



**SUMMARY OF CDMA OPERATOR KEY PERFORMANCE INDICATORS  
(JANUARY – DECEMBER, 2013)**

**JANUARY 2013**

| KPIs     | CSSR  | DCR  | CCR   | HOSR  | TCH CONG |
|----------|-------|------|-------|-------|----------|
| Target   | ≥ 98% | ≤ 2% | ≥ 96% | ≥ 98% | ≤ 2%     |
| Visafone | 98.97 | 0.61 | 98.37 | 99.51 | 0.04     |

**FEBRUARY 2013**

| KPIs     | CSSR  | DCR  | CCR   | HOSR  | TCH CONG |
|----------|-------|------|-------|-------|----------|
| Target   | ≥ 98% | ≤ 2% | ≥ 96% | ≥ 98% | ≤ 2%     |
| Visafone | 98.74 | 0.58 | 98.17 | 99.45 | 0.05     |

**MARCH 2013**

| KPIs     | CSSR  | DCR  | CCR   | HOSR  | TCH CONG |
|----------|-------|------|-------|-------|----------|
| Target   | ≥ 98% | ≤ 2% | ≥ 96% | ≥ 98% | ≤ 2%     |
| Visafone | 98.84 | 0.56 | 98.28 | 99.53 | 0.09     |

**APRIL 2013**

| KPIs     | CSSR  | DCR  | CCR   | HOSR  | TCH CONG |
|----------|-------|------|-------|-------|----------|
| Target   | ≥ 98% | ≤ 2% | ≥ 96% | ≥ 98% | ≤ 2%     |
| Visafone | 98.83 | 0.55 | 98.28 | 99.40 | 0.10     |

**MAY 2013**

| KPIs     | CSSR  | DCR  | CCR   | HOSR  | TCH CONG |
|----------|-------|------|-------|-------|----------|
| Target   | ≥ 98% | ≤ 2% | ≥ 96% | ≥ 98% | ≤ 2%     |
| Visafone | 98.53 | 0.63 | 97.91 | 99.44 | 0.25     |

**JUNE 2013**

| KPIs     | CSSR  | DCR  | CCR   | HOSR  | TCH CONG |
|----------|-------|------|-------|-------|----------|
| Target   | ≥ 98% | ≤ 2% | ≥ 96% | ≥ 98% | ≤ 2%     |
| Visafone | 98.30 | 0.78 | 96.99 | 99.24 | 0.45     |

**JULY 2013**

| KPIs     | CSSR  | DCR  | CCR   | HOSR  | TCH CONG |
|----------|-------|------|-------|-------|----------|
| Target   | ≥ 98% | ≤ 2% | ≥ 96% | ≥ 98% | ≤ 2%     |
| Visafone | 98.46 | 0.57 | 97.88 | 99.45 | 0.24     |

**AUGUST 2013**

| KPIs     | CSSR  | DCR  | CCR   | HOSR  | TCH CONG |
|----------|-------|------|-------|-------|----------|
| Target   | ≥ 98% | ≤ 2% | ≥ 96% | ≥ 98% | ≤ 2%     |
| Visafone | 98.74 | 0.68 | 98.07 | 99.48 | 0.26     |

**SEPTEMBER 2013**

| 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      | 98.74        | 0.58        | 98.17        | 99.45        | 0.05        |

**OCTOBER 2013**

| 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        | 0.56        | 98.27        | 99.53        | 0.09        |

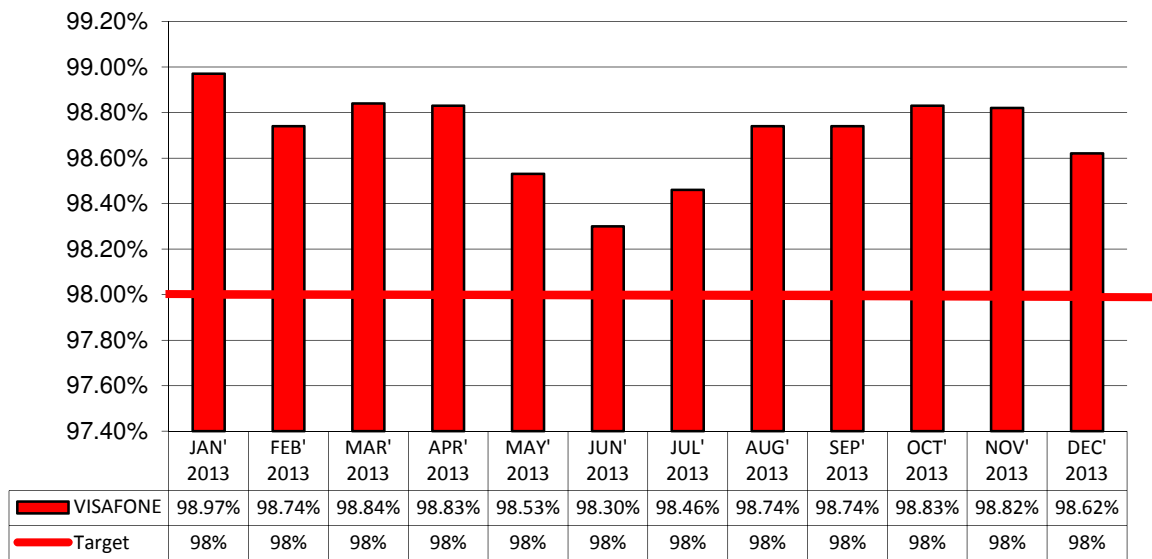
**NOVEMBER 2013**

| 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      | 98.82        | 0.68        | 98.14        | 99.55        | 0.06        |

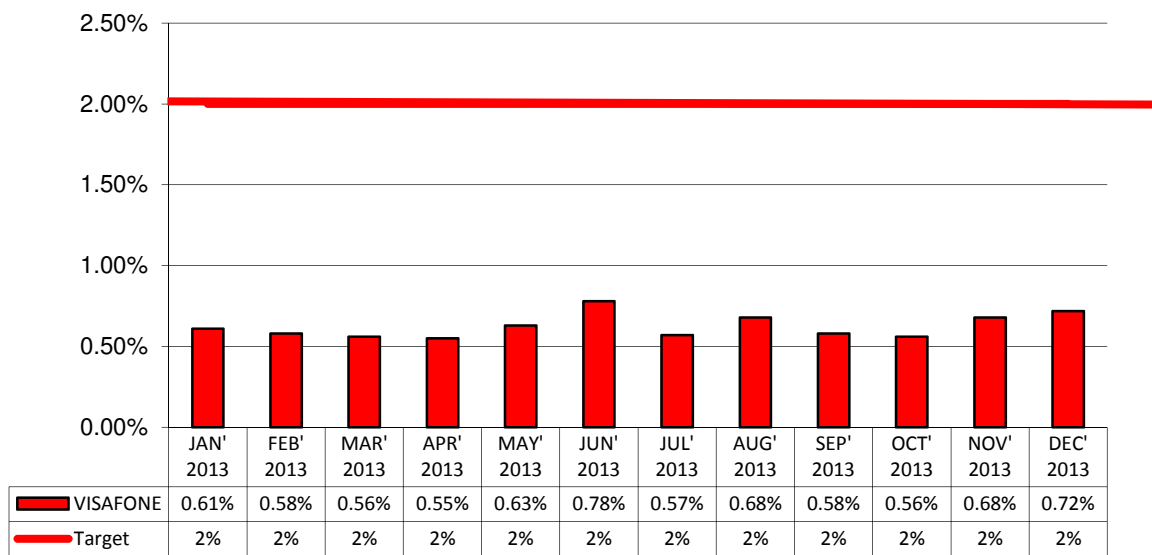
**DECEMBER 2013**

| 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      | 98.62        | 0.72        | 97.90        | 99.31        | 0.20        |

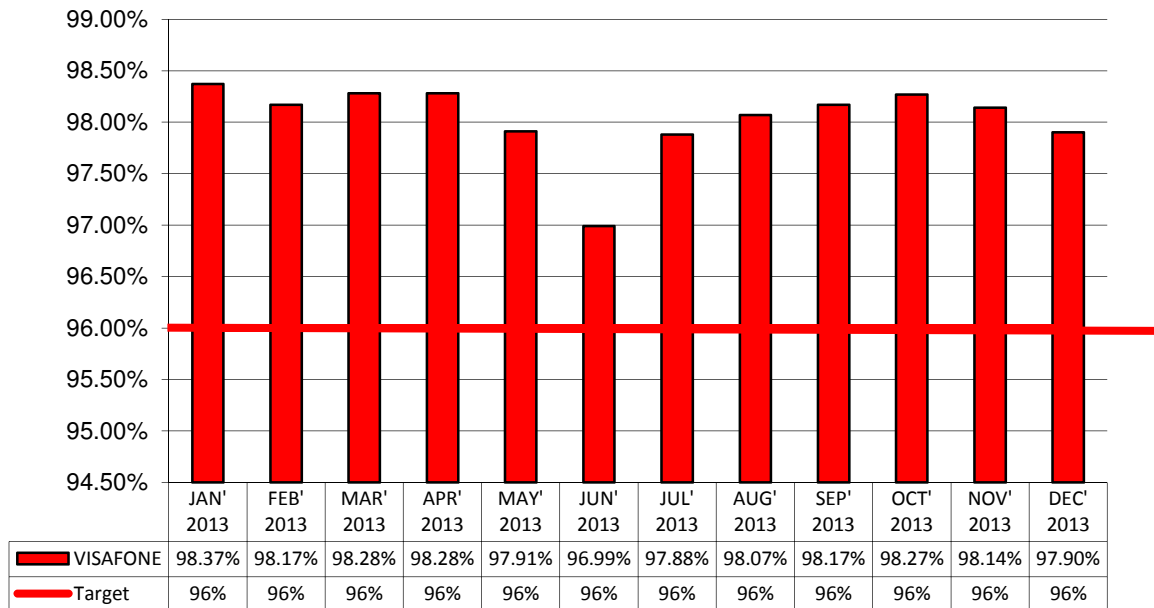
### CSSR TREND REPORT FOR VISAFONE ≥ 98%



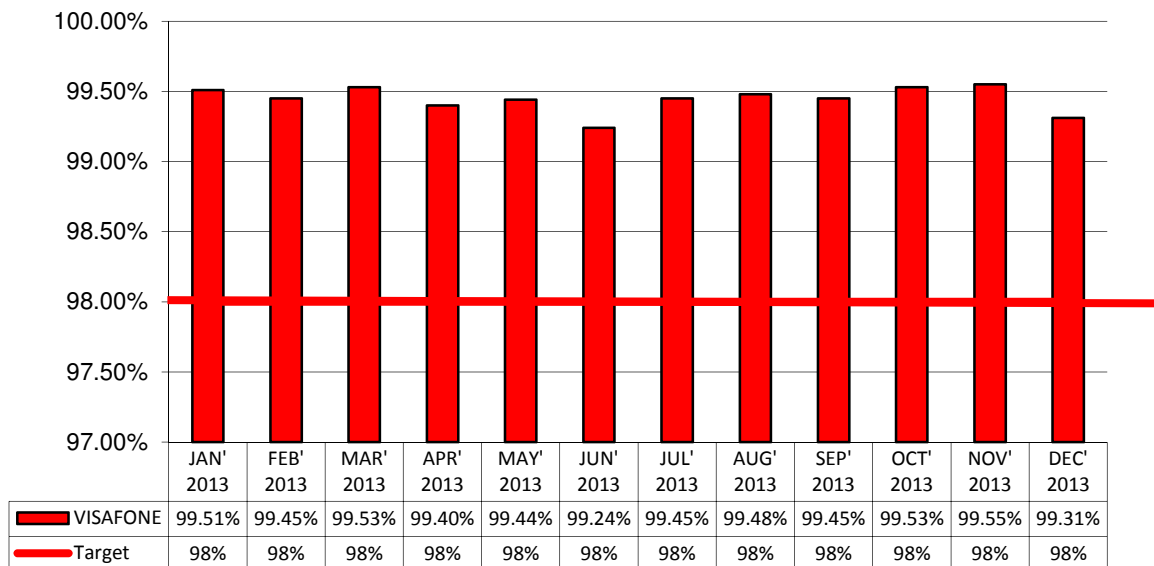
### DCR TREND REPORT FOR VISAFONE ≤ 2%



### CCR TREND REPORT FOR VISAFONE ≥ 96%



### HOSR TREND REPORT FOR VISAFONE ≥ 98%



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

