

»»» CyberTelecom

Internet Service Provider

خدمات انترنتی سایبر تلکام



Connecting you to the **WORLD**

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## 1. INTRODUCTION

Cyber Telecom Services is a privately owned business company that is licensed by the Ministry of telecommunication and information technology of Afghanistan as an Internet Service Provider (ISP) under the current constitution.

Cyber Telecom is now with over of 4 years' experience in the ICT Industry. CTS has presence in Kabul, Kandahar, Helmand, Nimruz, Farah, Herat, Mazar-e-Sharif and Nangarhar provinces. CTS currently offers wireless services (p2p Services), WiMAX services and Microwave services.

## 2. OUR VISION

Our vision is to be a leading reliable communication solutions partner in the domestic, regional and international markets.

## 3. OUR MISSION

Our mission is to provide world class telecommunication services to enable our customers to be competitive.

CTS also pursues the following as it aims:

- Facilitating universal access to modern telecommunication services.
- Promoting IP technology in the sector.
- Promoting the use of Internet.
- Creating a backbone of reliable connectivity.
- Developing indigenous know-how and industry.
- Maximizing the impact of internet in social and economic development.
- Creating an informed community by providing regular information on matters related to the telecommunications industry.

## 4. OUR CORE VALUES

The Customer is always the King. Teamwork. The staff are key.

Driven by Performance. Execution is key. Excellence in everything

Ensure Ethics and Integrity in all our dealings with customers, Suppliers, partners and colleagues.

## 5. WHY TO CHOOSE CYBER TELECOM...

### ▶ **Biggest Network**

Cyber Telecom Services is the only company which is operating from 8 major cities of Afghanistan and you can enjoy the same service, same speed with same equipment and payment plans in any city. We have offices in Kabul, Kandahar, Helmand, Nimruz, Farah, Herat, Mazar-e-Sharif and Nangarhar provinces. We can provide you Wireless Broadband Internet in these cities.

### ▶ **24/7 Customer Support**

Being CTS Customer, you can enjoy 24/7 non-stop customer support. Our multilingual, trained and courteous staff attends you round the clock.

### ▶ **Latest Technology Deployment**

We already have best telecom equipment deployed from world's famous brands like Cisco, Microsoft, Microtik etc ...and our management keep investing more into infrastructure so our valued customers can get better speed and virus-free internet.

### ▶ **Highly Skilled Staff**

We have team of expert network engineers, telecom engineers and research analyst who work constantly to explore new and improved ways to serve you better.

### ▶ **Competitive Prices & Packages**

CTS is the only company which provides best prices in the region and compensates the best value. We keep strict policy to deliver what we commit. Our packages are tailored to customers and customer gets the freedom of choice. Check out <http://cts.af/service-vertical/>

### ▶ **Quality of Service (QoS)**

We have a strict control over QoS, for this reason, we sign off SLA (Service Level Agreement) with our valued customers which bounds us to provide you quality internet services with optimized speed and virus-free connectivity.

## 6. OUR CUSTOMER SERVICE VISION

To be a Trusted Business Partner

## 7. THE COMPANY

### 7.1. Executive Summary

Cyber Telecom Services (“CTS”) is an Afghani company incorporated on 2014 as reseller of Ariana Network Services (ANS) and on 2016 got national license under Certificate of Incorporation No. D-84591. CTS main office is located in Qua-e-Markaz, Kabul, Afghanistan. All operations, from administration to sales take place here. .

CTS is licensed by the AISA and ministry of Telecommunications and Information Technology of Afghanistan as an Internet Service Provider (ISP) under the present constitution. CTS offers internet services to corporates, Super Markets, Media Houses, and Governmental departments in Afghanistan using Microtik devices, and broadband wireless networks (WiMAX).CTS offers Wireless (p2p Services), WiMAX and Microwave Services. CTS has deployed wireless Networks in Afghanistan with back up services. This infrastructure allows the customer to have a network with zero percent downtime.

### 7.2. CTS Licensed Systems

#### 7.2.1. Network Facilities Provider

This license allows CTS to build national telecommunications infrastructure including satellite networks. CTS has under this license built a Wireless Network, Satellite Network and a WiMAX Network.

#### 7.2.2. APPLICATION SERVICE PROVIDER

This license allows CTS to establish and provide electronic communication services including Broadcasting, Voice, Video, Data and Internet services using its infrastructure.

## 8. OUR SERVICES

Making faster and better business decisions requires access to vital data in all types of situations. Cyber Telecom’s Suite of wireless connectivity solutions including Wi-Fi, WiMAX and Microwave, delivers an unmatched combination of range, capacity, security and reliability even in very challenging environment. Best-in-Class data rates and spectral efficiencies conserve valuable spectrum and reduce the costs of providing high-performance access. Cyber Telecom’s Solutions for wireless connectivity deliver characteristically robust, extreme-distance/high-bandwidth performance. Cyber Telecom offers point-to-multipoint wireless access solutions, enabling broadband access to homes and businesses. All services are managed from two Network Operation Centre’s (NOC) that are manned 24/7 by highly skilled support engineers.

### 8.1. Carrier & Sale Services

Our Carrier and sales Services enable corporates, companies, NGOs, Travel Agencies and Super Markets to use our high speed internet to connect to their clients and use the services to their networks. We have deployed fully redundant infrastructure to ensure that our customers are able to achieve their SLA’s.

## **8.2. Corporate Internet Services**

CTS offer premium quality Internet services for Enterprises, Government and NGO's. We have developed a reputation for high speed and reliable Internet connectivity solutions.

## **8.3. Broadband VSAT Services**

CTS VSAT solutions provide low-cost, turnkey solutions for private data networks connecting business enterprises, governments and NGO's. The platform is ideal for organizations of any size requiring fast downstream and upstream throughput for voice and data applications. The resulting services can support inter-office connectivity, back-office operations, point-of-sale transactions and virtual private networks, LAN /WAN Internetworking.

## **8.4. Broadband Services (WiMAX)**

WiMAX Internet services provide by CTS. WiMAX is the leading technology for delivering fixed, nomadic and mobile high speed wireless broadband to business and home user.

WiMAX Broadband Home is the ideal Internet service for Homes, Small Office Home Office (SOHO) and teleworkers. WiMAX Broadband Business is ideal for SME's and corporate looking for extremely reliable high speed Internet services.

## **8-OUR TEAM**

CTS is managed by highly skilled and experienced team of telecommunication professionals. The team comprises of pioneers in Internet and SDH technology deployments in the region.