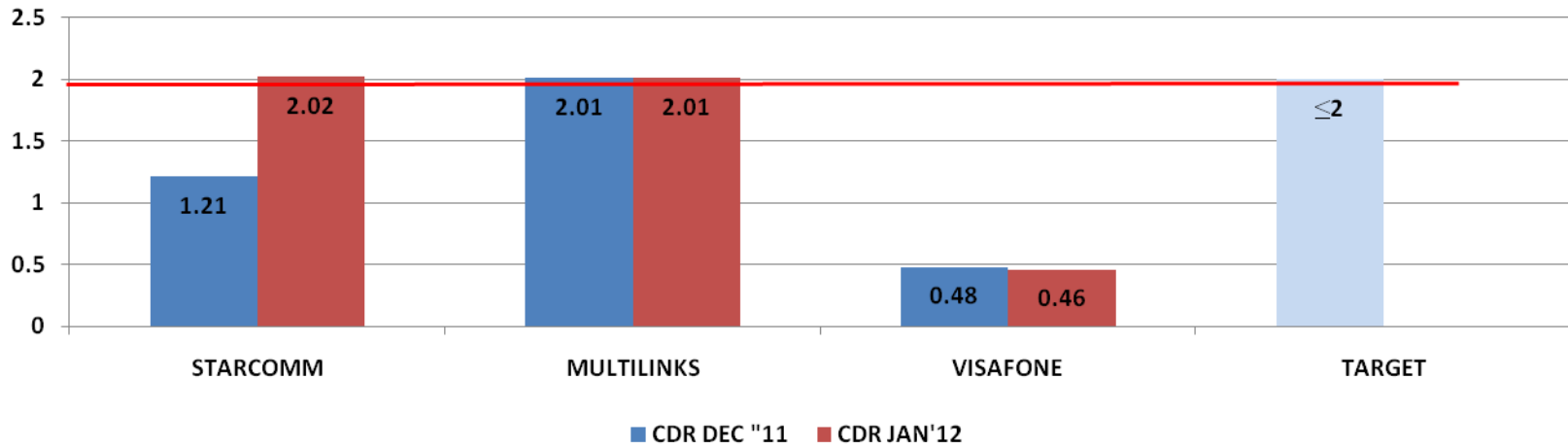
**Decay:** Performance Indicator concerned is slightly worse than in the previous month.

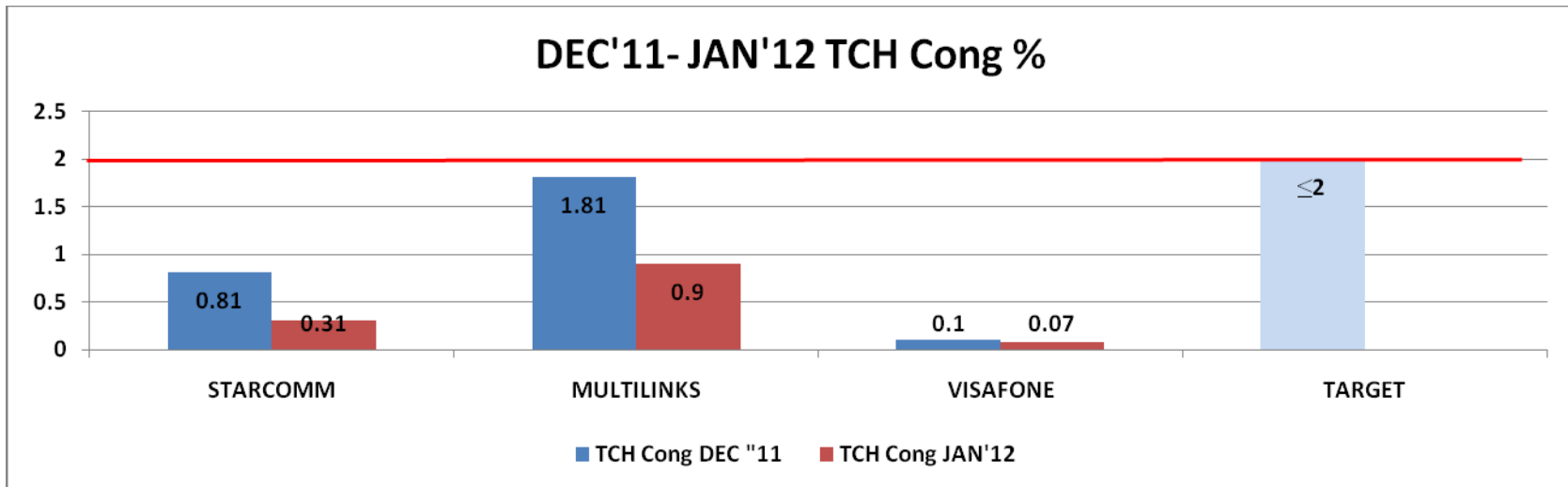
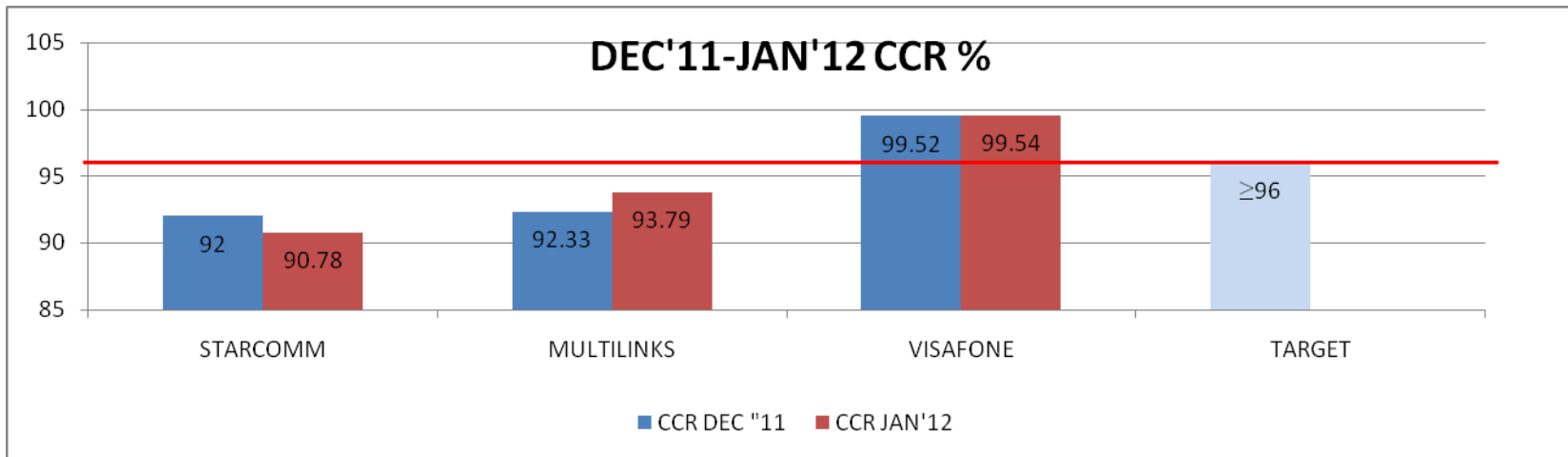
**Improvement:** Improvement does not mean the new key performance indicator threshold is met; it means that the trend to reach the threshold is progressing towards the set target of the indicator taking into consideration the challenges the operators are facing today

### DEC'11- JAN'12 CSSR %

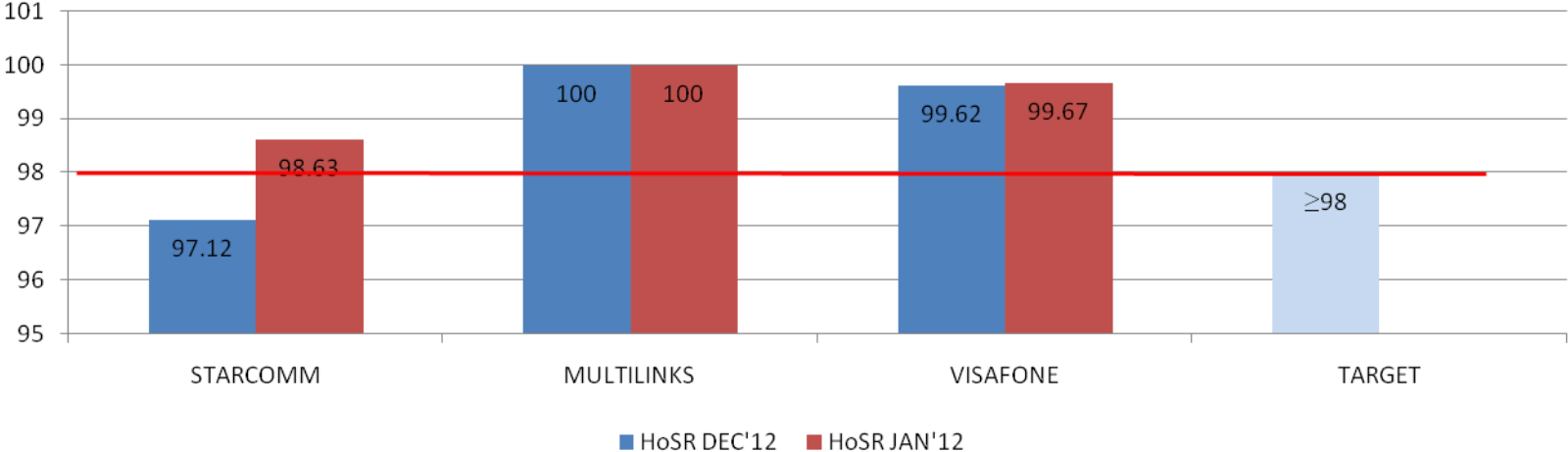


### DEC'11-JAN'12 CDR %





### DEC'11- JAN'12 HoSR %





## SUMMARY OF CDMA OPERATOR KEY PERFORMANCE INDICATORS

APRIL – NOVEMBER, 2012

### APRIL 2012

KPIs	CSSR	DCR	CCR	HOSR	TCH CONG
<b>Target</b>	<b>≥ 98%</b>	<b>≤ 2%</b>	<b>≥ 96%</b>	<b>≥ 98%</b>	<b>≤ 2%</b>
Visafone	98.63	0.50	98.13	99.38	0.23

### MAY 2012

KPIs	CSSR	DCR	CCR	HOSR	TCH CONG
<b>Target</b>	<b>≥ 98%</b>	<b>≤ 2%</b>	<b>≥ 96%</b>	<b>≥ 98%</b>	<b>≤ 2%</b>
Visafone	98.83	0.54	98.30	99.42	0.16

### JUNE 2012

KPIs	CSSR	DCR	CCR	HOSR	TCH CONG
<b>Target</b>	<b>≥ 98%</b>	<b>≤ 2%</b>	<b>≥ 96%</b>	<b>≥ 98%</b>	<b>≤ 2%</b>
Visafone	98.78	0.56	98.23	99.37	0.21

## JULY 2012

KPIs	CSSR	DCR	CCR	HOSR	TCH CONG
<b>Target</b>	<b>≥ 98%</b>	<b>≤ 2%</b>	<b>≥ 96%</b>	<b>≥ 98%</b>	<b>≤ 2%</b>
Visafone	98.76	0.60	98.16	99.42	0.11

## AUGUST 2012

KPIs	CSSR	DCR	CCR	HOSR	TCH CONG
<b>Target</b>	<b>≥ 98%</b>	<b>≤ 2%</b>	<b>≥ 96%</b>	<b>≥ 98%</b>	<b>≤ 2%</b>
Visafone	98.69	0.67	98.03	99.41	0.13

## SEPTEMBER 2012

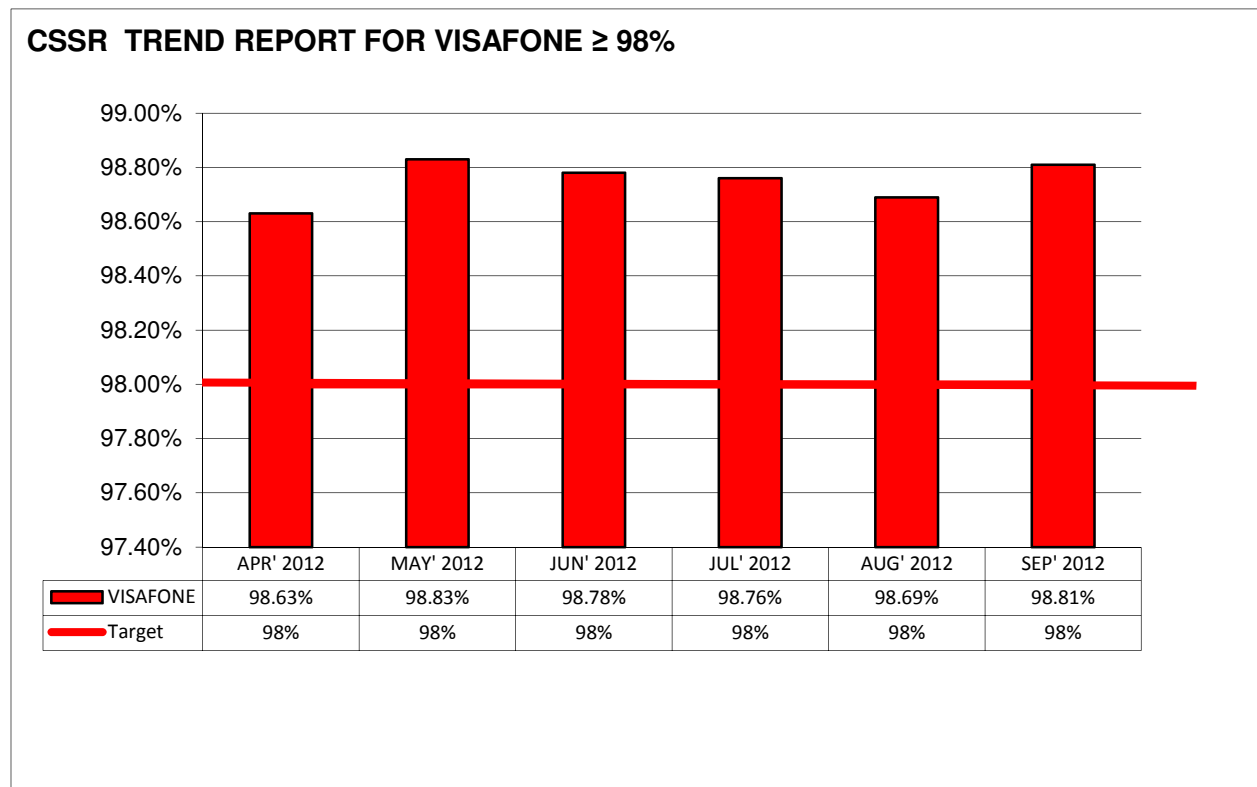
KPIs	CSSR	DCR	CCR	HOSR	TCH CONG
<b>Target</b>	<b>≥ 98%</b>	<b>≤ 2%</b>	<b>≥ 96%</b>	<b>≥ 98%</b>	<b>≤ 2%</b>
Visafone	98.81	0.64	98.18	99.35	0.18

## OCTOBER 2012

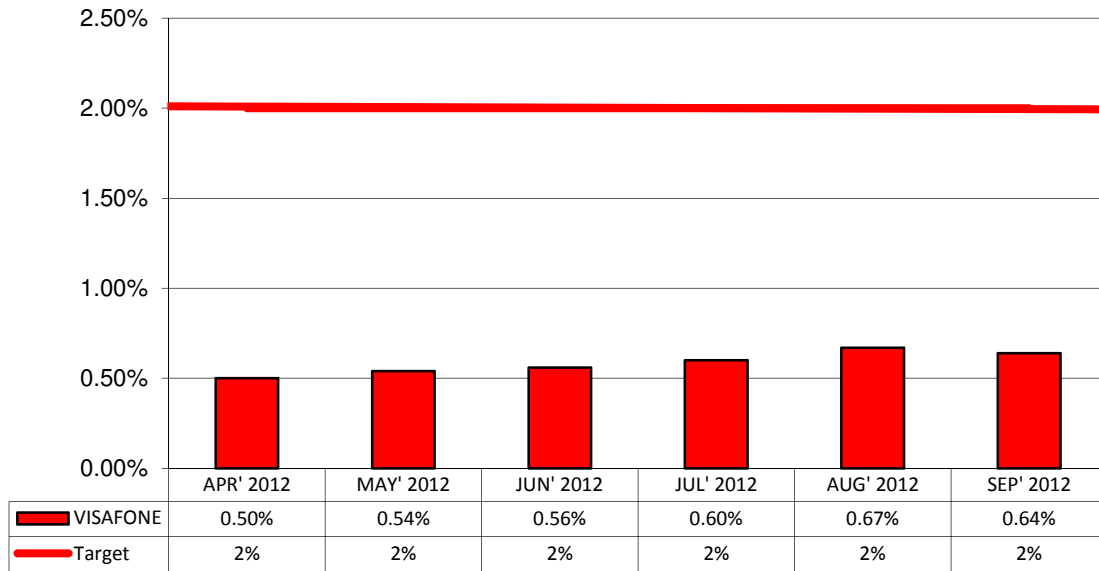
KPIs	CSSR	DCR	CCR	HOSR	TCH CONG
<b>Target</b>	<b>≥ 98%</b>	<b>≤ 2%</b>	<b>≥ 96%</b>	<b>≥ 98%</b>	<b>≤ 2%</b>
Visafone	98.71	0.68	98.04	99.34	0.18

## NOVEMBER 2012

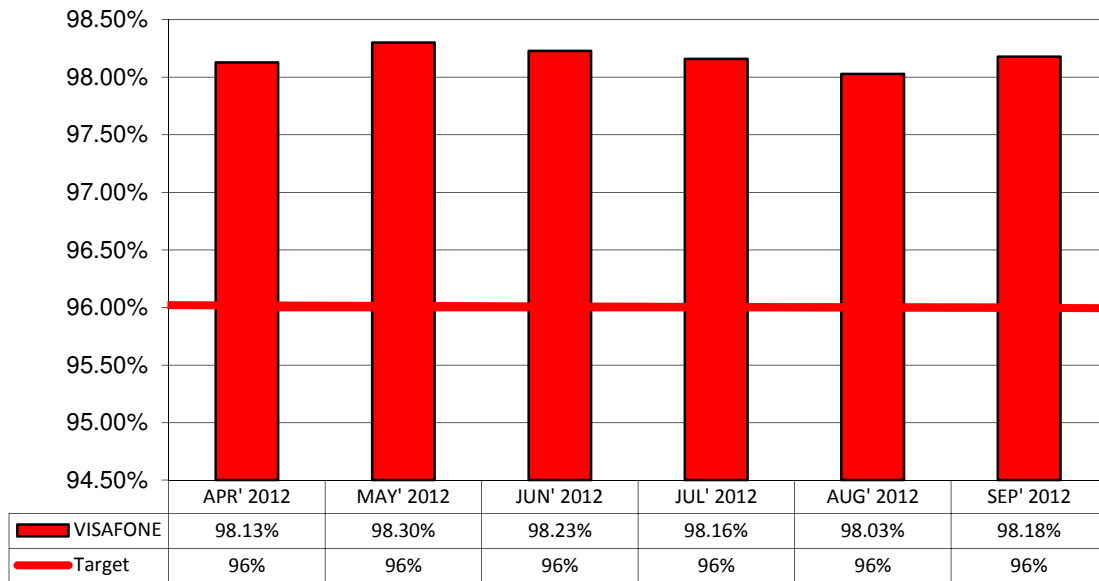
KPIs	CSSR	DCR	CCR	HOSR	TCH CONG
<b>Target</b>	<b>≥ 98%</b>	<b>≤ 2%</b>	<b>≥ 96%</b>	<b>≥ 98%</b>	<b>≤ 2%</b>
Visafone	98.67	0.71	97.97	99.22	0.14



**DCR TREND REPORT FOR VISAFONE ≤ 2%**

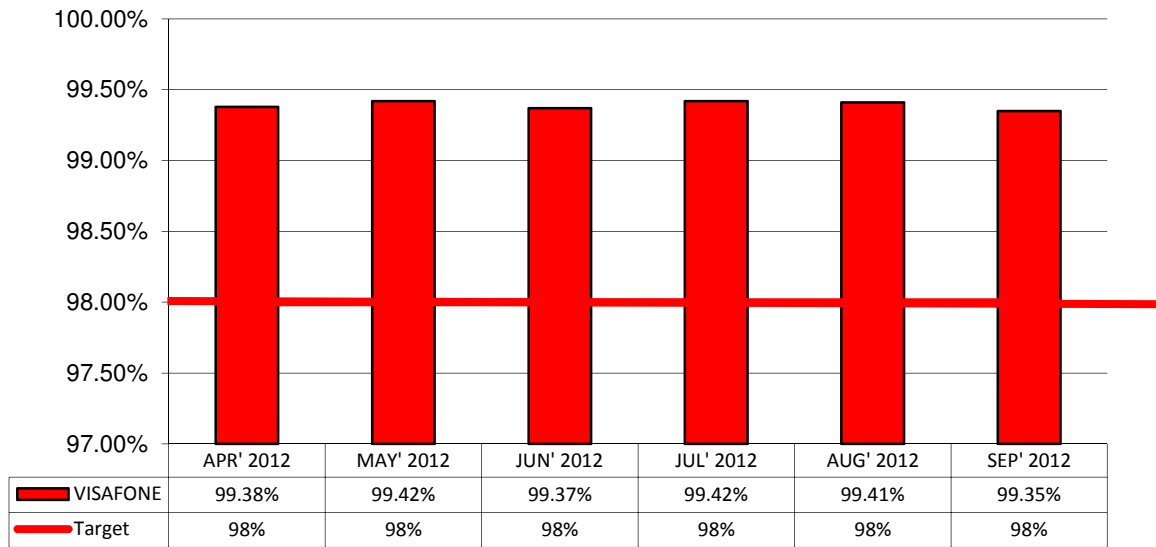


**CCR TREND REPORT FOR VISAFONE ≥ 96%**





**HOSR TREND REPORT FOR VISAFONE ≥ 98%**



**TCH CONG TREND REPORT FOR VISAFONE ≤ 2%**

