

Corporate Profile

next generation
network

lowering the cost
of doing business

NASHUA 
ECN | ELECTRONIC
COMMUNICATIONS
NETWORK

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Overview

Company Background

Nashua ECN a division of Reunert Limited, was founded in January 2005 with the specific aim of exploiting the impending liberalisation of the South African telecommunications market. Nashua ECN's VANS license was converted to an individual ECS and an individual ECNS license in January 2009. Nashua ECN is headquartered in Johannesburg and has developed an electronic communications network with points of presence (POP's) in Johannesburg, Pretoria, Durban, Cape Town, Bloemfontein and Port Elizabeth. Against a backdrop of increasing deregulation, Nashua ECN has been very successful in acquiring a large base of corporate and wholesale customers. Nashua ECN is a major player in the delivery of affordable and accessible converged voice and data solutions that are at the forefront of the next generation network. For more information visit www.nashua-ecn.com.

Highlights

- The first new entrant in the market to be bilaterally interconnected to all of the incumbent networks including Telkom, Cell C, MTN and Vodacom.
- Next generation network with POP's located in Johannesburg, Pretoria, Durban, Cape Town, Bloemfontein and Port Elizabeth.
- Fastest growing alternate network in SA, with a critical mass of large corporate customers and fixed line voice minutes.
- Compelling customer value proposition that provides unparalleled value in respect of price, quality and service.
- Extensive converged voice and data skills in the areas of billing, switching, VPN's and managed services.

The Nashua ECN Brand

Our brand values depict why our customers choose Nashua ECN.

- Vision. We lead from the front and create new opportunities and possibilities. We are passionate about our business and believe in what we do.
- Trust. We do what we say we will, when we say we will, for the price that we said. We are straightforward and transparent and easy to do business with as a result.
- Service. We work as a team and believe that the reputation of the company is in the hands of each individual.
- Choice. We provide an evolving mix of services, solutions and channels to continuously advance business communications.

Why use Nashua ECN?

Cost Savings

Nashua ECN has negotiated attractive wholesale termination rates with the incumbent national telephone networks and can provide customers with top quality voice services at discounted prices on the full range of fixed line call types. As soon as a customer is connected to Nashua ECN, it will immediately begin to see cost reductions in its monthly telephone bill. Nashua ECN guarantees that customers will make substantial savings on fixed-to-mobile, local, national and international calls.

Carrier Grade Voice Quality

Nashua ECN guarantees 99.73% uptime for voice services with automated failover in the event of equipment failure. Nashua ECN interconnects with the incumbent operators, enabling it to provide carrier grade voice quality on both inbound and outbound calls. Nashua ECN's voice offering eliminates the quality problems typically associated with conventional VoIP/LCR solutions such as delay, signal loss, dropped calls etc.

Simple installation

Joining Nashua ECN's network is quick and easy. Nashua ECN provides efficient on-site installation and activation with minimal disruption to business operations and infrastructure. Once a customer is connected to Nashua ECN it dials as usual – the only change is that its calls are routed via Nashua ECN. All installation activities are carefully planned and approved in advance.

Service at the Highest Level

Nashua ECN has built a state-of-the-art Network Operations Centre (NOC), which monitors Nashua ECN's national voice and data network. The NOC monitors active and passive network parameters to anticipate, localise and isolate problems on the network. When problems do occur the activities of front-line personnel are coordinated and despatched from a single control point based in Rosebank, Johannesburg. The NOC is also capable of providing an up to the minute, real-time visual summary of the status of the entire network.

Informative Call Reporting

Nashua ECN's telephone management system (TMS) provides customers with real time account information. The TMS is accessed via an easy-to-use, web-based interface. Configurable reports covering billing, invoicing, savings and diagnostics are available to users via a web interface. It is the perfect tool to help customers easily monitor and manage their company's telephone costs.

Products and Services

Voice Services

Exchange Lines

Nashua ECN provides fixed-line access services between a customer's premises and Nashua ECN's network. Access circuits are available in speeds from 256Kbps upwards.

Voice Termination

Nashua ECN offers local, national, fixed-to-mobile and international voice termination at tariffs that vary depending on the destination, distance, length, day and time of call.

Value Added Services

Nashua ECN offers a broad range of voice-based value-added services including fax-2-email, email-2-fax, conference calling, interactive voice response, limit management and voicemail.

Data Services

Leased Lines

Nashua ECN provides both fixed and wireless national and international leased lines in speeds ranging from 64 Kbps up to 155 Mbps. Leased lines are fixed connections between locations, which are secure and uncontended. Leased lines are our principal data transmission service and include Diginet, MetroLAN, ATM, and international private line circuits.

Internet Access

Nashua ECN provides local and international Internet access and bandwidth through its centrally located Internet exchange service in speeds ranging from 64kbps up to 155 mbps. Our Internet access and bandwidth services are available via DSL and leased lines. We also provide a range of configurations based on the contention ratio (e.g. 1:1 or 1:4) and the ratio of local versus International bandwidth (e.g. 25% international or 100% international).

Managed Network Services

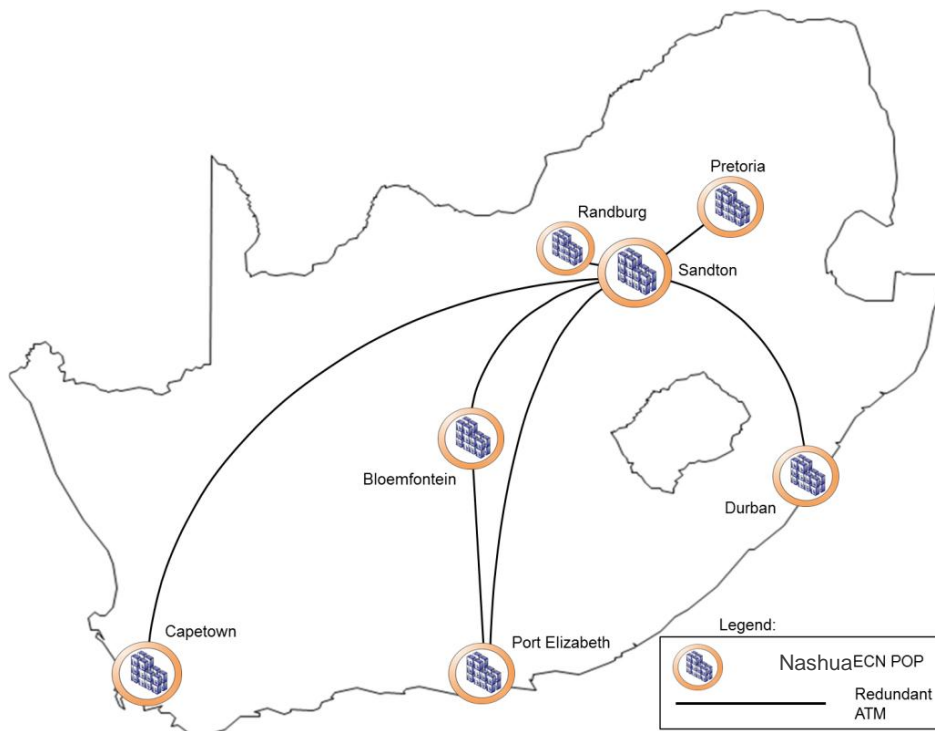
Nashua ECN offers a broad range of value-added services that complement our Internet access services including, e-mail, domain name services, anti-virus/anti-spam, web page hosting, intrusion detection and prevention, system monitoring, MPLS virtual private networks (VPN's) and converged multi-media networks.

Network and Systems

Network Overview

Nashua ECN operates a converged next generation network over a number of mediums including copper, fibre and microwave. Nashua ECN has opted not to build its own network, but rather to lease network capacity from the incumbent operators. Nashua ECN's focus is on providing leading-edge services via its IP-based NGN. The objective being to provide our customers with a next-generation "one network many services approach" as opposed to a legacy TDM "one network one service" design.

Nashua ECN National Presence



Switching Network

Nashua ECN has bilateral interconnect agreements in place with Telkom, Vodacom, MTN and Cell C. Telkom has divided South Africa into seven interconnection zones in which new entrants may interconnect. Nashua ECN has connected to Telkom's points of interconnect in Johannesburg, Pretoria, Durban, Cape Town, Bloemfontein and Port Elizabeth.

Core/Access Network

Nashua ECN's core national network comprises of fibre that is entirely leased from multiple providers, typically on five year contracts. Nashua ECN foresees a sharp increase in the availability of dark fibre in South Africa and believes that new technologies such as DWDM will significantly increase capacity leading to a decline in prices over the next few years. Nashua ECN perceives no direct benefit from owning dark fibre as it can add new capacity

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as and when demand requires and it does not have to maintain the physical network layer, thus keeping operating expenses to a minimum. Nashua ECN's current access network comprises of copper wire, metro-Ethernet, microwave and WiMAX circuits leased primarily from Telkom, Neotel, Sentech and Vodacom Business, typically on one to three year contracts.

Black Economic Empowerment

Nashua ECN believes South Africa's effective transformation is imperative if it is to achieve sustainable long-term growth. Nashua ECN is committed to and endeavours to participate in a business environment that is all-inclusive and fully reflective of the country's demographics. Nashua ECN has been officially rated as a level 4 contributor with a broad based BEE score of 65.92 (see BEE scorecard below).

Element	Weighting	Points Allocated
Ownership	20 points	22
Management Control	10 points	1.38
Employment Equity	15 points	4.87
Skills Development	15 points	0.61
Preferential Procurement	20 points	17.42
Enterprise Development	15 points	14.64
Socio-Economic Development Contributions	5 points	5
TOTAL	100	65.92

Customers

