

Technical and Commercial Proposal For

UNICODE COMPANY



Respected Dear,

We are delighted for this opportunity to potentially support you in providing a class leading internet access. As agreed we have prepared a proposal detailing:

- a) Technical Proposal
- b) Commercial Proposal

About Us:

Horizon ISP-Zain Al-Iraq company, with **commercial name [AWAL telecom company]** have been delivering in Iraq since 2009 and in that time we have built up a team with the technical and strategic skills to ensure that our business keeps your business connected all day every day.

We are one of the Iraq's leading ISP providers, supplying bespoke ISP solutions to a range of enterprises working in a number of sectors; we are registered by Iraqi communication ministry.

All of our ISP solutions are designed to help your business grow. We offer 24/7 customer services and dedicated account management as standard.

We're proud of the quality and continuity of service we provide; which sets us apart from other providers.

Some of our Clients:

• Communications Companies: ZAIN IQ, Ericsson, Huawei, Nokia. • Oil & Gas Companies: Schlumberger, Weatherford, Oil Serve, WEIR, GCC-Iraq, Taaz, Almajal business park (Rumaila & Burjisya), Numerous, Arabian industries, Galgames, Gurmar, UNHCR, NRC,NPA, ABB, Anton oil, • Hotels: BABYLON HOTEL, ISHTAR HOTEL (Baghdad Sheraton), BASRA INTERNATIONAL HOTEL. • Media Channels: CNN, OSN, Al-Sharqiya TV. • Banks: MED Bank, IBL Bank, AUDI Bank, Ouda Bank, Elaf Bank • Automotive Companies: TOYOTA, VOLVO, NISSAN • Airlines offices: Fly Emirates, Turkish Airlines & Qatar Airlines.



Support

Horizon company focus on customer care and technical support matter, however, we always looking for smart team able to go thru steps and procedures we made, as we have offices in each IRAQI province, the main office in Bagdad and in Basra we have 2 locations below:-

- South Region Main office: Jobila- Zain building- beside Times Square mall.
- NOC office: Bradiya- Zain NOC.

Network Operations Centre (NOC)

With more than 75 person work in our NOC with rotational shift to cover all our customer requirements and trouble ticket management while NOC Engineer focus on correction the faults that bass in the system to being sure that everything going well,

Requesting any support will pass on below stages:-

- NOC customer care service, they are available 24/7/365.
- Account manager, available any time with phone call, from sales team which they are engineers. 2 IT and operation engineers.
- Qos team, they call you weekly to ensure customer's satisfaction.

Helpdesk

Horizon gives you access to a professional helpdesk, available 24/7, for resolving incidents relating to the link access service on the Explore platform. We monitor our network from end to end so as to ensure quality of service and a high availability level.

Incident severity level for every incident detected, a severity level is allocated. Two levels have been defined to indicate the impact on Internet access availability.

• Severity Level 1: The main functions of the transmission access service are disrupted. For example: Interrupted data flow unusually high response time abnormal bandwidth degradation

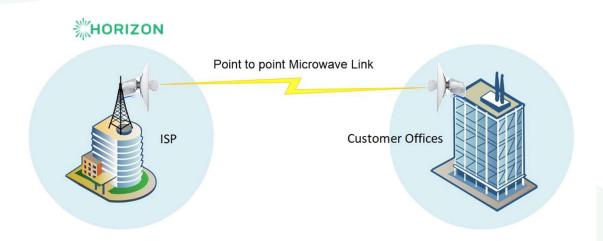


 Severity Level 2: The main functions of the transmission access service are available, but a non-essential function is defective or out of service. For example: A sub-system is out of service, but its operation has been temporarily taken over by a backup system; an incident related to a security equipment application

Fiber Optic Service

- Horizon have Main Data Center and 11 POP's in Baghdad and 8 POP in Basra have 2 DC and have plan to expand it to 5 DC one of them in Baghdad
- Our DC's connected with three different IP Transit providers
- Our POP's in Basra connected with more than two different Service provider
- Our service provider (STC: Saudi provider, GBI submarine cable, Nowroz)
- Negotiation with ITPC / MOC to activate the Jordanian border tribal route

The connections to your site will be in separate route; Wireless Point To Point





- We are the exclusive provider for Zain GSM operator and we activated more than 350 STM-1.
- Have license to collect directly within ITPC exchange, SCIS partner, CMC license.
- International connectivity is divided in four cites (Baghdad, Najaf, Basra, Diwania), we Can shift traffic between them.
- MW Link last mile backup to our POP's.

Commercial Proposal

Dedicated Internet Over Fiber With Last Mile Microwave				
Item	Description	Unit	Unit Price /USD	Total price /USD/month
1	5 Mbps full duplex	Mbps (B.W.)	150 \$/Month	\$750
2	5 Mbps GCC	Mbps (B.W.)	free	free
3	Public IP	Customer required	free	0
4	Last Mile Link(Equipment)	PTP Wireless Link	Rental	0

Horizon Internet Dedicated Services includes the following:

- Provision of 7x24 hour monitoring and notification.
- Provision of 7x24 hour Customer support.
- A dedicated account manager.

If you have any clarification; please feel free to contact me any time on the below address.

Best Regards,

Manar Kadhim

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