



# COMIT CORPORATION

PERFECTING COMMUNICATIONS



A satellite is positioned in the upper right quadrant of the frame, set against a dark, star-filled space. A bright, white beam of light originates from the satellite and extends downwards, hitting the glowing blue horizon of the Earth at the bottom of the image. The beam creates a series of concentric, glowing blue circles that ripple outwards from the point of impact, suggesting a signal or data transmission. The overall color palette is dominated by deep blues and blacks, with the bright white of the beam and the glowing blue of the Earth's horizon providing high contrast.

# COMIT VISION

To become the leading regional provider of innovative solutions and services for perfecting communications, with the team of enthusiastic, talented people and devotion to customers.

"Our ambition is to drive a high-performance culture, put customers at the heart of COMIT, and remain true to our values and our purpose: perfecting communications."

Dear valued customers,

Established in 2003, COMIT has achieved constant growth toward the leading position in perfecting communications in Southeast Asia region. We excel at a wide range of solutions and services from Test & Measurement, RAN Optimization to Business/Operation Support Systems. Thanks to your support and trust, we have expanded our base from Vietnam to Myanmar, Laos, Cambodia, East Timor, Mozambique and so on.



To capture the trend and the combination of technologies of 4.0 industrial revolution, in addition to Artificial intelligence deployment, Internet of Things, Big Data applications, COMIT is working towards a new vision: "to become the leading regional provider of innovative solutions and services for perfecting communications, with the team of enthusiastic, talented people and devotion to customers". We commit to not only boost customers' revenue growth but also build a solid foundation for our customers to enter digital era confidently by providing perfect solutions and services.

To realize this vision, COMIT has set up a new mission "to increase the value for our customers, shareholders and offer promising opportunities to our employees by providing innovative solutions and services for perfecting communications". We always put customer benefits first and are trying to accelerate the progress of increasing values through ground breaking solutions, outstanding problems solving capability and excellent human resources quality.

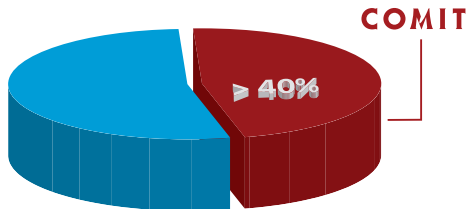
With your support and trust, COMIT believes that we will fulfill our ambition "to drive a high-performance culture, put customers at the heart of COMIT, and remain true to our values and our purpose: perfecting communications".

Finally, I would like to express our sincere gratitude for our valued customers for choosing COMIT and believing in our solutions.

Sincerely,

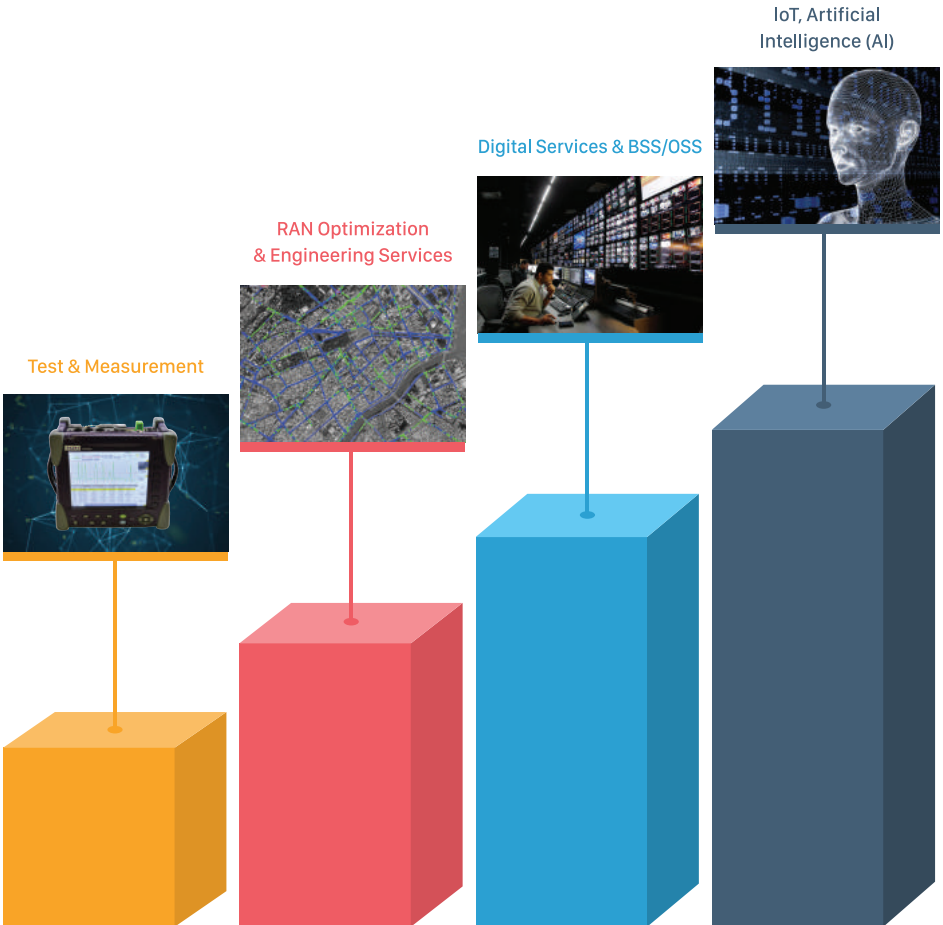
**Le Hong Son**  
**President & CEO**

COMIT Corporation was incorporated in Vietnam in 2003, based on the Representative office of Acterna (Acterna now is Viavi Solutions – The World’s largest manufacturer in Communications Test & Measurement). The company adopts a professional business operation and customer centric culture that boost productivity and commitment for customers and fellow employees. We employ more than 200 highly motivated individuals inspired by experienced senior management. With three subsidiaries in Vietnam, Myanmar, Philippines, we serve customers across South East Asia and Africa.



COMIT has become the leader in Telecom Test & Measurement in Vietnam with over 40% market share in the last 15 years.

COMIT works closely with communications regulators, service providers and manufacturers, providing innovative solutions and services, helping regulate, develop, manufacture, plan, deploy, operate, maintain, and monitor networks and systems. We deliver the state-of-the-art solutions & services in communications Test & Measurement, RAN optimization, BSS/OSS integration, Digital Services and the new era of IoT & AI. COMIT is your partner for success. We are not just a supplier, but the partner who boosts your Customer Experience, Business Intelligence and bottom-line profit in an increasingly challenging business world.



COMIT's value propositions to customers are built surround the Customer Intimacy strategy. It consists of not only the excellent customer relationship but also the in depth understanding of customers problems aiming to deliver:

### **1. Innovative Solutions & Services Throughout Networks' Lifecycle**

We offer a wide range of innovative solutions and services for perfecting communications, from R&D to network design, from installation to service turn-up, from operation to maintenance, from infrastructure to superstructure, from core to nodeB including Test & Measurement, RAN Optimization, Business/Operational Support Systems, Digital Services and the new era of IoT & AI.

### **2. World Leading & Cost Effective Solutions & Services**

We pride ourselves for high quality solutions / services in everything we do by co-operating with world-leading suppliers and professional staffs with years of experience working in world leading global companies ie: Ericsson, Nokia...For the last 15 years, we have successfully built extensive expertise and professional working processes that help create a cost advantage and competitive prices.

### **3. Devoted & Professional Customer Service**

COMIT's services are vital to the successful implementation and integration of any communications project. We bring together industry best practices combined with the spirit of Devotion to Customers thus ensuring the commitment of all stakeholders, with a continued focus on business requirements and effective communication to all parties throughout a project lifecycle.

To provide such value proposition to customers, COMIT nurtures a system of core values that exists in each individual of COMIT.

Core Values	Our Beliefs
<p><b>Devotion to Customer</b></p>	<p>Responding to customer’s demands by adding long-term values is just our development force. Moreover, we will provide our customer with solutions and services that are beyond their expectations.</p>
<p><b>Integrity</b></p>	<p>Behaving honestly and keeping our promises are factors that bring the trust and respect from our customer.</p>
<p><b>Openness</b></p>	<p>An open environment will encourage the diversity and lay the foundation that helps us innovate continuously the approach in serving customer and developing business.</p>
<p><b>People Development</b></p>	<p>Our strength lies in the talented and enthusiastic employees. We will continuously increase these assets by focusing on human resource development from training to offering opportunities to win challenges, from encouraging to expose one’s full potentials to recognizing their contribution.</p>
<p><b>Teamwork</b></p>	<p>One tree cannot create a mountain, three trees gathered up will create a high one. The teamwork spirit will lay the foundation for successful co-operation between employees / departments in the cross-culture and personal diversity.</p>



### Top 2 Drive Test



Customer Experience Analysis



OTDR/OSA/PMD/CD/ROADM DWDM



Light Source/  
Optical Power meter/IL/ORL/VFL



3G/4G/5G  
Coverage/Data/Voice/Video  
Quality Analyzer



3G/4G/5G  
Base Station  
Analyzer



Optical Splicer



#1 Optical Splicers



Myanmar Market



Bandwidth Testers 1/10/40/100GE



IP Network Tester for  
Performance/Functions/Security



#1 Telecom T&M



Wireless Performance Tester



ONMSI



#1 IP Test



Look at a typical diagram of the converged telecom network. COMIT can provide appropriate test & measurement solutions and services for every network connection from access to metro to core, from mobile to optical to coax. We provide test & measurement equipment for networks such as xDSL, FTTx, CATV/Digital TV, IP, Mobile/RAN/Wireless, Optics, Transport, Switching/Signaling, etc. and complementary tools like optical arc fusion splicers or fiber microscopes.

Not just selling equipment, we consult customers on test & measurement technologies and methodologies. We study customers' problems and develop right solutions for them including the development of new features and functions. We partner with customers when they need skilled engineers to solve their technical or resource problems via wide range of test & measurement services, for instance, EMF testing, Fiber Characterization, Network Troubleshooting, Network QoS Testing, Mobile Network Benchmarking, etc.

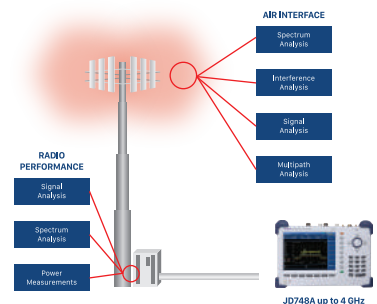
COMIT is ONE of the few in the South-East Asia region to offer complete solutions and services for testing all network segments and almost phases of the network life cycle.

## Story 1: Developing RF Testing Solution for Viettel's Worldwide Networks

**PROBLEM:** Monitoring RF signal deviation without stopping base stations. The shutdown of base stations would impact to QoS significantly and take time as huge number of base stations.

**SOLUTION:** Engineers of COMIT and Viavi developed a solution that was based on Viavi CellAdvisor and with new features: i) to test RF signal via air interface and 3GPP TS 25.141 standard; ii) to store multiple test results.

**RESULTS:** The solution helped Viettel save time and costs in testing its thousands of base stations in Vietnam and is also applied in other Viettel networks.







### Professional Testing Services

- Fiber Characterization
- EMF, QoS for mobile networks
- Drive test, Interference Test
- Mobile benchmarking
- Mobile network audit
- International Roaming test
- Fraud detection
- Troubleshooting networks



### T&M Product Support

- Warranty extension for T&M equipment and systems
- Repair for T&M equipment and systems
- Factory-calibration for T&M equipment and systems
- On-site calibration for T&M equipment and systems
- Aftersales technical support



### System Management Services

- Project management for T&M system deployment
- Operation and maintenance of T&M systems
- T&M customization projects
- 24x7 technical support



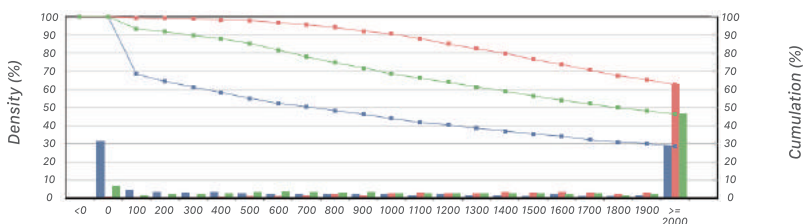
### Advanced Training Services

- Trainings on T&M principles & methodologies
- Advanced user trainings
- Trainings at factories or in Vietnam

## Story 2: QoS Benchmarking for Top 3 Mobile Operators in Cambodia and East Timor

- **PROBLEM:** Metfone and Telemor wanted to benchmark their QoS among Top 3 Mobile Operators in Cambodia and East Timor in order to define their competitive service level and to optimize their coverage/service quality. The benchmarking was requested for voice and data service, GSM and WCDMA, QoS KPIs (CSSR, DCR, MOS, etc.) and Coverage KPIs (RSCP, EcNo, RxLev, RxQual, etc.).
- **SOLUTION:** COMIT deployed 3 benchmarking systems with 45 Nokia test mobiles, 9x 3G data cards and Keysight Nemo Outdoor Drive Test systems. The project was implemented in 3 months and mobilized 2 Project Managers, 9 Field Engineers and 8 RF Engineers.
- **RESULTS:** COMIT benchmarked and delivered sophisticated benchmarking reports those consist of a lot of useful information and data for its quality control and optimization.

Downlink Application Throughput (kbps)



COMIT helps customers enhance the quality and the efficiency of networks with innovative planning/optimization solutions and services for RAN. We focus on advanced solutions like SON and Geo-location-based solutions. We create next-generation RAN optimization services surround those next-generation solutions.

**Innovative Network Optimization**



We help customers save costs in deployment and maintenance of networks. We provide cost-effective and skilled resources for telecom equipment installation & commissioning, and especially, for the full life-cycle 2G/3G/4G RAN optimization service from Network Audit, Analysis & Change Proposal, Implementation of Proposed Changes, to Change Verification.



- > Site Survey & Design
- > RF Design
- > High/Low Level Design

- > BTS/NodeB/eNodeB
- > Transmission

- > Site Integration
- > Site Activation
- > Alarm Troubleshooting

- > Traditional Network Optimization
  - Site Audit
  - Drive Test
  - RAN Optimization
- > Innovative Network Optimization
  - GEO Location
  - SON
  - Wireless Front Haul
- > Autonomous Drive Test
- > Post Optimization
- > Benchmarking

- > Managed Services
  - Sync System
  - RAN Infrastructure
  - Access Transmission
  - RAN Optimization
- > Autonomous Drive Test
- > Benchmarking
- > Innovative Network Optimization

**JASKARAN SINGH**

Former Head of Network Planning Optimization  
Nokia Myanmar

"Our vision is customer satisfaction with service excellence and we are thankful to "COMIT" for their contribution, dedication towards achieving our vision and look forward for your long-term and continuous support as a responsive and responsible partner, with good overall deliverables and quality output".

**KENNY YANG**

Former Network Optimization Project Manager  
ZTE Philippines

"It was appreciated that your team provided to ZTE good performance during the last time. Without your excellent job, ZTE couldn't achieve the target for the first important milestone. We hope COMIT can keep your professionalism and high efficient work and can always support us to achieve more milestone in future".

**NOKIA**

**ERICSSON** 

**ZTE中兴**

## Story 3: Helping Ericsson to Optimize Its Customer's Network

Vietnamobile – an Ericsson’s customer, would like to widen 4G technology in Central and Southern of Vietnam. COMIT is the only partner who can provide full-life cycle RAN Optimization, was invited by Ericsson to support them in this project. The scope of work covered drive test, data collection, data analysis, change recommendations, change implementation, OSS KPIs optimization, hardware-faults fix, KPIs monitoring, license, feature, parameter sweeping, audit after optimization and reports. At the beginning of the project, most of KPIs (Key Performance Indicator) were negative.

Due to strict timeline, COMIT engineers had worked under high pressure continuously in 2 months without any days off, even weekend or holidays.

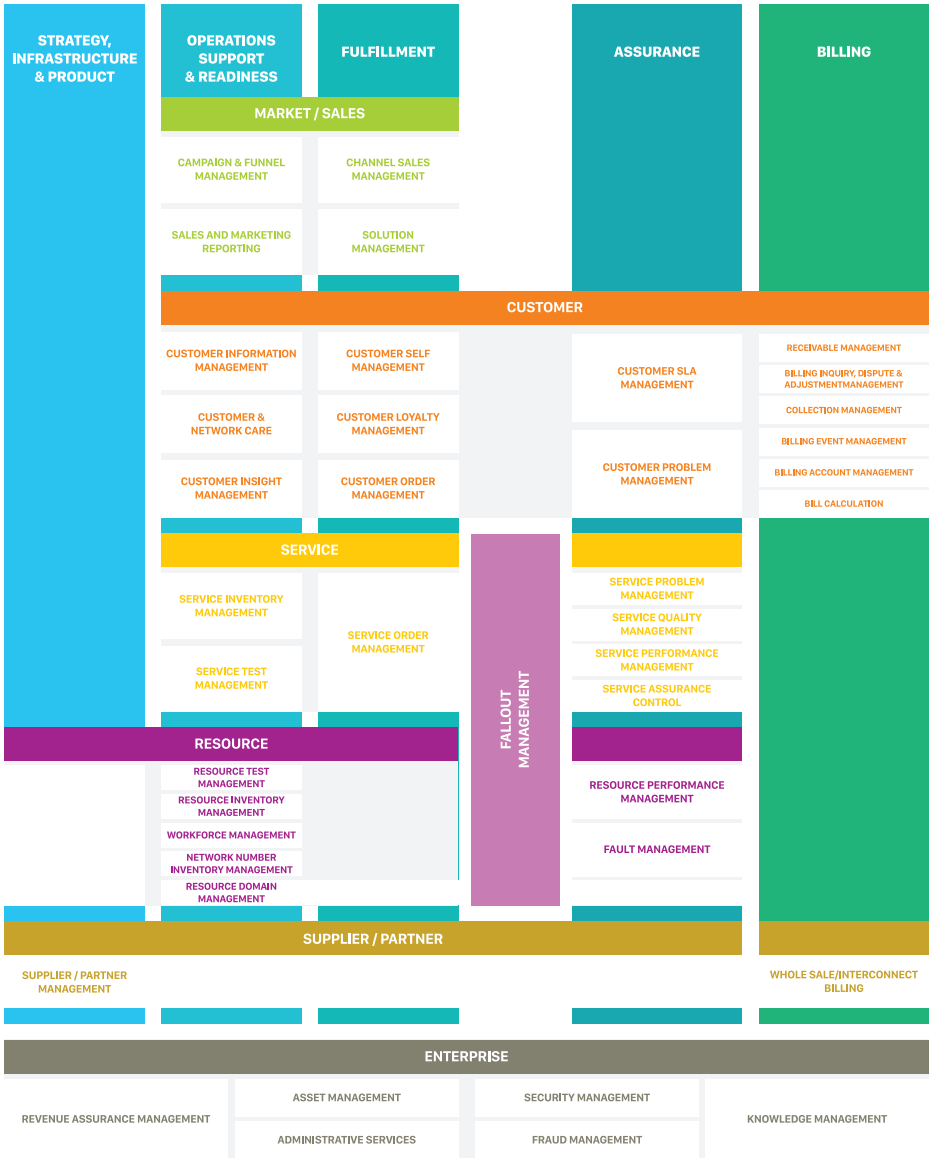
**Results:**

- KPIs met targets.
- Successfully implemented 256 QAM DL / 64 QAM UL helping boost the speed of Vietnamobile network and improve customer experience.
- Balanced the load between U900-L900, which helped optimize the flow of data between the 3G-4G technologies, also helped customers stay on top of the speed of internet.
- Increased 350% of 4G traffic (3G remained stable).
- Detected 13 outside noise areas which affected Vietnamobile network quality.



Serving customers with the large pool of devoted and highly skilled manpower

Leveraging on over-a-decade of expertise gained through working with industry leaders, COMIT is now focusing on Big Data-based or AI-based BSS/OSS (Business/Operational Support System) to help communications service providers and regulators redefine and reshape their business and operations.



In the trend of transforming from CSPs' traditional revenue base of voice and message to digital services base revenue, we offer CSPs with full range of solutions and services to help them enhance customer experience, launch new products and digital services with accelerated time to market, reduce operational expenses, and ultimately increase revenues.

DIGITAL SERVICE PROVIDER			
Business Transformation	Operation Transformation	Experience Transformation	IT & Network Transformation
<ul style="list-style-type: none"> <li>• Mobile Financial Services (MFS)</li> <li>• Rich Communication Services (RCS)</li> <li>• Connected Home</li> <li>• Connected Vehicle</li> <li>• Direct Carrier Billing</li> <li>• Ad Sponsored Messaging</li> </ul>	<ul style="list-style-type: none"> <li>• Digital Services Delivery Platform</li> <li>• Sales and Distribution (SnD) Management</li> <li>• Business Assurance</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-Channel Campaign Management</li> <li>• Omni-Channel Communications</li> <li>• Digital Customer Experience Management</li> <li>• Self-service and self-care</li> </ul>	<ul style="list-style-type: none"> <li>• IP Multimedia Core Network Subsystem (IMS)</li> <li>• Software Defined Networking (SDN) &amp; Network Functions Virtualization (NFV)</li> <li>• Internet of Things (IoT)</li> <li>• Software-Defined WAN</li> </ul>

**SIGOS**  
testing is our competence

**galooli**

**COMVIVA**  
A TECH MASTERS COMPANY

**FLYTXT**  
DATA > ECONOMIC VALUE

**allot**  
See. Control. Secure.

**Polystar**

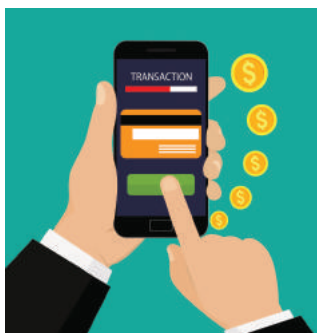
**MAVENIR**

**SUBEX**

**Enghouse Systems**  
Software engineered for results

**infovista**

#### Story 4: Providing Mobile Money Solutions to Movitel (Mozambique)



Now processing over \$1.3 billion a day, the mobile money industry added a record 143 million registered customers in 2018. Mobile money has evolved into the leading payment platform for the digital economy in many emerging markets. Movitel - one of the biggest service providers in Mozambique has deployed mobile money to their millions of subscribers. COMIT/COMVIVA has been providing the solutions for Movitel since earlier 2019.

This is a project under a global agreement between Viettel (mother company of Movitel) and COMIT/COMVIVA for deploying mobile money solutions to Viettel networks worldwide.

### Story 5: Providing Artificial Intelligence-driven automated marketing to Viettel

Viettel - is recognized as one of the top telecom service providers in Vietnam and Southeast Asia and joins top 100 enterprises in the world. In Vietnam, their number of subscribers reached 60 million in 2017 (counting for 46.7% of total Vietnam telecom subscribers). With their huge data, and as the leading service provider in Vietnam, Viettel always leads the market with new technology application. In 2018, Viettel decided to apply artificial Intelligence in monitoring their big data, creating and running marketing campaigns.



COMIT and its partner – Flytxt (one of the fastest growing developers of software in the rapidly growing fields of artificial intelligence, analytics and marketing automation) was chosen to deploy this project with the solution: Neon-dX.

NEON-dX allows Viettel to gain an even deeper understanding of its customers with insights so that Viettel can send micro-segmented and personalized offers that reflect the customer's contextual needs and interests in real-time. This ensures customers get the best service across all channels and help Viettel maintain a leading position when it comes to customer engagement.

### Story 6: Providing anti-SMS-spam solutions for VinaPhone



The problem of spam has become a pressing issue, this has caused inconveniences to consumers and led to reduce the service quality of telecom operators. In Vietnam, reports showed that in 2016 there were hundreds of millions of spam messages delivered to end users, in which VinaPhone accounted the highest rate of 58.5%. Therefore, the customer gave COMIT an urgent mission of preventing the spam in the shortest time to increase their service quality and image in consumers' eyes and government authorities. COMIT engaged Enghouse – a leading Canadian based software and services company to apply their antispam solution to solve the problem. The Antispam system has been successfully deployed and worked effectively. COMIT experts and counterparts had to work 24/7 during the entire project, despite of national holidays and lunar new year period.

### Story 7: Providing RF Spectrum Monitoring System in Myanmar

The rapid development of the Myanmar telecom industry had brought many challenges to Myanmar's telecom regulator. One of them was how to manage and plan Radio Frequency efficiently. And the deployment of a RF spectrum monitoring system was an answer.

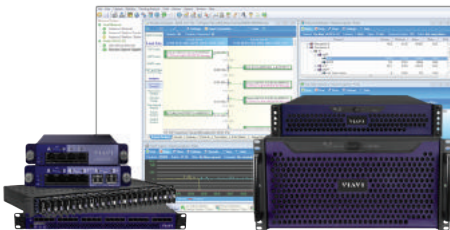
COMIT (together with its local partner) and the solution from TCI (USA) – the advanced solution that has been provided to many countries from North America to Europe, and Asia, worked closely with Myanmar's telecom regulator to understand deeply their needs and requirements in both technical and application aspects.

Due to COMIT's successful deployment of a Spectrum Monitoring System in 2014, two years later, in 2016, Myanmar's telecom regulator continued appointing COMIT together with its local partner to implement new Spectrum Monitoring System and Direction Finding up to 8 GHz. With extensive experience COMIT implemented a turnkey solution of a Monitoring Control Center and 11 sub-systems of fix and

transportable monitoring stations. The new monitoring system covered all kinds of terrains from plains to mountains. The project was successfully completed and met the time requirement of customer.



### Story 8: Assuring QoS/QoE with the Deployment of an Optical Network Monitoring System in Movitel (Mozambique)



In early 2015, Movitel had possessed the largest mobile infrastructure in Mozambique, of which, the optical backbone played a critical role. The network expansion over the 2nd largest country in Africa raised big challenges to Movitel in maintaining the quality and connectivity of its optical network, and through that, to assure the QoS/QoE of its service delivery. COMIT's engineers spent a few months in Mozambique and deployed successfully an Optical Network Monitoring System based on Viavi's solution. The system has helped Movitel shorten the troubleshooting time, forecast the quality decline of optical links and initiate preventive solutions. It has also helped Movitel manage its resource more efficiently upon useful statistics and data generated.



HAITI

PERU

CAMEROON

**Nguyen Dang Nguyen**  
*Vice General Director*  
 MobiFone

"Experienced and devoted to customer, COMIT has been a trusted partner to provide MobiFone with telecom test & measurement solutions and services. We expect to continue receiving professional support from COMIT to improve quality and network efficiency in future."

**Amitava Saha**  
*MS Chief Operating Officer*  
 Ericsson Myanmar

"I can only say one thing "YOUR SERVICE IS EXCELLENT". I suggest you to be as you are today "JUST CONTINUE". Thank you for your support and dedication to make our business a successful story. We look forward to a long term business relation."





**To Manh Cuong**  
 Vice President  
 VNPT Group

"COMIT has been VNPT's trusted partner in providing telecom test & measurement solutions in Vietnam for many years. We wish to continue getting your devoted support in order to enhance VNPT's telecom network quality in the coming time".

**Viettel Group**

More than excellent words, Viettel has given a Memorial medal to COMIT on the occasion of 25-year Establishment Anniversary of Viettel Group. This medal was awarded to express their recognition and gratefulness to COMIT.

In more than the last fifteen years, COMIT has made great contribution and technical support to the outstanding development of Viettel Group.





Viavi software and hardware platforms and instruments deliver unprecedented end-to-end visibility across physical, virtual and hybrid networks. Precise intelligence and actionable insight from across the network ecosystem optimizes the service experience for increased customer loyalty, greater profitability and quicker transitions to next-generation technologies.

Viavi is also a leader in anti-counterfeiting solutions for currency authentication and high-value optical components and instruments for diverse government and commercial applications.



Keysight Technologies, or Keysight, is a US company that manufactures electronic test and measurement equipment and software. In 2014, Keysight was spun off from Agilent Technologies, taking with it the product lines focused on electronics and radio, leaving Agilent with the chemical and bio-analytical products. Keysight's products include hardware and software for benchtop, modular, and field instruments. Instruments include oscilloscopes, multimeters, logic analyzers, signal generators, spectrum analyzers, vector network analyzers, atomic force microscopes (AFM), automated optical inspection, automated X-ray inspection (5DX), in-circuit testers, power supplies and handheld tools. In addition, it produces electronic design automation (EDA) software (Eesof division). It mainly serves the telecommunications, aerospace/defense, industrial, computer, and semiconductor industries. Keysight won the 2014 Global Frost & Sullivan award for market leadership with \$300 million in instrumentation software revenue. The citation states R&D investment of 12% of revenue (\$365 million in 2013) as an important factor.



TCI brings over 46 years of innovation in spectrum monitoring, radio direction finding and signals intelligence solutions for civilian, government and military agencies worldwide.

TCI is also a recognized leader in the design and manufacture of antennas for communications and high-power radio broadcasting. Selected for use in more than 100 countries, TCI products are supported by a global network of customer and training services. TCI is a wholly owned subsidiary of SPX Corporation.



Founded over 72 years ago and headquartered in Solon, Ohio, Bird Technologies has become the industry's standard in radio frequency product and service reliability. The critical factor that makes Bird the world's most reliable radio frequency firm is its "reliability" ranges from accuracy and precision to longevity and clarity. From commercial applications to military maintenance to electronic military instrumentation, Bird's comprehensive offerings range from test equipment to DAS, infrastructure and high speed data capture and analysis.



SIGOS is the worldwide leader in active testing and Fraud Detection of telecommunication networks and services. The solutions enable operators, OTT, content providers, carriers and regulators to fully understand Quality of Service and Experience from an end-user perspective. The SITE test system supports proactive testing across all technologies and network infrastructures. GlobalRoamer, the world's largest roaming testing platform, provides access to over 750 networks in 200 countries. The Meucci Fraud Detection reveals network-wide revenue leakages. More than 410 customers in 150 countries, including the world's top 100 operators, see SIGOS solutions as the fundament of network quality assurance.

"Enghouse Networks is the division of Enghouse Systems – a leading global provider of enterprise software solutions serving a variety of distinct vertical markets. Its strategy is to build a diverse software company through strategic acquisitions targeting the Contact Center, Networks (OSS/BSS) and Transportation/Public Safety sectors. Enghouse shares are listed on the Toronto Stock Exchange under the symbol "ESL".



Flytxt is a leading mobile consumer analytics solution provider for telecommunications companies and mobile enterprises. Flytxt has brought about substantial tangible and intangible benefits to its customers across the Globe such as Vodafone, MTN, Hutchison Whampoa, Axiata, Etisalat and Vimpelcom. Flytxt's platforms, combined across various deployments, analyze over 700 Mn subscribers' data and process over 6 billion real time subscriber events every day. Flytxt solutions blend data, perform complex real time analysis, create meaningful insights and take smart actions to generate incremental revenues, reduce subscriber churn and create stronger, longer lasting customer relationships.



Since its establishment in 1885, Fujikura has seen a century of steady growth and has just entered upon its second century of further progress. The company has been highly successful by investing its top-ranking intelligence and efforts in development of technologies relating fiber optics, electronics and products relating nuclear power and superconductivity. To date, Fujikura is the world's largest manufacturer of optical arc fusion splicers with over 50% market share. It is also emerging to the world's second largest manufacturer of optical fiber cables. COMIT is the authorized distributor for Fujikura optical fiber splicer in Vietnam market only.



Subex Limited is a leading global provider of Business and Operations Support Systems (B/OSS). The company pioneered the concept of a Revenue Operations Center (ROC®) – a centralized approach that sustains profitable growth and financial health through coordinated operational control. Subex's product portfolio powers the ROC and its best-in-class solutions such as revenue assurance, fraud management, asset assurance, capacity management, data integrity management, credit risk management, cost management, route optimization and partner settlement. Subex also offers a scalable Managed Services program with 30 + customers. Subex's customers include 39 of top 50 telecom operators\* and 7 of the world's 10 largest# telecom companies worldwide. The company has more than 300 installations across 70 countries.



P.I. Works is the leading provider of AI-powered mobile network planning, management and optimization solutions. P.I. Works' expertise combined with their award-winning product portfolio and services identifies blind-spots and assures performance and capacity gains for mobile networks. P.I. Works empowers Mobile Operators to accelerate network transformation, improve network quality and subscriber experience while lowering their costs through intelligent automation. P.I. Works products and solutions have been deployed by 39 operators in 28 countries. P.I. Works is an active member of the European Telecommunications Standards Institute (ETSI) and plays an important role in the 3rd Generation Partnership Project (3GPP) standardization forum that is focused in the area of SON (Self Organizing Networks).



Comviva is a value-added services provider for mobile operators. Comviva has customers in over 90 countries, predominantly in Asia, Middle East, LATAM and Africa. It offers messaging, mobile Internet, content, mobile commerce, prepaid and "business support solutions". It's Headquartered with its main R&D and network operation center in Gurgaon, Haryana. Comviva also has offices in Bangalore and Mumbai. It has international offices in South Africa, Dubai, Singapore, Thailand, the UK and the USA.

COMIT continuously enhances its customer service and technical capability through a combination of extensive experience gained in over a decade working in telecommunication industry and in-depth technical training programs at foreign factories yearly. Many COMIT employees have ever worked for reputable telecom manufacturers, for instance, Acterna (USA), Wavetek Wandel & Goltermann (Germany), Alcatel (France), LG Telecom (Korea), Ericsson (Sweden), Huawei (China), etc. COMIT continuously enhances the devotion to its customers through yearly coaching the company's tradition and awarding to employees who perform that value. And the below are stories of the devotion of COMIT in serving its customers.



### Story 9: Perfect After-Sales Service

In March, 2017, Movitel – the largest service provider in Mozambique had troubles in monitoring 3 nodes OUT from a server of ONMSI system, and some of the other nodes were also unstable. Each node was responsible for tracking 24 cable lines which provide the transmission to the customers. As a reason for the incident, the quality of Movitel telecom network could be declined, and took time as well as many resources to overcome.

At that time, Movitel and COMIT did not remain any service level agreement. However, facing up with the emergency of customer, COMIT, with the spirit of "Devotion to customer", immediately formed a support team to help Movitel solve the problem. With extensive experience in telecommunication testing and measurement, very soon, COMIT's technical experts found the solution that examined, then re-enumerated the monitoring status of each node, and defined which error could be occurred. The Team worked hardly and continuously in three weeks notwithstanding time zone difference, poor connection, no days off, staying up late, waking up early...The problem of Movitel was solved quickly, all the nodes worked smoothly to track and ensure the transmission of the network.

Moreover, that was not even where the "Devotion to customer" spirit stopped. After helping the customer troubleshoot the emergency incident, COMIT provided free advanced training courses for Movitel engineers on issues when using the products and solutions.

"Devotion to customer" is one of the core values of COMIT since establishment, and despite any difficulties, customers can trust that COMIT will always be together with them to find solutions.

## Story 10: Served Customer Beyond Their Expectation

September 2009, VinaPhone faced a problem in their transport network that threatened their plan to be the first to launch 3G service in Vietnam. VinaPhone's management asked COMIT for urgent support. Very soon, COMIT experts found out the reasons and performed troubleshooting successfully. Beyond VinaPhone's request, with the spirit of "Devotion to Customer", COMIT offered initiatives to VinaPhone's management to send our experts with test equipment to do similar troubleshooting in Ho Chi Minh City. COMIT's experts also held a training course on Transport Technologies, Testing Problem and Methodology in PDH/SDH/Ethernet/IP Transport Network upon request of Mr. Nguyen Thien Bang – Vice Technical Director of VinaPhone2. It is worth to be said that all the support activities were free of charge.



**Mr. Lam Hoang Vinh** - Former Vice President of VNPT presented a Commendation to COMIT for its excellent technical support during rolling out 3G service.

After the successful launch of the Vietnam's first 3G service, VinaPhone has organized a recognition ceremony to thank to partners who had made important contributions to the deployment of the 3G network. COMIT, together with the big manufacturers such as Ericsson, Huawei, Motorola, was the only Test & Measurement Company in Vietnam who were presented recognition award by Mr. Lam Hoang Vinh – former Vice President of VNPT.



**Story 11: Worked Over Days and Nights and Weekends to Help ZTE Meet Its Deadline**

It was in April 2013 when COMIT received a PO from ZTE for optimizing about 200 BTSs/NodeBs in the central Vietnam. The scope of work was full lifecycle RAN optimization and dealing with a lot of KPIs, especially, coverage improvement and interference reduction. The project was planned to implement in three months. It was nothing to talk about if the end customer did not change its plan and forced ZTE to finish the turnkey project earlier. In the ZTE's turn, it urgently requested COMIT to deliver the optimization results within two months. It was normally impossible for the available resources and COMIT might have to say no. But once again, the spirit of Devotion to Customer led us to an exceptional solution: working all days including weekends and public holidays, working nearly all nights. The mission and the spirit were communicated and engaged by the team. The project was actually run in that way. Some of our engineers did not even sleep in the last few days in order to complete final reports. And the deadline was met. Once again, COMIT people demonstrated to our customer that they may rely on COMIT to solve any problem they face in any situation.

**WANG BING**

Former Deputy Representative  
ZTE Vietnam

"After years working with COMIT through RF optimization services, we found that COMIT is a trusted, capable partner who can provide highly - skilled people, good tools, good process to help ZTE deliver the projects in time and high quality. As such recognition for its contribution, COMIT is selected by ZTE to become a strategic partner in RF Optimization services."



*RNO team working at 2 a.m.*





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