



The Ultimate
Choice





OUR COMPANY



With more than two decades of proven track record in the telecom business, PROTEL S.A.L. OFFSHORE is a key global voice carrier headquartered in Beirut, Lebanon.

As a leading provider of high quality and reliable Wholesale VoIP termination services, our comprehensive portfolio of solutions and extensive experience in the telecommunication industry raise the bar of challenge and prepare today for the network of tomorrow.

The best in class connections that we have established across the globe along with our excellent customer support helped us build a strong reputation as a trusted wholesale carrier delivering a service that is second to none in terms of routes' quality, rates, and stability.

PROTEL has established direct and bilateral agreements with PTT's, Global Carriers as well as Mobile Operators worldwide, including remote, hard-to-reach areas in growth markets across Asia, Africa, Latin America and the Middle East.

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Over 20 years of
experience in the
international
telecom market.

OUR VISION

Our vision is to contribute to the future of next generation communications and build our track record through being a pioneer in providing international wholesale telecom solutions that guarantee global connection coverage.

OUR MISSION

Our mission is to combine the versatility of our services portfolio with our team of telecom veterans to provide a comprehensive, value-added carrier service that is second to none.

OUR STRENGTHS

- Global network, complete range of interconnections and strong presence in Africa, Americas, Asia, Europe and Middle East.
- Top-notch, highly experienced, and diverse team with extensive knowledge of the telecom market dynamics.
- 24/7 customer service availability assuring customers are maximizing their end-user value through our highest level of quality, reliability and interoperability.
- Dedicated NOC team that conducts real-time monitoring of quality parameters and proactive daily tests for quality assurance.
- A credibility well-built by our authenticity in offering real premium quality routes with reliable TDM & IP networks.
- State-of-the-art NGN and traditional TDM platforms.
- Known footprint of strong, solid and stable financial status.
- Industry leading wholesale voice trading management software system, T.One, developed by Vanrise Solutions.

WHY US

- We provide unparalleled flexibility through offering our customers tailor made packages and connection plans at competitive rates.
- We are committed to share more than twenty years of international experience in the telecommunications business refined by bilateral relationships with top carriers all over the world.
- We deliver premium quality at economical prices allowing customers to easily connect worldwide.
- We operate advanced technology platforms using the latest NGN and reliable VOIP and TDM protocols.
- We offer online tools for clients to monitor, control and track their business performance.
- Our team of experts from diverse nationalities holds outstanding experience in all telecom project outsourcing, system architecture and operational model design.

OUR SERVICES

WHOLESALE CARRIER SERVICES

With the great demand for unrivalled global reach and premium quality, the market of voice services is diversifying. Being an International Wholesale Voice Carrier, PROTEL helps you meet the demands of today's converged world.

Through its International Wholesale Voice Carrier services, PROTEL offers voice termination, telecom solutions and a broad portfolio of retail and wholesale voice interconnections.

Over the last 20 years, PROTEL has established more than 300 bilateral direct links with major Tier-1 Carriers & Operators, PTTs, Global Carriers and MNOs, with particular focus given to hard to reach niche routes around the globe, as well as reciprocal agreements with other major, international licensed carriers. Once connected to our global voice network, you can instantly acquire worldwide ability to send and receive voice traffic.

To meet diverse carrier needs, PROTEL offers three different types of International Voice Routes as follows:



PREMIUM ROUTE:

Optimal voice termination through direct routes with CLI & roaming guaranteed in addition to FAX, DTMF and other main features.



RETAIL ROUTE:

A to Z competitive rates with sophisticated routing mechanism to assure best quality that satisfies end users.



WHOLESALE ROUTE:

Direction of inbound traffic through the path that provides the highest savings using our smart "least cost routing".

PROTEL understands the importance of quality, stability and consistency and, therefore, a full NOC and Support service is available 24 hours a day, 7 days a week and 365 days a year. It is our commitment to our customers to give the optimal solution to terminate their traffic globally. The routing plan offers quality of voice higher than the market average. The continuous testing for our A to Z destinations resulted in blacklisting low quality routes' suppliers and consequently in distinctively minimizing trouble tickets.

RETAIL VOICE SERVICES

Based on its advanced prepaid platform, PROTEL provides users, enterprises and call shops with:

- International Calling Cards Service
- Broadband Telephony Application
- Mobile VoIP Services



PROTEL full service support to phone shops includes:

- Equipment Installation
- Configuration
- Premium Voice Quality
- Full A to Z Traffic Termination
- Dynamic Routing Procedures
- Linking Between Branches and Customer Support Desk

PROTEL also offers Switchless Resellers a fast and inexpensive way to sell voice services under their own brand name.



FRAUD DETECTION SYSTEM

The worldwide carrier community faces yearly losses that exceed billions of dollars due to voice fraud.

As part of its global voice services, PROTEL's state-of-the-art VOIP fraud detection platform helps in the fight against this threat through:

- Generating detection calls towards the customer's network
- Detecting fraudulent SIM cards used in SIM boxes to terminate traffic on your network
- Maximizing the probability to detect bypass
- Sending real-time alerts to enable quick disconnections by the operator

PROTEL protects its customer base with the highest standards and makes sure to increase their wholesale termination revenues and stop any revenue leakage by tackling any attempt for bypassing the legitimate interconnect gateways.

PROTEL's dedicated fraud management team is available 24/7 to quickly identify and immediately stop any attempt of fraud.

INTERNATIONAL GATEWAY MANAGEMENT

Engineering and running the international gateway operations is a challenging task that operators face. PROTEL's International Gateway Management Services helps telecom authorities maintain a profitable international operation through centralizing their profit margins and overcoming your collection difficulties.

PROTEL's International Gateway Management Services gives the operators an opportunity to focus on the core of your business in terms of coverage, reach and quality while handling your low margins, disputes and billing problems and working on reducing them.

PROTEL's comprehensive solution merges between the Billing & Routing Management Solution, Fraud Detection Solution, and many other customized services depending on the project needs.

NETWORK

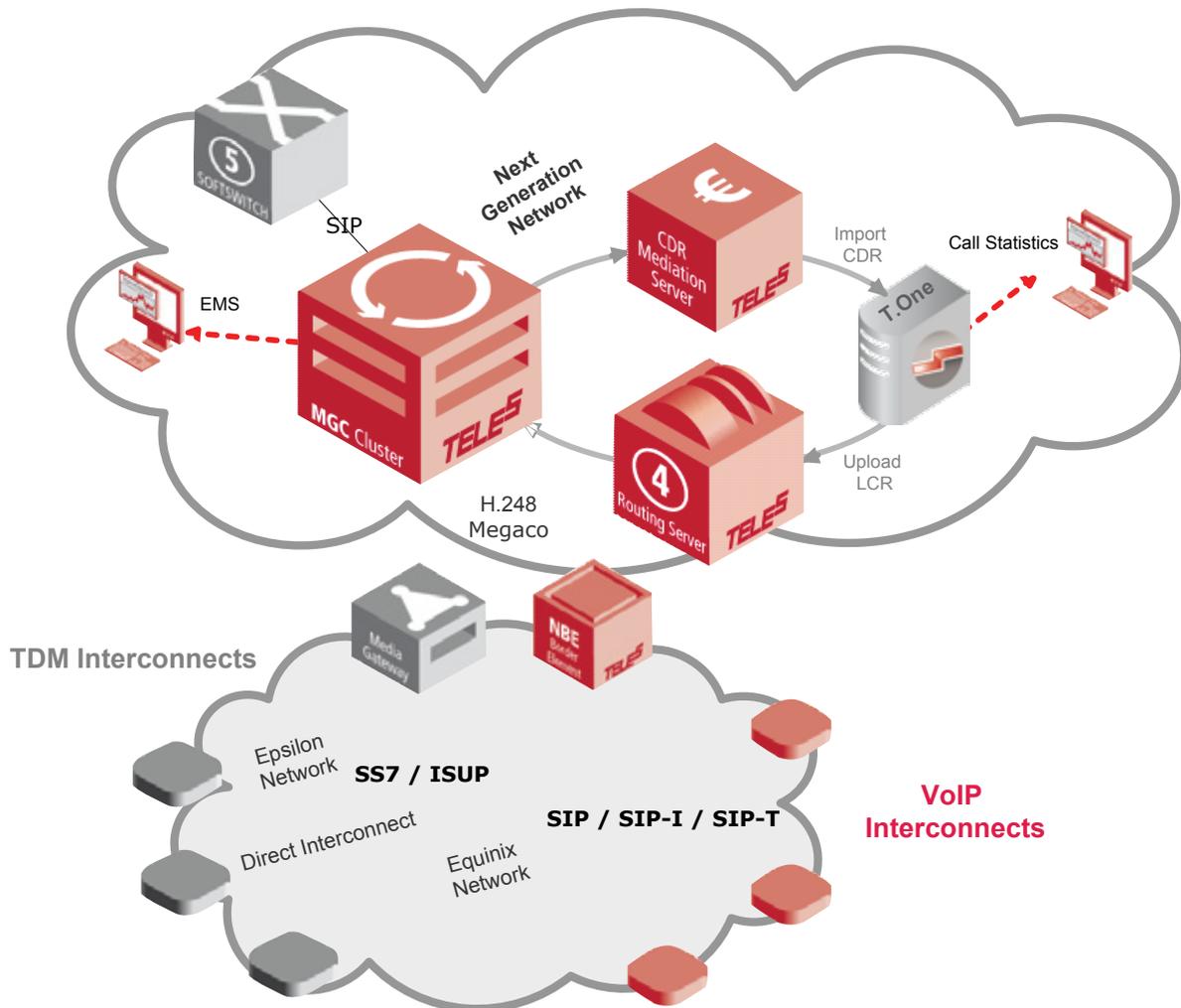
PROTEL understands the evolution of services that is taking place. To be part of this evolution and to meet the diverse needs of consumers, PROTEL has established a network that is skillfully engineered to provide efficient, high quality and cost effective voice services to customers around the globe.

PROTEL's high quality international wholesale voice services are built on a TELES C4 Soft Switch Cluster, a carrier-grade high-availability platform that provides any-to-any interworking between all major VoIP and PSTN signaling protocols.

ARCHITECTURE

PROTEL offers retail telephony applications using a platform that supports pre- and post-paid consumer communications, from residential IP telephony to international calling cards and mobile application.

In order to enhance the routing capability of our soft switch and to enable Least Cost Routing (LCR), Quality of Service Routing (QoSR) and other traffic handling features, PROTEL has deployed the T.One application- a fully automated multi LCR and intelligent routing technology provided by Vanrise solutions.



MAIN POP & COLOCATIONS



PROTEL's MGC Soft Switch is located in Telehouse North, Star Suite, Coriander Avenue, London, E14 2AA, United Kingdom, where the majority of the International wholesale carriers and operators have established their points of presence.

In order to further strengthen its presence, PROTEL has established connectivity with virtual meet-me-room services (vmmr) of the international hub operators Epsilon and Equinix.

This enables PROTEL to interconnect with all major telecom operators and wholesale carriers worldwide.

Points of Interconnection

- London
- Frankfurt
- Amsterdam
- Paris
- Madrid
- Zurich
- Singapore
- Hong Kong
- Jakarta
- Karachi
- New York
- Miami
- Los Angeles

CUSTOMER SUPPORT

At the heart of PROTEL's business is its commitment to its clients' success.

To ensure an uninterrupted service and to help our clients face the daily challenges of the telecom world, we provide fast and interactive online customer support.

Our dedicated Network Operations Center with its multilingual team ensures 24/7 real-time monitoring and provides immediate response to trouble tickets.

Our T.One billing and management system software provides an excellent benchmark in order to offer a high quality standard service and resilience.



OUR ACHIEVEMENTS

- over 200 interconnections with PTT's , alternate operators & global carriers. **2010**
- Establishment of a powerful and integrated regional presence & direct routes. **2011**
- Coverage expansion with new direct routes & projects. **2012**
- Deployment of TELES MGC softswitch and significant capacity upgrade. **2013**
- over 300 interconnections with selected reputable international carriers. **2014**
- Launching Mobile Application for broadband telephony services. **2015**
- Strategic expansion to cover new direct routes in MENA region. **2016**
- Significant increase in the volume of traffic that exceeds 2 billion minutes. **2017**



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