

ZENDS Communications

Powering Digital Life Everywhere

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## Company Overview

ZENDS Communications is a next-generation global telecom and digital services provider delivering mobile connectivity, broadband, enterprise networking, cloud infrastructure, IoT, cybersecurity, and digital platforms. ZENDS serves both individual consumers and enterprise customers across multiple regions, enabling personal communication, business operations, cloud computing, and smart-city services. ZENDS operates across consumer telecom, enterprise telecom, cloud infrastructure, smart city and IoT, and digital media and collaboration. ZENDS follows a service-oriented architecture in which every product is supported by digital platforms, billing engines, customer portals, and API-based provisioning systems.

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## Product Group Hierarchy

ZENDS organizes its offerings into 5 product groups, each containing multiple product categories, which in turn contain products and services spanning across 4 countries: India, USA, Singapore, and Thailand.

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### 1. Mobile Connectivity

ZENDS provides prepaid and postpaid mobile services using a 5G-enabled telecom network.

The prepaid mobile plans include Prepaid Basic with 5GB, priced at \$60 in the USA, \$36 in India, \$66 in Singapore, and \$48 in Thailand for individual users, and \$48 in the USA, \$28 in India, \$56 in Singapore, and \$38 in Thailand for enterprise customers. Prepaid Plus with 20GB is priced at \$80 in the USA, \$48 in India, \$88 in Singapore, and \$64 in Thailand for individual users, and \$60 in the USA, \$29 in India, \$76 in Singapore, and \$52 in Thailand for enterprise customers. Prepaid Unlimited is priced at \$100 in the USA, \$60 in India, \$110 in Singapore, and \$80 in Thailand for individual users, and \$80 in the USA, \$50 in India, \$90 in Singapore, and \$70 in Thailand for enterprise customers.

Postpaid Silver with 50GB is priced at \$70 in the USA, \$42 in India, \$77 in Singapore, and \$56 in Thailand for individual users, and \$60 in the USA, \$36 in India, \$66 in Singapore, and \$48 in Thailand for enterprise customers. Postpaid Gold with 100GB is priced at \$100 in the USA, \$60 in India, \$110 in Singapore, and \$80 in Thailand for individual users, and \$80 in the USA, \$50 in India, \$90 in Singapore, and \$70 in Thailand for enterprise customers. Postpaid Platinum with unlimited data and international calls is priced at \$120 in the USA, \$72 in India, \$132 in Singapore, and \$96 in Thailand for individual users, and \$110 in the USA, \$66 in India, \$121 in Singapore, and \$88 in Thailand for enterprise customers.

Services include voice calling, SMS, 5G mobile data, international roaming, voicemail, SIM and eSIM provisioning, customer support, mobile app management, and plan upgrades. Mobile connectivity also

includes plan upgrade options, add-on data packages, roaming packages, and value-added services like mobile insurance and family plan support.

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## **2. Home & Office Internet**

ZENDS provides high-speed fiber and wireless broadband for homes and offices. Home broadband products include ZENDFiber Home 100 Mbps priced at \$30 in the USA, \$18 in India, \$33 in Singapore, and \$24 in Thailand for individual users, and \$25 in the USA, \$15 in India, \$27 in Singapore, and \$20 in Thailand for enterprise customers. ZENDFiber Home 300 Mbps is priced at \$50 in the USA, \$30 in India, \$55 in Singapore, and \$40 in Thailand for individual users, and \$45 in the USA, \$27 in India, \$49 in Singapore, and \$36 in Thailand for enterprise customers. ZENDFiber Home 1 Gbps is priced at \$80 in the USA, \$48 in India, \$88 in Singapore, and \$64 in Thailand for individual users, and \$70 in the USA, \$42 in India, \$77 in Singapore, and \$56 in Thailand for enterprise customers.

Office broadband includes ZENDOFFice Net 200 priced at \$60 in the USA, \$36 in India, \$66 in Singapore, and \$48 in Thailand for individual users, and \$55 in the USA, \$33 in India, \$61 in Singapore, and \$44 in Thailand for enterprise customers. ZENDOFFice Net 500 is priced at \$90 in the USA, \$54 in India, \$99 in Singapore, and \$72 in Thailand for individual users, and \$80 in the USA, \$48 in India, \$88 in Singapore, and \$64 in Thailand for enterprise customers. ZENDOFFice Net 1G is priced at \$150 in the USA, \$90 in India, \$165 in Singapore, and \$120 in Thailand for individual users, and \$130 in the USA, \$78 in India, \$143 in Singapore, and \$104 in Thailand for enterprise customers.

Services include fiber connectivity, router and WiFi equipment, installation, 24x7 technical support, network monitoring, setup guidance, troubleshooting, optional bundled plans with mobile connectivity, and SLA-backed support for enterprise customers.

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## **3. Business Connectivity**

ZENDBiz Connect 100 is priced at \$70 in the USA, \$42 in India, \$77 in Singapore, and \$56 in Thailand for individual users, and \$60 in the USA, \$36 in India, \$66 in Singapore, and \$48 in Thailand for enterprise customers. ZENDBiz Connect 500 is priced at \$120 in the USA, \$72 in India, \$132 in Singapore, and \$96 in Thailand for individual users, and \$100 in the USA, \$60 in India, \$110 in Singapore, and \$80 in Thailand for enterprise customers. ZENDBiz Connect 1G is priced at \$200 in the USA, \$120 in India, \$220 in Singapore, and \$160 in Thailand for individual users, and \$180 in the USA, \$108 in India, \$198 in Singapore, and \$144 in Thailand for enterprise customers. ZENDEnterprise Ultra is priced at \$300 in the USA, \$180 in India, \$330 in Singapore, and \$240 in Thailand for individual users, and \$280 in the USA, \$168 in India, \$308 in Singapore, and \$224 in Thailand for enterprise customers. ZENDEnterprise Dedicated is priced at \$500 in the USA, \$300 in India, \$550 in Singapore, and \$400 in Thailand for individual users, and \$450 in the USA, \$270 in India, \$495 in Singapore, and \$360 in Thailand for enterprise customers.

Services include dedicated bandwidth, MPLS connectivity, SLA-backed uptime, priority troubleshooting, customized network solutions for enterprises, and optional security and monitoring add-ons.

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## **4. Cloud & Data Center Services**

ZENDCloud VM Basic is priced at \$40 in the USA, \$24 in India, \$44 in Singapore, and \$32 in Thailand for individual users, and \$35 in the USA, \$21 in India, \$38 in Singapore, and \$28 in Thailand for enterprise customers. ZENDCloud VM Pro is priced at \$80 in the USA, \$48 in India, \$88 in Singapore, and \$64 in Thailand for individual users, and \$70 in the USA, \$42 in India, \$77 in Singapore, and \$56 in Thailand for enterprise customers. ZENDCloud VM Enterprise is priced at \$150 in the USA, \$90 in India, \$165 in Singapore, and \$120 in Thailand for individual users, and \$130 in the USA, \$78 in India, \$143 in Singapore, and \$104 in Thailand for enterprise customers. ZENDStorage 1TB is priced at \$20 in the USA, \$12 in India, \$22 in Singapore, and \$16 in Thailand for individual users, and \$15 in the USA, \$9 in India, \$16 in Singapore, and \$12 in Thailand for enterprise customers. ZENDStorage 10TB is priced at \$120 in the USA, \$72 in India, \$132 in Singapore, and \$96 in Thailand for individual users, and \$100 in the USA, \$60 in India, \$110 in Singapore, and \$80 in Thailand for enterprise customers. ZENDArchive Storage is priced at \$50 in the USA, \$30 in India, \$55 in Singapore, and \$40 in Thailand for individual users, and \$40 in the USA, \$24 in India, \$44 in Singapore, and \$32 in Thailand for enterprise customers.

Services include virtual machines, file storage, backup and disaster recovery, cloud networking, cloud migration support, API integrations, monitoring, and dedicated enterprise support.

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## **5. IoT & Smart Solutions**

Products include ZENDSmart Traffic priced at \$100 in the USA, \$60 in India, \$110 in Singapore, and \$80 in Thailand for individual users, and \$90 in the USA, \$54 in India, \$99 in Singapore, and \$72 in Thailand for enterprise customers. ZENDSmart Lighting is priced at \$80 in the USA, \$48 in India, \$88 in Singapore, and \$64 in Thailand for individual users, and \$70 in the USA, \$42 in India, \$77 in Singapore, and \$56 in Thailand for enterprise customers. ZENDSmart Parking is priced at \$60 in the USA, \$36 in India, \$66 in Singapore, and \$48 in Thailand for individual users, and \$50 in the USA, \$30 in India, \$55 in Singapore, and \$40 in Thailand for enterprise customers. ZENDIndustrial Sensor is priced at \$120 in the USA, \$72 in India, \$132 in Singapore, and \$96 in Thailand for individual users, and \$100 in the USA, \$60 in India, \$110 in Singapore, and \$80 in Thailand for enterprise customers. ZENDFleet IoT is priced at \$150 in the USA, \$90 in India, \$165 in Singapore, and \$120 in Thailand for individual users, and \$130 in the USA, \$78 in India, \$143 in Singapore, and \$104 in Thailand for enterprise customers.

Services include sensor connectivity, real-time data processing, device management, analytics, smart city integrations, remote monitoring, reporting dashboards, and predictive maintenance.

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## **Company Policies**

**Billing:** Monthly billing in advance. Enterprise customers receive consolidated invoices. Late payment after 7 days may suspend services.

**Refund:** Full refund within 7 days if usage is less than 10%. Cloud services are non-refundable after activation.

**Contracts:** Individual users have no long-term lock-in. Enterprise customers have a minimum 12-month contract.

**SLA:** Individual users have 98.5% uptime, business users 99.5% uptime, and enterprise users 99.9% uptime.

**Data Privacy:** GDPR compliant, ISO 27001 certified, and encrypted data at rest and in transit.

**Fair Usage:** Unlimited plans are capped at 1TB per month.

**Support Tiers:** Standard, Priority, and Enterprise Dedicated Support.

**Discounts:** Bulk enterprise users can receive up to 30% discount. Annual payment discount is 15%.