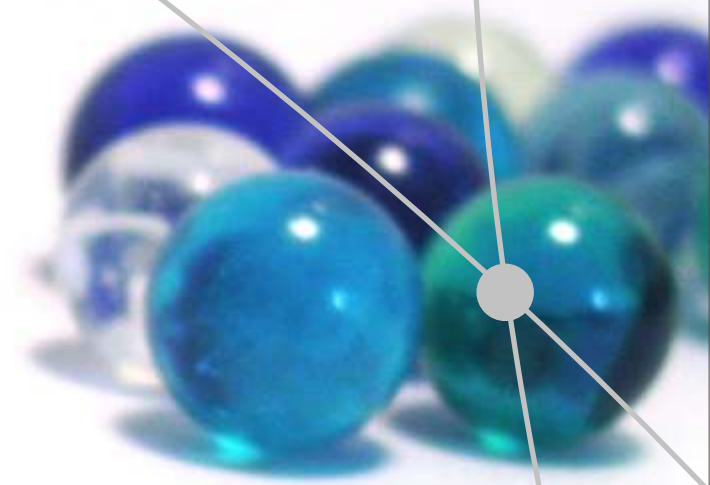



LEADERSHIP THROUGH QUALITY



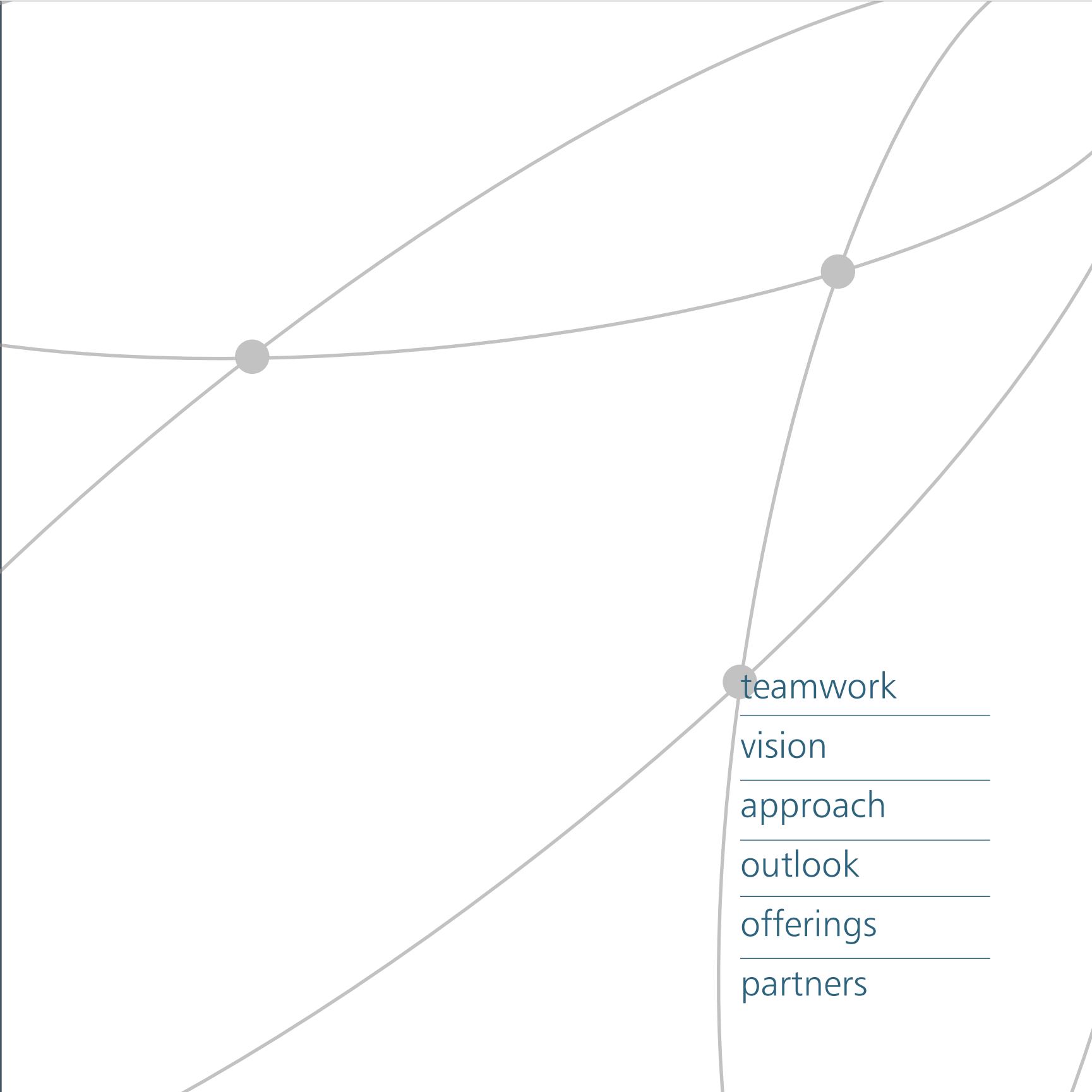
Outstanding by choice





“Excellence is an art won by training and habituation. We do not act rightly because we have virtue or excellence, but rather have those because we have acted what we repeatedly do. Excellence then is not an act, but a habit”.

Aristotle (384 BC ~ 322 BC)



teamwork

vision

approach

outlook

offerings

partners

QUALITY IN TEAMWORK



Team Harmony

Today's corporate scene demands means to streamline operations through the implementation of the latest in global technology. These solutions would have to meet day to day business requirements, optimize them and deliver them, adhering to the highest levels in performance standards.

With corporations today facing constant changes in global business environments & technological advancements, they have to be at the threshold of these changes to realize their true performance capacities and thereby experience maximum benefits. This phenomenon will bring with it rapid changes in the way businesses are run.

Qualitynet is ready to help corporations leverage the benefits of these advancements. With custom made solutions that fit your business requirements, we help eliminate geographical and technological barriers that stand an obstacle to maximizing your operational efficiency.

Shaping the Data and Internet Industry

Kuwait saw the birth of a new entity in the Data Communication & Internet Services Industry in 1998, when Qualitynet was established. The result of a privatization strategy by the Ministry of Communications, September marked the launch of Qualitynet's services

Recognizing the potential to become a world-class player, Qualitynet was quick to setup a Data Communication infrastructure & Internet gateway. This would form the backbone of the company's Internet & Private Data Communication Services.

Adhering to global standards in management practices and technology services, the company soon grew into a world-class communications service provider. It is the first company in Kuwait in this industry to be awarded the ISO 9001:2000 certification for quality practices.

By focusing on helping companies manage their data & communication channels effectively, we lead by example and shaped the Industry to what it is today. This strategy has helped in building global corporations here in Kuwait, across many industry verticals. The communications infrastructure we have in place makes it favourable for international business firms to invest and expand, making Kuwait an attractive business hub in the Middle East.

The company was put together by three partnering companies, leaders in respective fields. Ali Alghanim & Sons Industries - the regional powerhouse with a presence in a number of diverse industries, Batelco - a Telecom Industry mogul with over half a century's experience in Telecom, delivering corporate & residential solutions in the Middle East and

National Bank of Kuwait, the leading financial institution in the Middle East came together to form the trinity. Using their expertise in respective industries to create the perfect mix, while incorporating business knowledge with technical know-how, their teamwork of expertise played a major role in where Qualitynet stands today.

Solutions through Working Together

Today, Qualitynet continues to be a market leader in the Data Communication and Internet Services industry, with constant introduction of innovative and new concepts & services. We attribute the success of Qualitynet to the various clients we work with.

Our growth is made possible through Teamwork. We believe in teaming with clients to deliver effective and efficient solutions, developing integrated network systems tailored to their organization's needs. We implement comprehensive data communication solutions, helping our clients in streamlining their businesses, reducing operational costs and achieving business goals.

What our solutions can do for your business:

- Create a reliable and secure network, which facilitates you in enhancing and expanding your business.
- Enable your employees to work hassle free, using technologies that make the best use of our advanced infrastructure.
- Streamline communications and network processes, leading to maximizing operational efficiency.
- Reduce operational costs and thereby drastically increase return on investment for your stake holders.

QUALITY IN VISION

Recognize the right path



Delivering solutions that address real world business problems has always been our strength. A timely and customized implementation of a solution allows quicker realization of return on investments for our clients.

Perfecting Processes

Our customers' growth is our growth. Our quality practices and years of experience allow our customers to experience lower project risks and the opportunity to accelerate their competitive advantage.

The perfection we acquired in this practice soon brought us the ISO 9001:2000 certification for excellence in quality practices, becoming the first company in Kuwait's Data Communication & Internet Services Industry to be awarded such recognition.

At Qualitynet, our Data Communication & Internet services are not just a solution; it's a fundamental principle of how we do business.

Working in line with our corporate objective of providing quality services to our customers through innovative and technological leadership, we have developed strategic partnerships with regional and global market leaders from various industry verticals. Such partnerships enable us to deliver complete solutions to our clients. It provides our clients with the business consulting, implementation services, integration solutions, network technology and global reach that is critical in any successfully deployed solution.

QUALITY IN APPROACH



Our secret ingredient-Care

Our belief in nurturing business relationships have been built on care and trust. We aim at operating our services with the highest standards of accountability & integrity, which in turn allows us to grow our most valuable asset - our customer's trust. By placing ourselves in a customer's side of the equation and thinking as entrepreneurs, our focus is on the human side of productivity and the practical applications of digital innovation.

We believe the quality of our service is as good as the opinion of our service beneficiaries. As the

customer's growth is our growth, Qualitynet constantly introduces innovative and new products, which allow customers to satisfy their relentless pursuit for better utilization of the company's powerful network.

We strongly believe in expertise being the driving force to the path of perfection. In this regard, we have ensured that our resources are tuned to continuously serve our customers in light of global advancements in technology and resource management techniques.

Management Team

Our management team comprises experts from reputed companies worldwide, who know the business inside out. Carefully picked from deserving positions among several relevant industry verticals, they bring with them the expertise that moulds the perfect solution, to suit your needs.

Service Management Centre

Our SMC is dedicated exclusively to corporate customers, dealing with any issues that may arise with regards to services, support and advisory queries. The team consists of experienced professionals who have worked on technical projects of various scales, with the expertise to handle requirements of any nature.

Network Management Centre

We understand the business of communication, be it Data communication or Internet services. Realizing how reliability and security are crucial to any communications network, we have in place a state-of-the-art network management centre, which works round-the-clock, providing interruption-free technology, facilitating the company's network structure to operate at its peak performance.

Corporate Services Team

Our Corporate Services Team consists of experts from various Industry verticals, who will assist you in recognizing the best ways to make use of our advanced solutions. We believe in a partnered approach which helps us, help you.

Support System

The trust of our customers is our prized possession. We look at every query raised and make sure our customers stay happy. While the Service Management Centre caters to corporate customers, the Help Desk team caters to residential customers. We have a team of dedicated multi-lingual professionals lined up to serve you in all your technical and advisory needs. A weekly survey conducted by our touch-base team ensures utilizing any opportunity to satisfy a customer. This exercise has allowed us to average 97% or better in Overall Customer Satisfaction for the past few years.

This approach ensures smooth operations to best serve our valuable customers and thereby win our prize in doing so - our customer's trust. This approach to service enables us in providing maximum benefit to our customers, allowing them to focus on their core business.

QUALITY IN OUTLOOK

Our role does not stop at high speed network connectivity, but extends to meeting the challenging heights of technological advancements, creating products and services that allow our customers to experience the best that the industry has to offer globally.

Perfection and beyond

We ensure this through innovation and technological leadership. Our constant search for ways to improve our services, be it through technology or customer support, has always led us to improving the way we work. Our management is in constant talks with global corporations to make more services available to our customers, through technical and development partnerships. Our Corporate Services Team is constantly exposed to specialized workshops, which better equip them in identifying the most suitable solution for every kind of business. The weekly surveys to scale the level & quality of customer support delivered,

monthly surveys carried out for assessing the entire network's performance & capability and our periodic surveys undertaken to identify every chance to offer an upgraded service to a customer have helped in keeping constant touch with our customers and allow us to understand the field from grass roots. Each day we benchmark the previous, to go one step further, thereby constantly improving our processes.

Every day is a new challenge, a new day where we strive to do something more for every customer. We don't stop at perfection. We aim beyond it.





Exploiting the power of technology

QUALITY IN OFFERINGS

Corporate Data Services

ADSL Data

ADSL Data services provide national connectivity for data transfer requirements. It provides real time access to data by offering secure point-to-point or point-to-multipoint connectivity over copper lines, hence eliminating the extra cost on last mile. Our ADSL Data Solutions offer customers the benefits of broadband access technology, coupled with the benefits of the service being managed and supported by Qualitynet.

National Private Leased Circuit (NPLC)

NPLC is a completely managed service, running on our state-of-the-art ATM infrastructure, providing instant and constant access between any of the customer's locations on a one-to-one basis. It's dedicated nature ensures exclusivity and is leased at a fixed tariff, regardless of the extent of usage.

International Private Leased Circuit (IPLC)

International Private Leased Circuit (IPLC)

connects major national and international organizations with a direct link to their global offices for end-to-end connectivity.

The service provides a dedicated end-to-end digital link and is charged at a flat fee basis for unlimited usage. Qualitynet offers speeds suitable for your business requirements and ensures quality and service through our world class Service Management Centre (SMC). The network operates via diversified international routes, either through under-sea cable system, landline international cable systems or satellite.

Global Frame Relay (GFR)

Global Frame Relay is an international end-to-end managed data networking service, facilitating high speed network connectivity and data intensive transactions between LANs at different sites, terminal device controllers and host computers. This service is the preferred choice for bursty traffic environments, processing data applications like email, file transfer, imaging database access, data warehousing, online inventory control, CAD/CAM and Intranets.

Global Managed Private Line (GMPL)

Global MPL is a managed service which employs digital fiber-optic cabling to provide end-to-end private circuits between two international destinations, with a single point of contact, facilitating the ordering, provisioning and management of the service.

The service meets the many demanding needs of multinational companies today, for reliable international private circuits that can be easily ordered and managed. The availability levels

offered by Global MPL reduce the need for additional network redundancy and backup options.

Internet Protocol - Virtual Private Network (IP-VPN)

Internet Protocol - Virtual Private Network (IP-VPN) is a cost effective and secure form of communication between many corporate sites. Our IP-VPN runs over a world-class global network backbone managed globally.

Qualitynet's IP-VPN Service provides the equivalent of private circuits using links over the private international networks or our own network. Bringing all traffic into IP format makes it easier to carry both data and other number of applications. The low cost and flexibility of IP means that new sites can be added to the network easily.

The various applications can run over a single infrastructure and the service backbone is a dedicated IP network that uses cutting-edge transmission technology.

One Stop Shopping (OSS)

One Stop Shopping (OSS) allows a single point for ordering, billing and fault repair for IPLC and Global Data Services. Qualitynet has entered into bilateral agreements with a number of global telecommunication administrators and carriers to enable either part of the circuits from whichever location comfortable for our customer. This makes it easier for the customer, enabling all transactions and correspondence through a single point of contact, for all needs.

Corporate Internet Services

ADSL Internet Services

ADSL is a broadband technology that uses advanced signaling techniques to exploit unused frequencies on copper telephone lines, enabling data transmission at multi-megabit speeds and

allows simultaneous usage of the Internet and regular telephony/fax.

Our high-speed service enhances your online experience giving you faster access to real-time

interactive multimedia, broadcast quality video, faster downloads, faster access and many other applications, while allowing simultaneous access of voice/ fax capabilities over a single telephone line, with uninterrupted high-speed data transfer.

Leased Internet Services

Qualitynet's Leased Internet Service provides dedicated high-speed Internet access, allowing you to experience quicker downloads and faster application executions. This service is the preferred choice for very high-speed applications, like groupware, file transfer, document sharing, imaging, database access, data warehousing and CAD/CAM.

Riding on the back of our core ATM network, it provides automatic protection switching capability in the event of a node or transmission link failure. It also provides inherent resilience through the use of active/ standby control cards, load sharing power supplies and where appropriate, redundant line cards.

Satellite Internet

Satellite Internet services provide high-speed transport medium for a wide range of multimedia and Internet services for corporate Internet access with up to 4 times greater download bandwidth. Qualitynet has signed bilateral agreements with other satellite telecommunication providers to enable high-speed Internet access from whichever location suits the customer's needs.

Integrated Services Digital Network (ISDN)

ISDN provides high performance, fully digital access to the worldwide telecommunications network, through standard copper telephone lines. Qualitynet's ISDN service offers simultaneous exchange of voice, video and data on a single telephone line. It enables multiple computers to connect with the Internet or any other network, while the digital technology upon which this service is based enables faster data transfer and superior call quality.

Advanced Corporate Services

Information & Communication Technology (ICT)

Qualitynet's ICT services aim at streamlining your company's operations by providing end-to-end Enterprise Resource Planning (ERP) solutions. Delivering customized solutions to segments including Trading, Hospitals, Automobile and Construction among many others, it enhances efficiency, increases productivity and reduces costs by completely integrating the operations of a company. Report generation at various levels of operations allow proper analysis of the functioning of a company, allowing a persistent monitoring of performance.

Automated Self-service Solutions

The Automated self service Kiosk (ASK) solution is a new initiative which takes your services closer to your customers. Functioning on a remotely managed network, the service caters to a number of segments, including Telecom, Retail, Banking, Human Resources, Media and Entertainment. The service facilitates reduced costs for your company, by automating transactions and generating service based revenues, while providing a personalized customer experience.

Residential Services

Residential DSL Services

Qualitynet's Residential DSL service uses advanced signaling techniques to exploit unused frequencies on copper telephone lines. This enables data transmission at multi-megabit speeds and allows simultaneous usage of the Internet, Telephone/ Fax and access to exciting new and interactive multimedia applications such as multiplayer gaming, video on demand and video catalogs.

@ Home Services

@ Home is a Wireless Broadband Internet service from Qualitynet, that enables multiple users to connect to the Internet simultaneously, allowing them the freedom to connect to the Internet at high speed without wires.

The service includes DSL Internet connection,

Wi-Fi equipment and a Laptop, converting your home into a Wi-Fi zone thus allowing mobile access at any point within the coverage area.

Pre-Paid Internet cards

Qualitynet Pre-Paid Internet cards let you surf your favourite sites at costs comfortable to your pockets. Available in a number of denominations that cater to your individual requirements, Qualitynet aims at making the Internet a reality for anyone who wants to access the Internet.

Dial - Up Plus

Dial-Up Plus allows you to dramatically increase your surfing speed up to 5 times faster than a regular Dial-Up connection. Dial-Up Plus is designed to provide maximum speed to browse the Web sites you visit regularly, thereby increasing speed as you surf.

Value Added Services

QHotSpot Services

QHotSpots are Qualitynet's Wi-Fi enabled locations, where customers can enjoy access to the Internet, through Wi-Fi enabled devices such as Laptops or PDAs. With our QHotSpot services, you can now access the Internet at major coffee shops, fast food outlets and the Kuwait International Airport lounges.

Hosting Services

Maintaining a website on the Internet is not an easy task. Keeping your own web server running 24 hours, 7 days a week requires a great deal of time, energy and maintenance. Qualitynet saves you your precious resources by helping you in maintaining your own website. When you have experts on the job, you can be sure your website will run hassle free 24 hours, 7 days a week.

Streaming Services

Qualitynet provides Live Video Streaming service that allows live or pre-recorded data to be broadcast in "real time", to corporate customers facilitating the broadcast of news, events, conferences/ seminars over the Internet.

Qualitynet has been successful in fueling this growing trend at economical costs.

QStore

In its continuous pursuit to cater to customer needs and in making the association with Qualitynet a comfortable one, the company launched QStore, an online shop for all residential Internet services offered by the company. This facility allows purchasing Internet cards, dial-up accounts or even renewing DSL accounts online, within the comfort of your homes. Additionally, QStore customers avail special discounts which are not available otherwise, on purchase of Qualitynet services.

Qnet Games

A pioneer in launching online gaming services in Kuwait, Qualitynet has taken a step further in introducing many more cutting-edge online games. With its own online gaming infrastructure setup in place, Qualitynet ensures gamers get the best of the online gaming scene, through fast and lag-free servers situated within the State of Kuwait.

QUALITY IN PARTNERSHIPS



Perfect integration of expertise.

Qualitynet's business practices today are comparable to leading companies worldwide. Major national and international companies partner Qualitynet, making it an unbeatable entity, with vast resources and diverse expertise. Partnering with the best leads to further improving our services, and thereby, help our customers in running their businesses better.




The Ali Alghanim and Sons Group, with annual turnover exceeding USD 300 million, are present in a number of diverse industries including Automotive, Civil and Mechanical Construction, Steel, Hospitality and General Trading.



The Bahrain Telecommunications Company (Batelco) is a leading player in the telecom industry. Having been in the Industry for over 3 decades, it enjoys a large presence in the GCC.



The National Bank of Kuwait (NBK) is the oldest bank in the Gulf region. With capital resources exceeding USD 2.2 billion, the bank is among the top 300 banks worldwide and among the top 5 banks in the Arab region.

The background features a series of thin, light gray curved lines that intersect at three points, each marked with a solid gray circle. The lines are smooth and flow across the page, creating a sense of movement and connection. The circles are positioned at the intersections, acting as focal points or nodes in the design.

Excellence is one that transcends all levels of doubt. One where there arises no queries to challenge its state of being, to another which is seemingly better. The state of perfection is more of a process than an instance in time. It becomes a process that demands continuous pursuit to reach beyond known standards of quality, measure or reach.

At Qualitynet, excellence becomes a way of life.



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