SAFARICOM WHOLESALE AND ROAMING
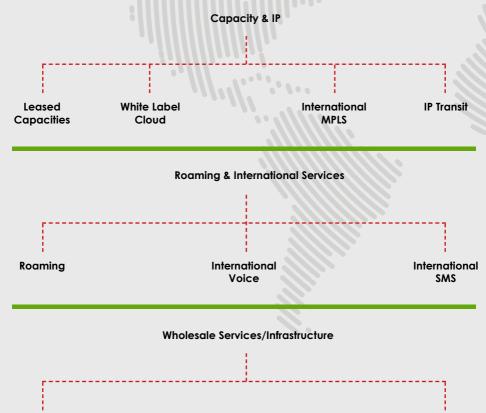
The world comes to us

Safaricom

Safaricom Wholesale Profile

Safaricom Wholesale & Roaming is a key wholesale market player offering a comprehensive mix of communication solutions across the East African Region with a solid network running on multiple platforms that include 2G, 3G, 4G, WiMAX, Fibre & Satellite. Safaricom has made investments in The East African Marine System (TEAMS) submarine cable, SEACOM, terrestrial underground fibre capacity, Overhead Power Utility Fibre Capacity, Fibre-to-the building and Data centres, to efficiently and effectively backhaul submarine capacity into Kenya and the East African region with POPs in London and Fujairah and major hubs in the East Coast. This infrastructure positions Safaricom Wholesale & Roaming as a competitive wholesale player both internationally and regionally. In addition, Safaricom Wholesale & Roaming has other offerings including Interanational Voice & SMS, Roaming Services, Cloud services, Colocation services and other Valued-added Services (VAS)which can also be tailored to the customer's preference upon request.

Overview of Safaricom Wholesale Solutions

Capacity & IP

| Leased Capacities | White Label Cloud | International MPLS | IP Transit |

Roaming & International Services

| Roaming | International Voice | International SMS |

Wholesale Services/Infrastructure

| Towers | Fiber |

Capacity & IP

CO-LOCATION SERVICES

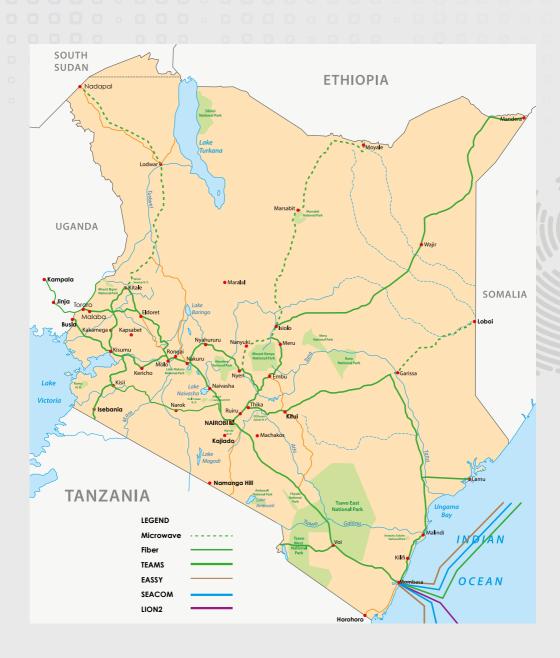|	
Product Description:	Safaricom offers colocation as a Value-added Service that is bundled with connectivity solution thus providing inter-operator connectivity solutions on carrier grade infrastructure. We offer colocation on most of our POPs sites including full rack, caged suites or a private room depending on customer needs. Our colocation sites are carrier neutral fitted with 24/7/365 security systems, strict adherence to environmental factors and redundant power supply.
Business Benefits	• Inter-operator connectivity: being a carrier neutral data centre, turn-around time is reduced to connect to different providers. • Automated provisioning that reduces on provisioning time and support issues. • Guaranteed security for critical company information. • Efficiency: Fast and reliable transmission for Voice, Data and Video applications.
Product Features	• Wide range of network connectivity partners backed by local and international providers enabling you faster access to resources. • Multi-level support that enable our customers to access high level and all time support. • Standard based environmental controls that ensure your resources are protected. • 24/7 support both online and onsite.
Product Options	• Server Colocation that includes full rack space, caged rack and private room. • Private room that includes caged and white space.

WHITE LABEL CLOUD SERVICES

Product Description	Safaricom offers computing as a service rather than a product, whereby software, hardware and information are provided to your business as a metered service over the internet. This package offers you the opportunity to brand the service for resale.
Business Benefits	• No CAPEX required for purchase and set up of infrastructure & Data centre, service ready to go to market • Access to a range of software solutions through our wide range of Safaricom partnerships • Derive revenue on economies of scale through bulk purchase of cloud service White labeled cloud solutions • A chance to rebrand the service and market the product as your own that reduces your time to market • IP V6 guarantees scalability as we grow with your business
Product Features	• Secure hosting of resources • Centralised backup and recovery that guarantees business availability • White labeling options available to enable your business to market the product as your own
Product Options	• Software As a Service (SAAS) that enables business to host and access a wide range of software • Infrastructure As a Service (IAAS) through high available network and systems resources on Safaricom cloud

LEASED CAPACITIES

Product Description	Safaricom offers leased circuits that are end-to-end and/ or managed bandwidth services that provide customers with dedicated pure layer 1 national and international data bandwidth for various types of real time and mission critical applications including Data, Voice and Video.
Business Benefits	• Cross border connectivity for wider reach and network coverage that caters for the strategic global business missions • Dedicated end to end links that guarantees security • Various IRU offered to match business flexibility and requirements
Product Features	• Protected service via rings to guarantee business availability • Wide selection of bandwidth and interfaces for seamless integration • Wide footprint

Product Options	• Point to point, Back-haul and Long-haul services
	• SDH on E1, DS3, STM 1, STM 4 ,STM 16, STM 64
	• Ethernet interface services on IPLC requirements
	• I direct services for p2p VSAT connectivity

IP TRANSIT SERVICES

Product Description:	Safaricom offers carrier-grade IP transit services to telecoms operators, internet service providers and content players on converged IP backbone with regional and international coverage. Our network is connected to the best network peering operators relying on multiple sub-marine cables and strong diverse local network.
Business Benefits	• Low latencies for both local and international IPT • Access to domestic and international IXPs • Reliable and quality internet connection i.e. high availability • IP restoration arrangements via different cables • Worldwide access points enabling reach for regional and international needs • Support for IPv4/ IPv6 Dual Stack and allows seamless migration to IPv6
Product Features	• Redundant topology to guarantee business availability • Ability to scale to meet growing carrier needs • Protected IP services • IP addresses and DNS service available. • Online portal for analysing utilisation and graph customer usage
Product Options	• IP capacity on protected path • IP transit at our POPs: both local and international IXPs. i.e. Nairobi, Mombasa, Malaba, Nandapal, Namanga, Moyale, Mandera and in London, Mumbai & Fujairah • EoSDH,IP levels of STM 1STM 4 and STM-16 bandwidth capacity

For all Capacity & IP related enquiries, contact us on:
wholesale@safaricom.co.ke

Roaming & International Services

Product Description	**Roaming** Roaming is the ability for a customer of mobile communications to automatically make and receive telephone calls, send and receive data, or access other services while travelling outside the geographical coverage area of the home network, by means of using a network of another operator, e.g. a Safaricom subscriber latching to MTN Uganda when in Uganda. Roaming can be either national roaming or international roaming. Safaricom currently offers International roaming which is used when mobile subscribers travel abroad and make use of the network of an operator in the foreign country.
Business Benefits	• Competitive negotiated rates between the roaming partners for billing of the services obtained • Constant negotiation of roaming agreements with other networks to ensure you stay connected no matter where you go in the world
Product Features	• 3G Data services • 4G/LTE data services • Voice • SMS • VAS e.g. Welcome SMS, Safe arrival, Bon voyage, Call correction • Bundled roaming packages based on Safaricom roaming footprint
Product Options	• Managed Roaming Services • Wi-Fi Roaming Services • Roaming consultancy services • For all roaming enquiries, contact us on: roaming@safaricom.co.ke

INTERNATIONAL SMS

Product Description	Enables customers to send short messages to international destinations and receive short messages from international destinations. Enables businesses to effectively send outreach messages to their customers. Offer a platform for organisations such as banks, social media platforms to send sensitive information such as PIN securely over Safaricom's extensive network.
Business Benefits	• SMS interworking arrangements with all mobile operators in the region and connections to 3 of the leading SMS hubs ensures you are connected worldwide • Advanced SMS filtering systems ensure that you are able to protect your network from unsolicited spam SMS • Safaricom offers flexible and cost effective payment options which include fixed rate, volume commitments, tiered rates with either retrogressive or incremental thresholds • We're constantly evolving our portfolio to adapt to changing business needs
Product Features	• Management of successful termination of messages in North America and areas with mobile number portability Delivery notifications • High SMS success ratios • Advanced SMS filtering systems • Transparent delivery of sender identification
Product Options	• Person to person • Application to person • M2M messaging • GT leasing • Managed SMS services For all International SMS enquiries, contact us on: roaming@safaricom.co.ke

INTERNATIONAL VOICE

Product Description	Safaricom has established extensive partnerships with majority of mobile operators in the region. Through these cooperative relationships we are able to offer Voice services that can reach every corner of the world. International carrier services team currently manages over 25 direct bilateral carrier interconnection agreements for most major global and regional voice operators with particular emphasis on quality routing and cost effective traffic management.
Business Benefits	• Coverage: Extensive coverage in the region ensures that African traffic remains in Africa • Quality of service: We offer first class mobile that ensures that all traffic is delivered through CLI guaranteed routes • Competitive rates: Safaricom makes international Voice termination easier with simple, predictable, cost-effective interconnect rates
Product Features	• Comprehensive and excellent services. 24/7 network monitoring and technical support services to our customers to enjoy smooth and high-quality long distance calls services • Extensive interconnection coverage. We offer a range of Voice solutions that keep you connected to the world. • Diverse routes in and outside the region through redundant fibre optic cables ensures service availability thresholds of 99.9% • Safaricom provides multiple and flexible voice interconnection protocols such us TDM and IP
Product Options	• Premium first class mobile Voice carrier services • Managed international Voice services • SIM Box fraud management consultancy services • International mobile airtime top ups • Money transfer services For all International Voice enquiries, contact us on: roaming@safaricom.co.ke

Wholesale Services /Infrastructure

FIBRE/CABLE

Product Description	Fibre Infrastructure: Terrestrial, Marine and Metro fibre.
Business Benefits	Connects your office or home to a bold new digital world We can now deliver light-speed internet connectivity to the premises.
Product Features	FTTB (Fiber to the Building): This is a communications architecture in which the fibre reaches the boundary of the building, such as the basement of a multi-dwelling unit. FTTB applications often use active or passive optical networks to distribute signals over a shared fiber-optic cable to individual households or offices Fibre technology provides unlimited bandwidth capabilities and offers today's fastest high-speed data connectivity Easily scalable to grow with your organisation, allowing you to create your own network without investing in your own fiber-optic infrastructure. It is an optimum solution for high-speed data applications, giving you access to network growth while maintaining full control and security
Product Options	Enterprise fibre, Dark fiber ,Ducts For further enquiries contact us on: wholesale@safaricom.co.ke

Data Centres

Product Description	Safaricom Data Centre
Business Benefits	Provides extra capacity for colocation
Product Features	• Safaricom's data centre services bring a wealth of capabilities to your business. Our flexible and affordable IT infrastrucuture solutions help you satisfy the most extreme demands while giving you the freedom to plan effectively for the future. We provide secure resilient colocation services so you can lease the resources you need on a predictable, affordable basis • Our solutions are built around business efficiency,through agile processes that optimse performance while reducing upfront cost. Our data centre is built to your unique specs and available immediately with flexible options that suit your needs today and in the future • Gives our customers freedom and capability to meet unpredictable business demands • Engineered, designed and constructed for optimum efficiency
Product Option	Data centre in Thika and two in Nairobi

Towers

Product Description	**Towers** These are typically tall structures designed to elevate equipment from the ground including - antennas (also known as aerials) for telecommunications and broadcasting, television, etc.
Business Benefits	• By sharing tower infrastructure, operators can expand into rural markets more quickly, efficiently and effectively, - achieving the objectives of universal coverage without taking on the burden of significant CAPEX • Operators can also keep OPEX down. The operating costs associated with running and maintaining tower infrastructure across such things as diesel generators, air-conditioning equipment, security and site rentals. • Companies can create secure networks for connecting communication for their offices in different geographical locations within Kenya • Other licenced players with towers generate additional revenue by allowing Safaricom to colocate on their infrastructure.
Product Features	• Leases the towers to other operators. • Leases towers from other companies.
Product Options	1. Managed tower structure 2. Unbundled tower space including: • Cabinet space • Installation of equipment onto the tower • Provision of both mains and backup power • Security and site keeping. 3. Other options • Provision of backhaul for transmission For further enquiries on Infrastructure services contact us on: wholesale@safaricom.co.ke

Safaricom Wholesale & Roaming fuels your business growth