

Rating parameter	Weight	Quantitative indicators	Qualitative indicators
1. Network Coverage and Accessibility	11%	Population and geographic coverage; urban/rural access; 4G/5G availability; fibre premises passed; indoor coverage; serviceable locations; coverage gaps.	Rollout strategy; universal access; infrastructure sharing; plans for underserved areas.
2. Network Quality and Service Performance	14%	Download/upload speeds; latency; jitter; packet loss; peak-hour performance; call-setup success; dropped calls; voice quality; SMS delivery; actual versus advertised speed.	Capacity planning; traffic management; quality-monitoring systems; consistency of customer experience.
3. Reliability, Resilience and Service Continuity	11%	Availability; outage frequency and duration; mean time to repair; congestion; backup-power duration; route redundancy; failed connections.	Business continuity; disaster recovery; climate resilience; crisis communication; maintenance quality.
4. Affordability and Product Value	10%	Price per GB/Mbps; entry-level cost; total contract cost; installation/equipment fees; roaming costs; unused-balance treatment; service credits.	Fairness and clarity of plans; flexibility; suitability; absence of hidden charges.
5. Customer Service and Market Conduct	10%	Complaints; response/resolution times; first-contact resolution; installation and repair times; churn; customer satisfaction.	Fair sales practices; complaint handling; customer communication; Khmer-language accessibility; treatment of vulnerable customers.
6. Financial Strength and Investment Capacity	10%	Revenue growth; margins; EBITDA; cash flow; leverage; liquidity; capital expenditure; investment per subscriber.	Shareholder support; funding access; investment planning; financial discipline; ability to maintain and expand networks.
7. Governance, Transparency and Regulatory Compliance	8%	Regulatory breaches; fines; licence violations; audit qualifications; reporting timeliness; related-party transactions.	Board and management quality; ownership transparency; internal audit; ethics; anti-corruption controls; regulatory culture.
8. Cybersecurity, Privacy and Fraud Protection	9%	Security incidents; data breaches; service attacks; fraud losses; patching, detection and recovery times; testing frequency.	Cybersecurity governance; privacy controls; incident response; SIM-swap protection; supply-chain security; authentication.
9. Technology, Innovation and Future Readiness	7%	4G/5G deployment; fibre backhaul; IPv6; VoLTE; eSIM; automation; digital self-service; cloud and edge capacity.	Technology roadmap; vendor diversification; innovation governance; scalability; responsible use of AI and emerging technologies.
10. Market Position, Interconnection and Competition	5%	Subscribers; market share; net additions; wholesale performance; interconnection quality; number portability; roaming availability.	Fair competition; infrastructure access; wholesale neutrality; partnership quality; sustainable market strategy.
11. Digital Inclusion, Sustainability and National Contribution	5%	Rural connections; affordable plans; public facilities connected; accessibility; energy use; renewable energy; e-waste recovery.	Digital inclusion; disability access; community programmes; environmental management; local employment and skills development.