

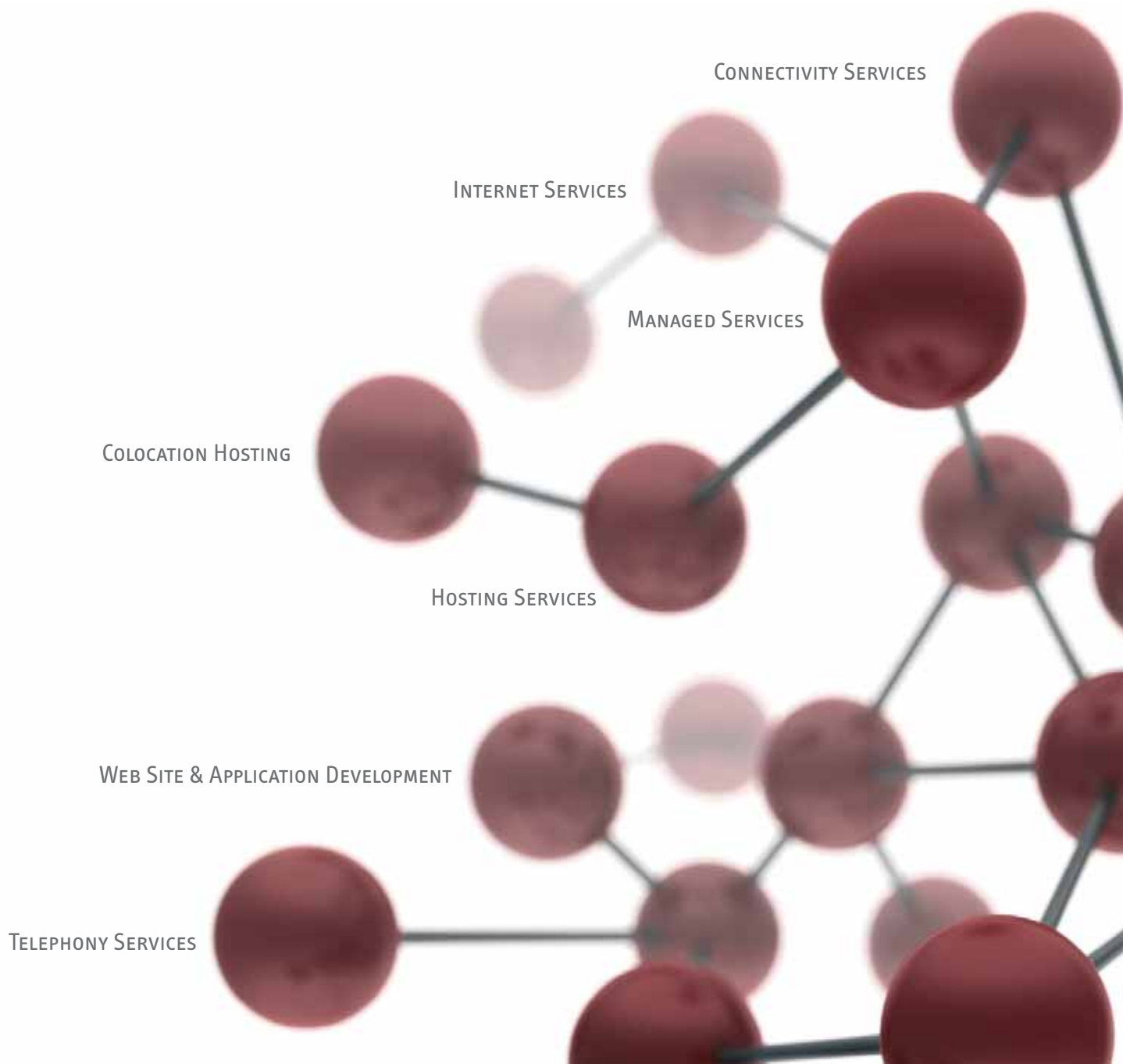


**Your**  
**Business Partner**  
Providing Total  
Solutions



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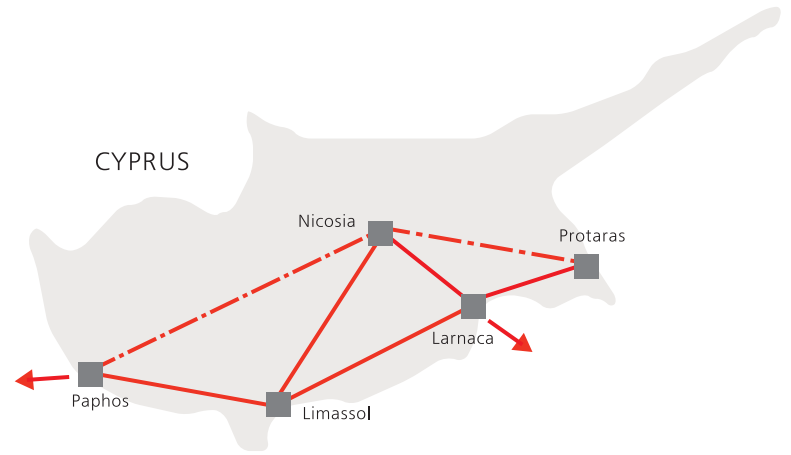


## ABOUT US

PrimeTel PLC is the largest privately owned Telecommunications organization in Cyprus with an independent islandwide, IP based, fibre optic fixed network infrastructure. PrimeTel owns and operates a truly regional network, spanning across Cyprus, Greece, London, and Russia, providing city-to-city connectivity, data communications and IP-based services between key European and Middle East markets.

PrimeTel operates its fully independent fibre backbone & distribution network which is highly redundant, highly scalable and designed to meet the reliability, flexibility, and performance demands of modern enterprise customers.

PrimeTel follows a strategy specifically developed to serve the needs of the business market and premier service individuals. The company has a competitive advantage in serving its customers since it combines technical expertise and hands-on support with the quality and economic efficiency of its network, operational infrastructure and financial strength. PrimeTel's goals are to integrate the most innovative information technologies, experience, specialized resources and strategic partnerships to the best use.



# Internet Services

## Professional Business Broadband

The most common and well known business Internet service. It provides an Internet connection with higher service guarantees and is designed for companies of up to 25 employees.

It is delivered with a block of 8 public IPs (5 usable), 10 emails and web space. Service is terminated through PrimeTel's CPE with an Ethernet cable to the customer's router.

## Premium Business Broadband

Similar to the Professional business broadband service apart from the fact that the upload bandwidth capacity is higher than the Professional package.

It is ideal for organizations with high email use or VPN connections, local or abroad. It can also support a wide range of dynamic routing protocols such as OSPF, BGP etc.

It is delivered with a block of 8 public IPs (5 usable), 10 emails and web space. Service is terminated through PrimeTel's CPE with an Ethernet cable to the customer's router.

## Symmetric Internet service

Intended to serve large organizations with the need for high Internet speeds or organizations that are hosting Internet servers.

The following types are available: Standard, Premium and Dedicated. It is particularly recommended for organizations with their own Internet servers, high email use, Video conferencing, VPN connections, and generally heavy Internet traffic requirements.

The service comes with a block of 8 public IP's. Dynamic routing protocols such as OSPF and BGP can be supported. It is delivered over an Ethernet circuit to the customer premises and is also covered with a Service Level Agreement (SLA) through which PrimeTel guarantees high availability and quality of service.

# Connectivity Services

## Ethernet Circuits

Point To Point connection between customers' locations. It is completely switched (Layer2) and it can be used for transferring any kind of data (Internet, Voice, Video) between customer locations.

The service is delivered using PrimeTel's CPE, with an Ethernet cable terminating on the customer's router or switch. The customer can use any IP scheme or any dynamic routing protocol that suits the requirements.



## Network Based VPN

Network-based VPN is an ADSL based product that creates a secure network between customer locations. There is no limitation on the sites that a customer can connect. It is secure, flexible and scalable to any size.

It can be used to transfer data, IP telephony, video and CCTV. The service is delivered using PrimeTel's CPE on both locations and an Ethernet cable is terminated on the customer's router or switch. This allows the customer to use its existing, or new IP addressing scheme, or even the use of dynamic routing protocols.

## Multipoint Ethernet Circuit

Unique product offered only by PrimeTel. It is similar in topology to the Network-based VPN but this product is completely switched (Layer2).

It is ideal for Disaster Recovery and video conferencing solutions, as well as data, IP telephony, video and CCTV. PrimeTel's intervention in this case is minimal and the customer has the flexibility to apply any routing protocol, IP addressing scheme, or QoS over the network. By using advanced failover mechanisms like HSRP, the customer can secure his/her setup from any kind of disaster.

# Telephony Services

## BRI/ PRI Telephony

PrimeTel has the know-how to offer BRI/PRI telephony services. BRI/PRI service is compatible with any PBX or ISDN telephone device. All standard features of the BRI/PRI service are supported.

BRI is offered using PrimeTel's BRI solution over standard copper pair. PRI is usually offered over fibre optic in order to assure perfect quality on the customer's voice service in combination with high quality end equipment. On both services, PrimeTel can port any number or range of numbers, thus making it unnecessary to change the numbers known to the public.

## VoIP Telephony

VoIP telephony is another pioneer product from PrimeTel. Taking advantage of the fact that PrimeTel has a next-generation VoIP backbone, it is possible to offer VoIP circuits directly to customer equipment. The service is delivered through PrimeTel's CPE directly to the IP card of the customer's PBX. As with all PrimeTel's telephony services, we can port any number or range of numbers, thus making it unnecessary to change the numbers known to the public.



# Hosting Services

## Web Hosting

A comprehensive Hosting Environment is offered for customers who require a professional online presence and who do not have the servers and/or network facilities to accommodate their own web site/applications/data etc.

- Web Space on either a Windows or Linux Server
- MySQL Database Hosting
- FTP Access
- HTML
- ASP
- PHP
- CGI
- Web Statistics
- Form Mail Functionality
- Secure Hosting (SSL Keys)

## Email Hosting

A wide range of email services are available.

Services include:

- POP3 Mailboxes and Email Forwarding
- Full Domain Forwarding to Customer's Mail Server
- Backup Domain Forwarding
- (Secondary MX to Customer's Mail Server)
- Domain Forwarding to Customer's IP.
- Content Filtering (AntiVirus & AntiSpam)

## Other Hosting Services

- Domain Registration (Top level Domains & Second level Domains)
- DNS Hosting



# Co-Location Server Hosting

By hosting corporate servers and mission critical IT equipment in one of PrimeTel's dedicated colocation server hosting environment's you have at your disposal not only invaluable IT Service Continuity but the following key benefits:

- A Secured rack environment
- Dedicated local and full international internet connectivity
- Regulated power supply
- Round-the-clock expert technical support
- Data management
- Statistics reporting
- Systems monitoring
- Total security and facilities management.
- Gigabit network transit within Cyprus, multiple STM-1 to International tier-1 providers through POPs in London, Athens, Moscow and Frankfurt
- Scalable solutions from 1Mbps to 1000 Mbps
- Safety features including advanced fire detection and extinguishing systems
- Security Personnel
- 24/7/365 Video surveillance
- 24/7 Access Control
- 24/7 Alarm system
- Multi-stage entrances with card key access

Reliability is ensured and uptime guaranteed taking into account our infrastructure is completely redundant, with proven best-practice disaster recovery systems in place.



# Data Centre Facilities

With state of the art Data Centre facilities at four different locations, PrimeTel offers secure, uninterrupted and 24/7 monitored hosting services.

## Facility Features and Benefits

- Fully customizable server hosting solutions including dedicated server closets, cages, dedicated rooms and individual racks for customer requirements.
- Servers and equipment are hosted within standard front and rear lockable 42U capacity rack cabinets.
- Meet-me Room for Telco terminations
- Access to unlimited bandwidth connectivity directly connected to the PrimeTel backbone with 99.9% uninterrupted uptime guaranteed.
- Round-the-clock, 24hours a day, 7 days a week system monitoring and NOC support availability.
- Physical security of premises' includes 3 levels of key-card access to the data centre, security video surveillance, alarm system and lockable rack cabinets.
- Custom designed solutions with the ability for growth and additional facilities.
- Safety features of the facilities include a three-phase power system with N+1 UPS, redundant diesel generator backup, redundant HV AC systems, smoke and fire detection system, high-grade inergen fire extinguishing system, and standard heavy-duty, anti-static, raised, fireproof flooring.
- The Data Centres are fully weather conditioned with automated temperature and humidity controls ensuring equipment runs at optimal room temperatures and humidity levels.



## Web site & Application Development

## Managed Services

With many years experience in the area of web and application development and an extensive customer portfolio, PrimeTel offers quality services and products.

The development team consists of talented and qualified individuals that specialize in developing fully customizable applications.

- Website Design
- Custom Application Development
- Content Management System Solutions – SpiderCMS ([www.spidercms.com](http://www.spidercms.com))
- E-Commerce Solutions
- Intranet Sites
- On line Reservation Systems

Analysis > Design > Implementation > Testing > Maintenance

Services also include consulting, implementation, training, software migration, application architecture design, systems integration, multimedia applications, and maintenance & support.

Managed Services is a contract based on your organization's specific IT requirements. It involves the allocation of a fixed amount of IT Technical Assistance hours per year that can be used as either Onsite Technical Assistance or Remote Technical Assistance.

PrimeTel's technical team's knowledge of IT systems is vast and their technical qualifications are unrivaled. This means that the customer has at his disposal one of Cyprus' largest, smartest and most adept technical resources that will manage its IT systems from the ground up with unparalleled professionalism, saving money and valuable time in the long run. IT functions covered within PrimeTel's Managed Services include:

- Total network management (network design, implementation and monitoring)
- IT Consultancy
- Hardware and software procurement
- Hardware and software installation, configuration and maintenance
- Systems Administration
- IT Security Services







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