

# QUALITYNET GENERAL TRADING & CONTRACTING COMPANY

**BUSINESS IN IRAQ**

**INTERNATIONAL CAPABILITIES VIA IRAQ**



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## QUALITYNET COMPANY PROFILE

Qualitynet was established in 1998 in response to a public offering by the Ministry of Communication, as part of their strategy to privatize Internet and data communication services within the State of Kuwait. In September 1998, Qualitynet launched their data communications infrastructure and Internet gateway, to provide Internet services and private data communications services.

With the combination of the best people, the best systems and the best connections Qualitynet has created a superior network infrastructure for unmatched Internet and Data Communication Services that any service provider in Kuwait can offer.

Since its inception Qualitynet has continuously striven to stay at the forefront of the Internet & Data Communications Industry, with regular introduction of innovative and effective solutions for Global and local markets.

### A LOT MORE THAN AN ISP

Qualitynet believes in going above and beyond the horizons of serving simply as an ISP is today the leading and largest Internet & Data Communication provider in the State of Kuwait covering the biggest market share by delivering state-of-the-art services to Global, Corporate, SMB and Residential sectors. The Services other than Internet, voice, and data include Automation (Home, Buildings) Services, IP Telephony, Cloud Services, Surveillance Solutions, Automated Kiosks, Wi-Fi & Hotspots for Buildings, Campuses, Complexes, Malls & Hotels, OSS services, international node hosting, etc.

### TOP PRIORITY

All services are benchmarked against industry standards of quality, variety of services, cost effectiveness, and personal care. To achieve such objective, Qualitynet believes in first employing the right people to do the job and then investing in them to carry further the flagship. It is because of this focus that Qualitynet has achieved multiple ISO certifications and super brand recognitions.

### NETWORK STRENGTH & CAPACITY

One of the critical aspect that guarantees Qualitynet's position as the leader in the global and local market is its network strength, diversity, redundancy, and capacity. The variety bandwidth that Qualitynet is delivering today to the customers includes n × 64 kbps, multiple of E1 (2Mbps), DS3 (45 Mbps), STM-1 (155 Mbps), STM-4 (622 Mbps), STM-16 (2480 Mbps), STM-64 (9920 Mbps), Fast Ethernet, and bandwidth that reaches up to 10 Gbps. Bandwidth is delivered to the customer using various technologies such as ADSL, ADSL2+, VDSL, SHDSL, ATM, FTTx, IP-MPLS, and GMPLS. In addition

to the redundant SDH and DWDM Backbones, the IP/MPLS infrastructure has given Qualitynet a significant edge in terms of Quality of Service (QoS), capacity, traffic engineering/shaping. All of these services are backed up by state-of-the-art customer care centers that run round-the-clock.

Furthermore, Qualitynet invests in its team to keep up-to-date with the changing technologies and global trends by ensuring proper investments in research & development (dedicated departments), attending global, regional, and local exhibitions, seminars, and forums worldwide, and proper investment in formal training. Furthermore, a dedicated team working under the umbrella of Planning & Utilities looks after the network capacity, redundancy, and optimization needs based on the forecasted figures on quarterly basis.

### **DISASTER RECOVERY**

One of the unique aspects that acts as a competitive edge for Qualitynet is that it established its very own completely redundant Disaster Recovery (DR) site in 2007 to ensure uptime for all its customers if one network infrastructure were to fail. The DR site is fully equipped to take over the operation within no time once there is a failure at the main site.

The finesse and experience that went into establishing the DR site played a vital role for Qualitynet in providing a similar service to its customers especially from the financial, oil and gas, news agency, and government sectors.

### **CALL CENTERS & SUPPORT SERVICES**

Qualitynet established the paramount and fully equipped “Call Center” and “Network Operation Center” that operate 24X7 and 365 days a year. The centers follow strict KPIs of call attendance, problem identification, and troubleshooting. No call center is complete without a host of well educated, trained, and properly groomed team of motivated individuals. Qualitynet has done just that. Hire the right resources to carry out the most important task of all: customer service.

The bilingual (English/Arabic) staff have up-to-date knowledge of the system and are keenly available to support Qualitynet Customers remotely or onsite.

Qualitynet also has a team of fully trained support engineers equipped with all required tools and accessories (including company provided vehicles, laptops, testers & diagnostic tools etc.) to fix any faults and malfunctions. The team is available round the clock similar to the centers.

Moreover, as part of the Qualitynet Support Services portfolio, Resident Engineers can also be provided to corporate clientele who are stationed on-demand at customer premises to look after various services.

## PRODUCTS & SERVICES

Listed below are some of the services provided to global and local corporate clientele:

### Corporate Internet & Data Services

- Corporate Internet DSL Services
- Leased Internet Services
- WAN Solutions
- ISDN Solutions

### Communication Solutions

- IP Communication Platform
- Digital Communication Platform
- Data Networking
- LAN/WLAN Services

### Value Added Services

- Hosting Services & Domain Registration
- Data Center

### Global Services

- International Private Leased Circuits (IPLC)
- Half Circuit
- One-Stop-Shop (OSS)
- Global MPLS / IP-VPN
- Business Continuity
- International Node Hosting

### Carrier Grade Solutions

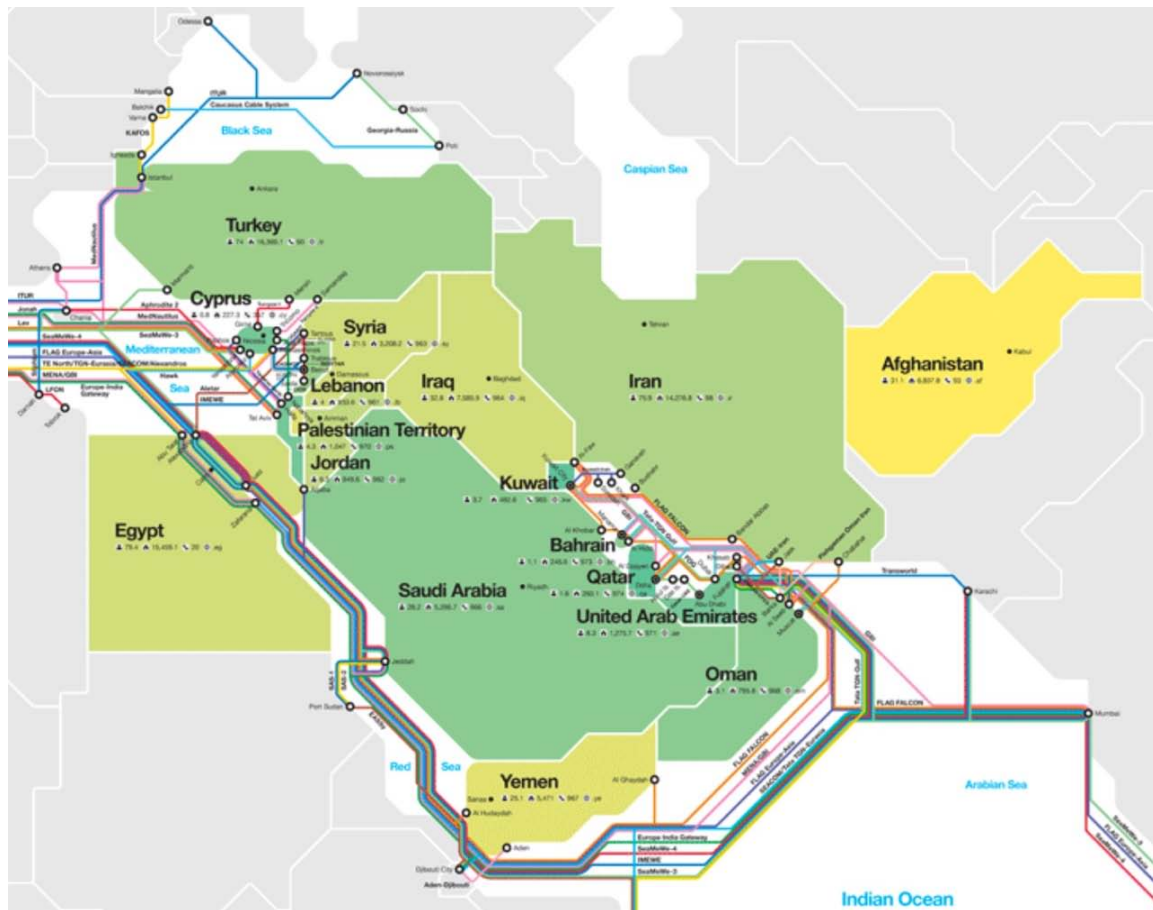
- Enterprise Caching Solutions
- Network Reporting Solutions
- Enterprise UPS Solutions

## INTERNATIONAL GATEWAY

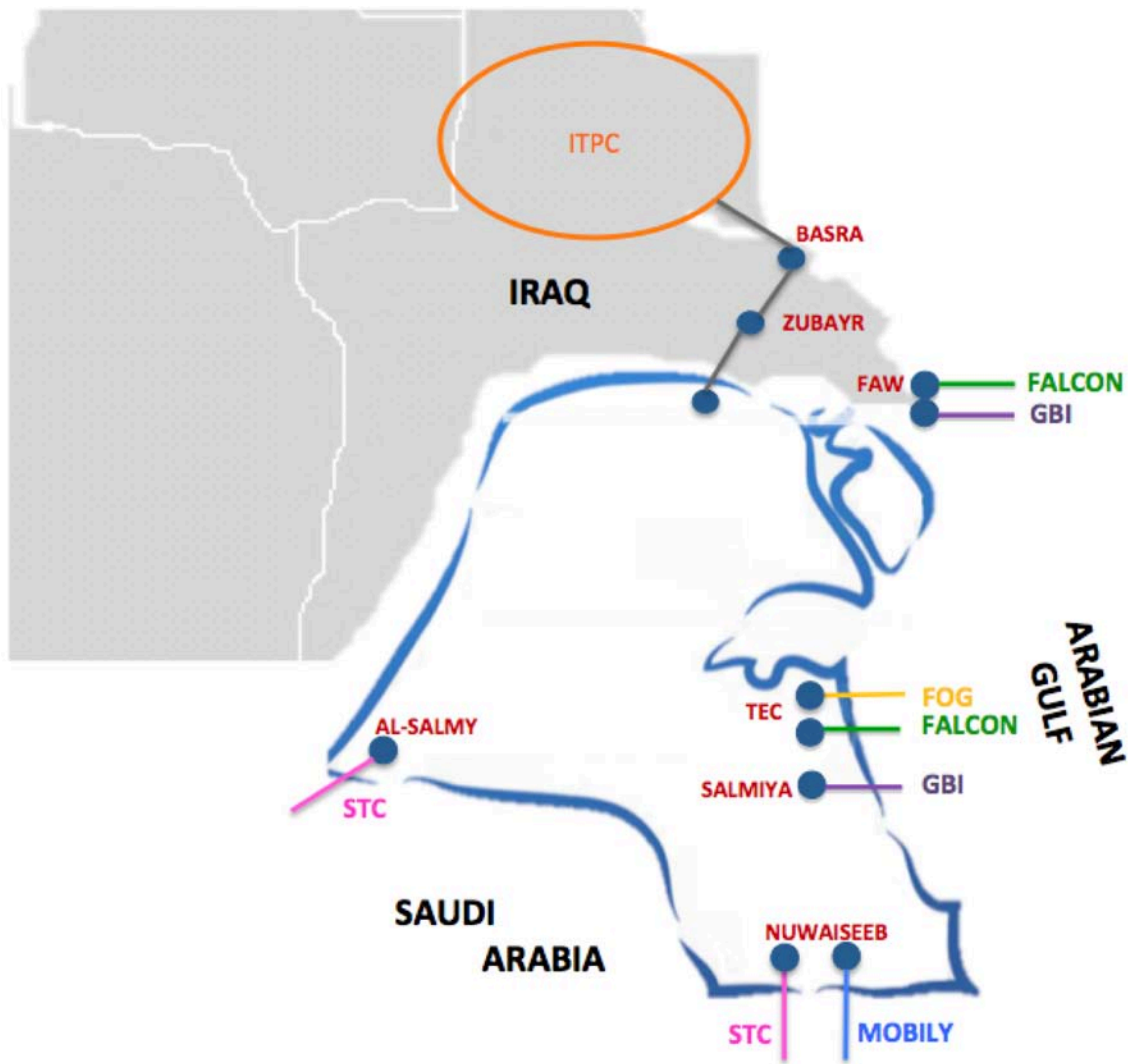
Similar to our diversified Core & Access local network, we have built a state-of-the-art diversified International Gateway. The gateway operated by Qualitynet offers premium Data & Internet services with high availability & Quality of Service. Our International Gateway setup is built through multiple international peering with Tier-1 Carriers, using fully redundant connectivity over diversified Submarine & Terrestrial Fiber Optic Systems. High capacity geographically redundant Fiber Optic links carry Data & Internet traffic to regional & International providers. Our diversified setup leads to maximized service availability and minimal impact during Submarine Fiber breakdowns.

Qualitynet has extended its regional and international reach through hosting MPLS nodes of regional & global operators such as AT&T, Orange, STC, and Batelco as well as creating multiple Network to Network Interconnections (NNI) with global carriers, thereby establishing Kuwait's footprint in the world map. Additionally, Qualitynet's OSS agreements and arrangements with regional & global carriers give us a better chance to provide superior services to any kind of client.

Our network of Partnerships and PoPs help extend our regional and global footprint, giving customers seamless connectivity options to any part of the world, over our resilient and diverse network.



## GULF SUBMARINE CABLE SYSTEM



SUBMARINE & TERRESTRIAL CABLE SYSTEM (KUWAIT – IRAQ)

## QUALITYNET GLOBAL PRESENCE

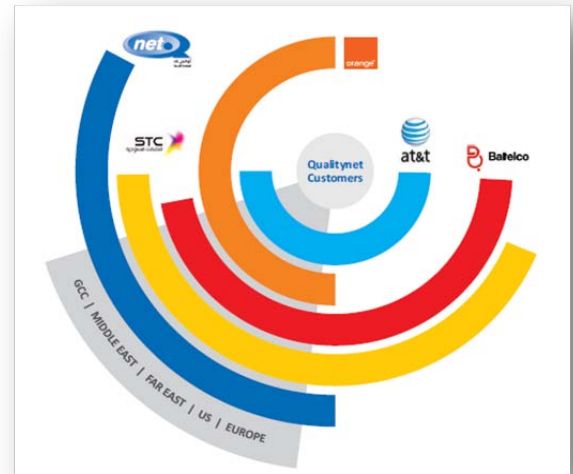
Our network reach branches well into Europe, US & the Middle East and North Africa (MENA) region, to integrate and provide advanced solutions and support with local partners. Establishing a strong presence in Europe ensures quick service delivery and multiple last mile connectivity options. Additionally,



Qualitynet is in the process of establishing a Point of Presence (PoP) in Singapore that will enable further coverage in the region.

## INTERNATIONAL NODES

Qualitynet joined hands with AT&T, Batelco, Orange & STC to become their MPLS presence in Kuwait, and a part of the global MPLS footprint, spanning over 163 countries in Europe, US, Africa, Asia, Middle East and the Far East. With a combined strength of over 3,800 service nodes, Qualitynet reaches customers globally to provide various advanced MPLS solutions such as VLL, VPLS and VPN services.



## CONNECTIVITY TO IRAQ

Qualitynet has established its operation in Iraq at the early stages. In May 2003, Qualitynet implemented a microwave network covering a major part of the capital of Iraq (Baghdad) to serve newly opened Internet cafes serving U.S troops and the Iraqi citizens. After a year of operations, Qualitynet had to pull out from the Iraqi market due to security reasons.

In December 2007, Qualitynet established the first capacity into Iraq for a major client for STM1 connectivity from Kuwait to Iraq. . The order was implemented in liaison with ITPC (Iraq Telecommunications & Post Co.) and was the first circuit, carrying International traffic, to be ever activated in Iraq.

By the time ITPC outsourced International gateway connectivity to private Iraqi operators in 2009, Qualitynet worked in Iraq through a business partner who had obtained a license to pass traffic to and from the border of Kuwait. Kuwait/Iraq border was the first border ever to be lightened up linking Iraq to the rest of the world

Since 2009, Qualitynet has been operating and maintaining many International circuits belonging to reputable multinational organizations in Telecom, Oil & Gas, Banking & Logistics sectors .

Lately, Qualitynet was granted an order to implement and maintain a transit STM16 capacity for a major customer originating from Kuwait transiting Iraq/Kurdistan and Turkey to Europe. The first ever



order for transit Iraq that shall open up the northern route toward Europe and should serve as a redundant route to Egypt.

### **KUWAIT GEOGRAPHIC LOCATION**

Kuwait is eloquently located to serve as one of the best gateways to access Iraq. The other borders are plagued with political tensions and poor infrastructure. The investment that Qualitynet has made in the infrastructure has ensured optimum performance and better latency than other bordering nations.

### **CURRENT & FUTURE CONNECTIVITY**

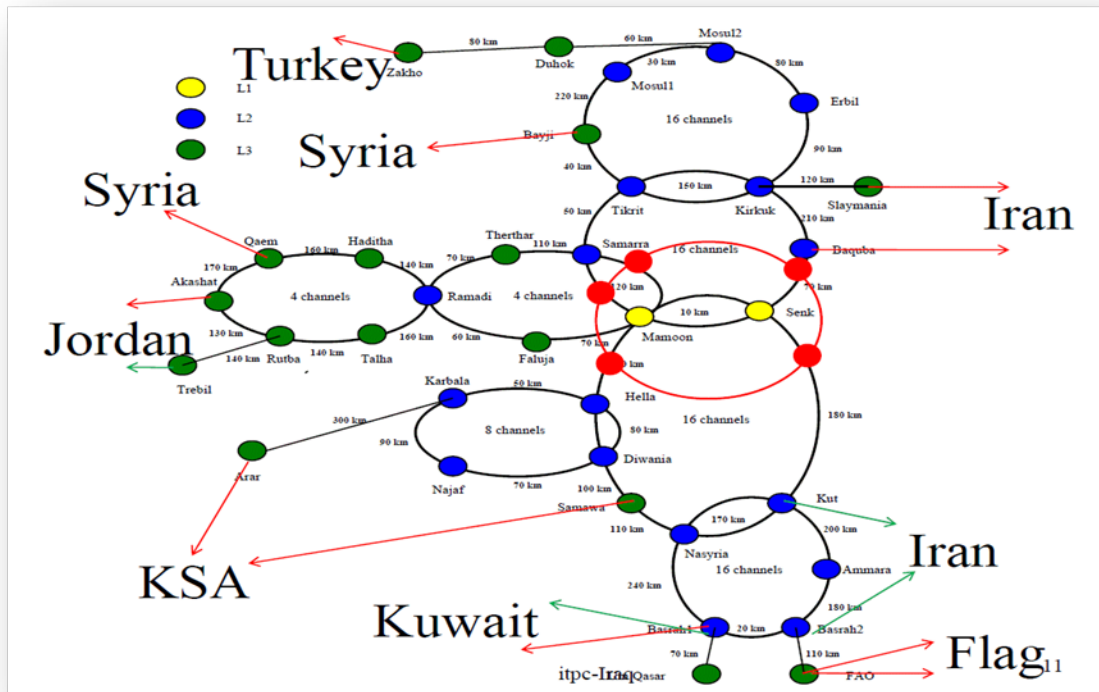
As illustrated in the diagram below, Qualitynet has three Different physically diversified Fiber Optic routes from Kuwait to Iraq (Terrestrial, GBI & FALCON/Reliance). Qualitynet has established one Terrestrial Fiber Optic route from Kuwait to Iraq via Abdally (ABD) to Iraq Zubayr Cable Landing Station, which is providing connectivity to Qualitynet GMPLS Node at Basra (Southern Iraq) . To create a ring cross border, Qualitynet is also proposing to Iraqi & Kuwaiti Governments to establish another Terrestrial Fiber Optic Route from Abdally to Umm Qasr Cable Landing Station inside Iraq, the Fiber Optic Route will be established within a period of six months from getting the approval from both Iraqi & Kuwaiti Governments. On the other hand, Qualitynet has established subsea route via GBI cable system from Ras-Al-Salmiya Cable Landing Station inside Kuwait to FAW Cabling Landing Station in Iraq.

All the diversified fiber optic routes will provide redundant connectivity and high capacity links to Qualitynet GMPLS Node inside Iraq (Basra & Baghdad).



## COVERAGE

ITPC DWDM/SDH network is spread all over Iraq as illustrated in the below diagram. However, the two northern rings belong to Kurdistan Ministry of Telecommunications inter-connected to the Central, Southern, Western rings owned by ITPC.



## IRAQ – LOCAL & INTERNATIONAL FIBER CONNECTIVITY

### CONNECTIVITY WITH IRAQ

#### IPLC & GMPLS CONNECTIVITY BETWEEN IRAQ & KUWAIT

Over the past few years, Qualitynet has successfully established operations inside Iraq, directly and through business partners, delivering multiple E1s, DS3s, STM1s, Ethernet over SDH & IP Ethernet (L3) to meet customer requirements at various locations within Iraq.

#### LAST MILE CONNECTIVITY

Due to the poor copper infrastructure, last mile options are limited to Microwave (point-to-point) and fiber. However, for high-speed connectivity (e.g. above 45Mbps), fiber is the recommended medium.

#### CUSTOMER INTERFACES

The following interfaces and protocols can be offered:

- Clear Channel
- Ethernet over SDH
- Layer 2 over MPLS
- Layer 3

## PRESALES PROCESS

For any requirements for connectivity with Iraq, Qualitynet first ensures that the requirements from the customer are gathered and understood completely including information such as bandwidth requirement, target area, and coordinates. Once all the requirements are gathered, our partner in Iraq is contacted to verify the last mile availability and conduct a site survey. A standard timeframe for the site survey report to be ready is 3 working days. Once the site survey is conducted, a draft solution is presented to the customer. All of the processes are conducted adhering to strict processes and KPIs of 5-7 working days from receiving customer quote inquiry.

## SERVICE PROVISIONING

In Iraq, Qualitynet installs suitable routers at customer locations through a local partner. Our MPLS-based last mile connectivity for locations in Iraq are provided over Fiber Optic Cable, Copper or Microwave mediums, subject to their availability. We also have the capability of providing end-to-end terrestrial set-up and solutions from Iraq to Europe, either through Qualitynet Kuwait-Europe private network or by transiting the Iraq local network via Turkey.

Iraqi Government Service Provisioning Process:

- 1) For Unlicensed Frequency (5.8GHz) to be used at last mile, Qualitynet will install Microwave equipment at customer premises. End-to-end ready for service is 4-6 weeks
- 2) For Licensed frequency to be used at last mile:
  - a) Customer has to apply for a license through Communications & Media Commission (CMC – Iraq TRA).
  - b) In case the customer is an Oil & Gas Co., then an application form has to be submitted to Southern Oil Company (SOC), an Iraqi Government owned entity.
  - c) Qualitynet will chase up the approval on behalf of the customer
  - d) Tentative time frame for obtaining the license is 2-3 months.
  - e) Ready for service is 2-3 weeks from the date of obtaining the license
- 3) If new fiber is to be established, customer has to apply for an approval from ITPC (Ministry of Communications). Tentative time frame to obtain the approval is 1-2 months.

## SERVICE SUPPORT

Service support is provided through our partner having on-ground field support. In normal circumstances, standard time to attending a fault is 8 hours, if the fault is reported during office working hours. However, it is strongly advised to install a redundant last mile connection in case high service availability is required.

## CORPORATE CAPABILITIES

- 24 x 7 Network Operation & Service Management Center.
- Highly resilient infrastructure and redundant network.
- Global Reach through highly diversified International routes.
- Service Excellence delivered by team of experts
- One-Stop-Shop for all your solutions.
- Service Level Agreements (SLAs) & world class Quality Standards.
- Innovative solutions based on leading-edge technology.
- Powerhouse portfolio of Business Services.
- Unbeatable experience in delivering global solutions.

