



connecting you to the **WORLD**

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Responding to the information needs of the country, Insta Telecom was established with the sole aim of keeping the customers in the information super highway with the fastest access to the internet. Insta Telecom has succeeded as the best Internet Service provider of the country, by using the latest technology available. Now our company is a famous and leading brand name among Internet Service Providers in Afghanistan. Insta Telecom is also one of the pioneer ISP in Afghanistan who are providing high class internet services to corporations and people in Afghanistan. We have always deployed the latest technology and equipment to provide you smooth, hassle free and faster internet connection. Insta Telecom Limited has rendered technology from world famous brands including Motorola and Cisco and our network is ranked as one of country's largest network. We are providing services in almost all big cities of Afghanistan.

Insta Telecom is a world-class provider of voice, data, and Internet services for residential, business and wholesale customers. Our full portfolio of voice and data telecommunication services is available in almost all cities of Afghanistan.

At Insta Telecom, we believe that information technology holds the key for future growth and it has reaffirmed its commitment to investing time and resources in this important growth sector. We believes that innovative solutions, corporate vision, teamwork and a total commitment to its customers will help it to achieve the highest standards of personal and corporate excellence.

We are committed to continuous improvement of its services to the highest international standard. We have the top class technical expertise and consultants for providing secured and advanced up-to-date IT services.

We warmly welcome your suggestion to further improve our services.

### **Insta Customer Support Services**

## ▶ OUR VISION

Insta Telecom's vision is to emerge as best telecom in Afghanistan and to share growth efforts to rebuilt the country by providing leading edge communication solutions. Insta Telecom recognizes faster changes in corporate relationships and is committed to meeting & exceeding it's client's needs. Furthermore Insta is;



- ▶ Committed to develop our intellectual capital to achieve excellence in service quality
- ▶ Dedicated to building a long term relationship based on trust and prudent practices there by creating an business environment in country.
- ▶ Developing strategy for optimizing recourses to generate sustainable growth in profit while making a positive contribution to the community we live in.

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## OUR GOALS

Insta Telecom will contribute the efforts in corporate sector to reconstruct the Afghanistan as better country by taking a proactive approach to fulfilling the needs of its customers as well as properly positioning itself for expected future increase in business volumes.



Growth shall be based on the development of solutions that simplify the use, and strengthen the usefulness of, advanced communications technology. Insta Telecom shall contribute to give customers greater freedom of choice and more options. Insta solutions shall simplify people's workday, make business and activities more efficient, and increase their competitive powers subsequently turning Afghanistan a prosper country.

Company also pursues the following as it aims :

- Facilitating universal access to modern telecommunication services
- Promoting IP technology in the sector
- Promoting the use of Internet
- Creating a backbone of reliable connectivity
- Developing indigenous know-how and industry
- Maximizing the impact of internet in social and economic development
- Creating an informed community by providing regular information on matters related to the telecommunications industry.

## ▶ WHY TO CHOOSE INSTA TELECOM...

### ▶ **Biggest Network**

Insta Telecom is the only company which is operating from 9 major cities of Afghanistan and you can enjoy the same service, same speed with same equipment and payment plans in any city. You have offices in Kabul, Kandahar, Herat, Mazar, Jalalabad, Ghazni, Khost, Helmand or Kunduz, no matter; we can provide you DSL Broadband Internet, Wireless Broadband Internet, Dial up Internet & VSAT Solution in these cities. More than 10,000 Plus Clients already using these services happily.

### ▶ **24/7 Customer Support**

Being Insta Customer, you can enjoy 24/7 non-stop customer support. Our multilingual, trained and courteous staff attends you round the clock. We maintain Exclusive Web-Based Trouble Ticketing System and we issue a Ticket Number whenever a complaint is received. Management ensures that Ticket is responded and complaint is rectified within shortest time as possible.

### ▶ **Latest Technology Deployment**

We already have best telecom equipment deployed from world's famous brands like Motorola, Cisco, Codan, Suman etc. and our management keep investing more into infrastructure so our valued customers can get better speed and virus-free internet.

### ▶ **Highly Skilled Staff**

We have team of expert network engineers, telecom engineers and research analyst who work constantly to explore new and improved ways to serve you better.

### ▶ **Competitive Prices & Packages**

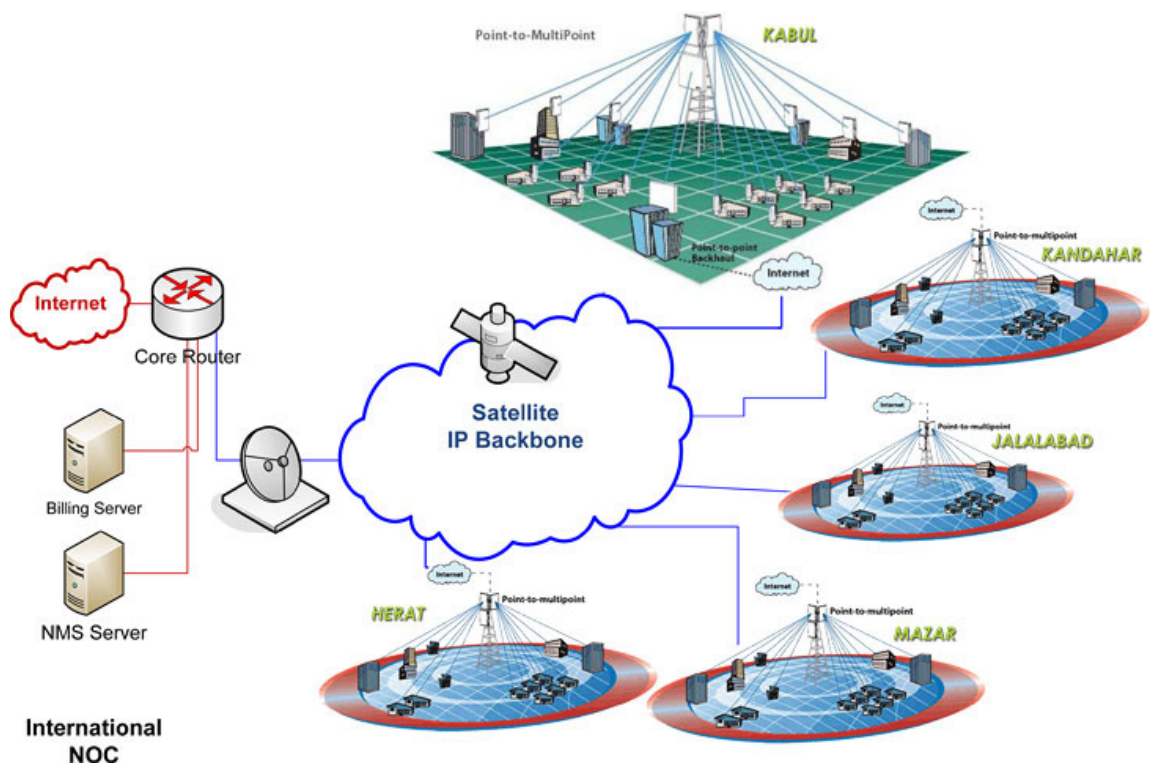
Insta Telecom is the only company which provides best prices in the region and compensates the best value. We keep strict policy to deliver what we commit. Our packages are tailored to customers and customer gets the freedom of choice. Check out [www.instatelecom.com/rates.html](http://www.instatelecom.com/rates.html)

### ▶ **Quality of Service (QoS)**

We have a strict control over QoS, for this reason, we sign off SLA (Service Level Agreement) with our valued customers which bounds us to provide you quality internet services with optimized speed and virus-free connectivity.

Insta Telecom is proud to have the best staff, trained in various aspects of networking & system engineering. Insta Telecom's personnel bring together a broad range of skills, garnered through careers in the ISP and software engineering industries. This talent pool provides invaluable experience and insight into the operation of network across the country. At Insta Telecom satisfaction & quality is guaranteed.

Insta provide 24/7 customer support from telephone enquiries to visiting demonstrations. Our well qualified staff is ready to help you in your time of need. So, please don't hesitate to contact us as soon as you need help.



## COMPANY PROFILE SNAPSHOT

Name of Company	: Insta Telecom Limited
Doing Business As (DBA)	: INSTA
Nature of Business / Industry	: Internet Service Providers (ISP)
Services	: DSL Internet, Dialup Internet, Wireless Internet, KU Band VSAT Internet
Company Investment	: 100% Afghan Company
Operating Since	: March 2001
Corporate Head Office	: House No. 40, Main Street, Wazir Akbar Khan, Kabul, Afghanistan
Regional Office Locations	: Kandahar, Herat, Mazar, Jalalabad, Kunduz, Khost, Lashkargah, Ghazni
Phone Numbers	: +93-795-701000
Emails	: info@instatelecom.com sales@instatelecom.com
Number of Staff	: 150
Major Departments	: Marketing, Technical, Customer Support, Finance, Administration
AISA Registration No.	: D-4706
Operating License	: Ministry of Communications, Afghanistan
CAGE Code	: SNY63
DUNS Number	: 850500837
UNGM Registration No.	: 208182
Other Membership/Registrations	: ACCI, CCR, FBO, UNGM, NAMSA, NATOLOG



MOTOROLA



Z H O N E





## OUR VALUED CLIENTS

Insta Telecom is one of the leading internet services company in Afghanistan and our clientele and network is one of the biggest network in country. This is our dedication, professional approach, innovative technology and our expert and staff - which makes this happen. Our network of valued clients are still increasing - every day - every month. Here are few names out of our large clientele :

### Government of Afghanistan

Afghanistan President Office	Afghanistan Vice President Office	State Minister for Parliamentary Affairs
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### Coalition Forces

NATO KAF	ISAF HQ	US Army KAF
FOB Fenty Jalalabad Air Port	Canada Army KAF	J.E.F US Army
Helmad PRT	Copenhagen Group (Bastion Helmand)	Copenhagen Contractors (Bastion)
Afghan America Army	Afghan Army	I S A F

### Embassies & Foreign Missions

Embassy of Germany	Embassy of Pakistan	India Embassy
Egypt Embassy	Embassy of Finland	Embassy of Iran
Embassy of Saudi Arabia		

### Local & International NGOs

USAID Afghanistan	USAID Cheeche	USAID AEP
USAID ARD/ADP	UNDP	UNIFEM
UNDP/ANBP/JS	UNWFP	UN-ILO
IOM	UNWFP	GTZ.BEPA
ICRC	SCRC	VARA
Norwegian Red Cross	JICA Japan	AINA
Afghanistan Women Network	Women for Afghan Women (WAW)	Holland Afghan
DAI	NDTL	MCPA Demining
Sheladia Expereo	CWSVI	Cooperazion-e-Sviluppo
Aina Afghan Media & Culture Cen.	Intermark	Interorises
Downrange Services	NBB Logistics	

### News & Media

IRNA Iran	German Medical Services	Sepehr TV
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### Banks

Pashtany Bank	DA Afghanistan Mili Bank	National Bank of Pakistan
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### Multinationals & Local Companies

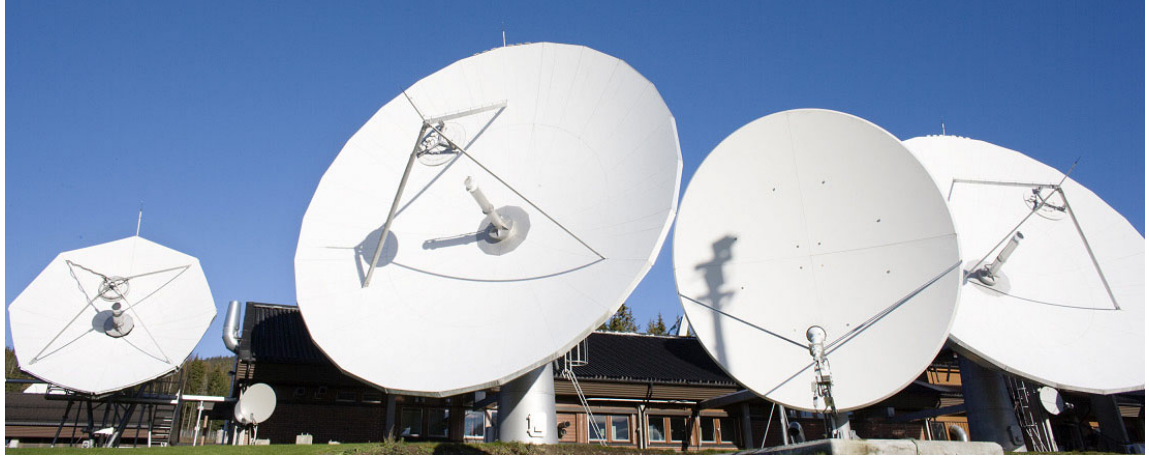
Technologists Inc.	ZMD Afghanistan	Istanbul Construction Company
AWRO	METAG	MABAMA Construction Company
Al-Elaf	Jubaili Bros	Istanbul DEPO
Kabul Air	Cisco Consultant	Truice Logistics LLC
Real Legal Construction Company	ZAATEC Construction Company	Fran Sun Construction Company
Al-Watan Group	HARIROD	

### Educational Institutes

Kabul International School	Shams London Academy	BBC AEP (Afghan. Educational Prog.)
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Insta Telecom Limited offers various Internet Connectivity solutions as per your convenient, type of use and monthly budgets. These solutions are designed after a through survey for internet users in Afghanistan and based on latest industry trends and technology available. Our team of expert R&D engineers keep working on Research & Development aspect to be always updated and at Insta Telecom, we keep investing more into hardware and software to provide you smooth, faster and interruption free internet on more cheap and cheap prices as feasible.

Insta Telecom Offers following internet related services in Afghanistan ;

- DSL Broadband Internet Connection
- Internet thru Prepaid Cards
- Wireless Broadband Internet Connection
- VSAT Solutions : Satellite Internet Services
- Virtual Private Networks (VPN) Solutions

## ▶ DSL BROADBAND INTERNET SERVICES

With the tremendous growth in Internet usage, the need to provide faster connection speeds continues. Traditional technologies such as modems can often not provide the desired increase in speed (bandwidth). A number of new technologies are being developed with DSL, that provides high speed over existing telephone cabling becoming increasingly popular. Insta Telecom has gained valuable experience and knowledge about DSL and we have deployed all latest available technology and equipment to provide our customers high speed networks. (see how DSL Internet Works)

### ▶ What is DSL Internet?

DSL refers to a class of technology used to obtain more bandwidth over existing copper telephone cabling running between a customer's premises and a Telco's Central Office. DSL allows simultaneous voice and high-speed data services such as super fast Internet access over a single pair of copper telephone wires.

### ▶ What is Special about DSL Internet?

The cables connecting most households to the phone network are mainly simple twisted pair copper wires, which have only been able to carry analogue traffic. Modem speeds have gradually increased through the use of various compression and other techniques, but at today's fastest (56 kbit/s) they are approaching the theoretical limit for this technology.

DSL technology enables much higher speeds across the twisted pair lines from the Central Office to the home, school or business. Speeds up to 2 Megabits per second are achievable in some areas - 30 or more times faster than today's fastest modems. This means that some consumers and tele-workers will be able to use applications that need these higher speeds even if high performance (fiber) cable networks are not available in their location.

### ▶ What are the main benefits of connecting to the Internet via DSL?

DSL can provide virtually instantaneous transmission of voice, data and video over ordinary copper phone lines. A DSL connection can eliminate the frustrating delays associated when waiting to download information and graphics from the Internet. It provides residential subscribers with a cost effective uninterrupted high speed Internet connection. For schools, businesses and branch offices, DSL provides fast access to mission-critical information on corporate Intranet servers and the Internet. Another significant benefit is that a DSL connection is always on-line (like a LAN connection) with no waiting time for dialing or connecting.

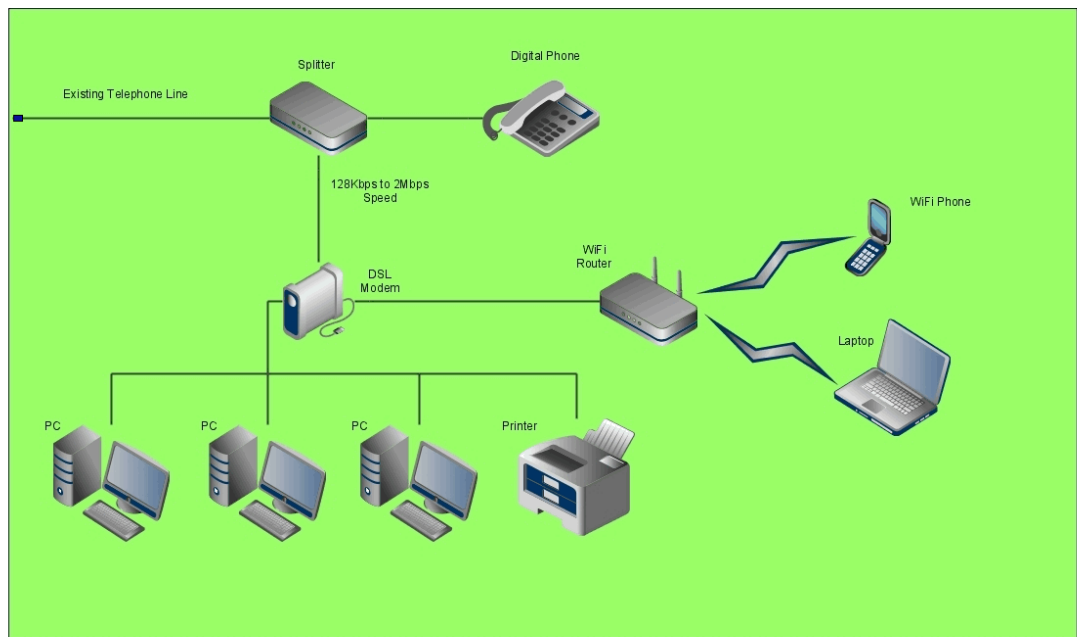
## ▶ HOW DSL BROADBAND INTERNET WORKS !

DSL Internet require normal working Telephone Line. A Splitter is added to our normal telephone line - which makes sure that your telephone keep working as it is. So your normal telephone line do not get disturbed by installation of DSL Internet.



You have option to add more computers over LAN (Local Area Network) by using simple LAN Switch, which will connect your more computers and printers thru cable. While you can also add WiFi (Wireless) Router to your DSL, so you can use your Wireless enabled devices like Laptop, WiFi enabled Phone etc. thru your WiFi Router.

So all you make this internal network just backed by Insta DSL internet connection and you can get speed (bandwidth) tailored to your requirements.



Insta pre-paid Internet card service allows customers to access the Internet from any telephone line, eliminating the need to subscribe for an account with Insta Telecom.

These convenient, easy to use cards give you instant high - speed internet access.



Wireless networking is a more modern alternative to wired networking that relies on copper/fiber optic cabling between network devices. It's the better solution for internet connection in Afghanistan because of not having proper conventional telephone infrastructure.



That's why it is rapidly gaining popularity for both home and business networking. Wireless technology continues to improve and the cost of wireless products continues to decrease.

Insta has joined hands with Motorola canopy advantage technology for providing the best services to its clients in the region. The Canopy Advantage platform is the next generation of Motorola's wireless broadband access infrastructure. With this new platform, Canopy equipment users can simultaneously enjoy the strengths of the original Canopy product coupled with dramatic improvements in throughput and latency.

With the Canopy Advantage platform, Insta can now offer premium services wirelessly (such as VoIP and video) as an alternative or extension to DSL or T1/E1 services. Insta through Canopy advantage platform can support distance learning, video conferencing or high-speed data transfer securely and at a fraction of the cost of subscribing to traditional wired services. The Canopy Advantage platform is built on the field proven Canopy system and includes the high level of interference tolerance, scalability, signal reliability and ease of installation inherent in all Canopy equipment. Building on these strengths, the Canopy Advantage platform provides the following enhancements.

**Salient features are :**

- Higher performance
- Faster speeds
- True quality of service
- Comprehensive multi-services platform
- Seamless integration

## ▶ **WIRELESS BROABAND : Who is it suitable for?**

### ▶ **We are renting**

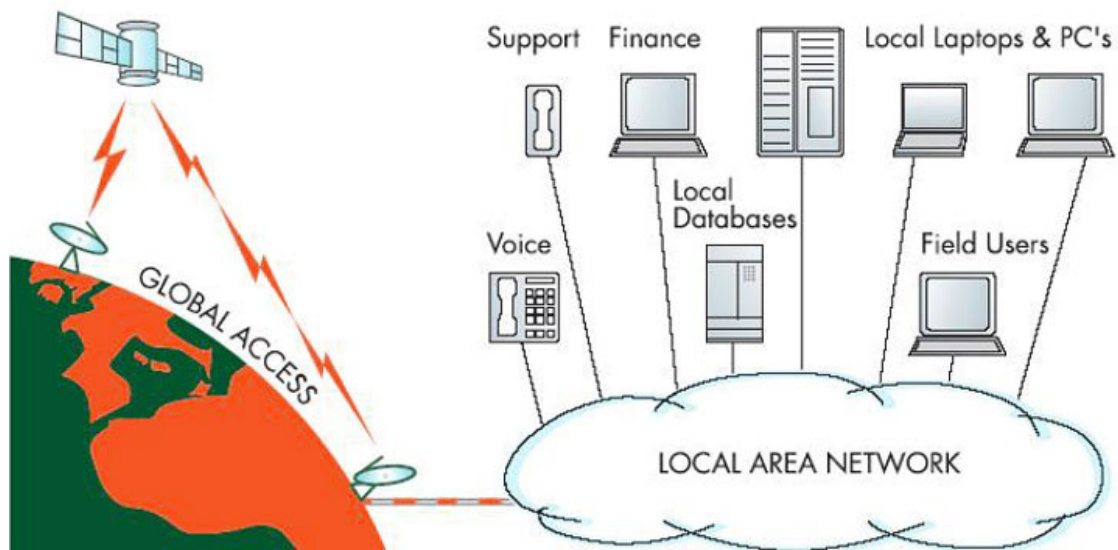
Insta Wireless Connection will move with you. So while you're waiting for your phone line, gas, or other utilities to be connected, your internet connection is ready to go from the first moment you walk through the door.

### ▶ **I don't have a phone line**

Insta Wireless operates free of the old phone network, so you never need to install a phone line in order to access the internet on your PC or Laptop.

VSAT Technology represent a cost effective solution for users seeking an independent communications network connecting to the global internet. VSAT networks offer value-added satellite-based services capable of supporting not only access to the Internet, data, LAN, voice/fax communications, but also providing powerful, dependable private network communications solutions.

- ▣ High Bandwidth Internet Connectivity Solution
- ▣ No Phone Lines Required, No Dial-Up, "Always On"
- ▣ Ideal for Broadband rather than Mission Critical Applications





Since good service is our priority, we spare no expense in ensuring unsurpassed standards Network, rest assured you'll enjoy high reliability and excellent data quality. Not only that, our Intelligent Network gives you a greater peace of mind as network security is guaranteed. As an added convenience and flexibility, you can view your traffic expenses through the Internet.

**Salient features are :**

- User-friendly interface to keep a close eye on your network expenses and track your traffic trends
- One-stop, end-to-end managed data network solutions.
- Single point of contact for provisioning, commissioning and maintenance issues.

“Insta has a clear single-minded focus to deliver the superior customer services experience, to the clients and we believe that we are making your lives simpler and easier”



Insta Telecom is proud to have recruited the best staff, trained in various aspects of networking, systems engineering and marketing. Insta Telecom personnel bring together a broad range of skill, garnered through careers in the ISP and software engineering industries. This talent pool provides invaluable experience and insight into the operation of networks across the country. Ultimately customer gets quality services and satisfaction.

Insta provide customer services support 24/7, from telephone enquiries to visiting demonstrations. Our well qualified staff is ready to help you in your time of need, so please don't hesitate to contact us as soon as you need help.

We are also proud to initiate the well trained and skilled customer service staff in Afghanistan in telecommunication sector. We invest hard just for our customer satisfaction. We have deployed Trouble Ticket System which always ensure that No Complain is missed or overlooked. System issues an auto-generated Trouble Ticket Number, which is token of best service. You trouble ticket will not be closed by Auto-System unless resolved within a specified time-frame.

Customer Services can be reached at :

**Phone : 0795-701000**

**Email : [sales@instatelecom.com](mailto:sales@instatelecom.com)**

## CONTACT US

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Insta Customer Support is equipped and ready to assist you with installation of new connection or repair of your present internet connection. All we ensure a smooth and efficient internet working at your end, however if something unforeseen happened, please contact us so we can better assist you. If you need tariff information for any of our services, we will provide you our quick quotes for your evaluation.

Insta Technical Team is dedicated to provide exclusive customer support 24x7.

### General Queries & Information :

#### Call Us :

Complaints : 020-2103000

Call Center : 0795-701000

#### Write Us :

[sales@instatelecom.com](mailto:sales@instatelecom.com)

#### ▣ Kabul Head Office

House No. 40, Main Road,  
Wazir Akbar Khan,  
Kabul, Afghanistan

#### ▣ Kandahar Regional Office

Ahmad Shahi Plaza,  
Maddad Chowk,  
Kandahar, Afghanistan

#### ▣ Herat Regional Office

Main Gate, Jad-e-Mokhaberat,  
Opposite Afghan Telecom  
Regional Office, Herat, Afghanistan

#### ▣ Mazar-e-Sharif Regional Office

2nd Floor, Mozafar Market,  
Jad-e-Masood,  
Mazar-e-Sharif, Afghanistan

#### ▣ Jalalabad Regional Office

Afghan Plaza  
Pashtoonistan Watt,  
Jalalabad Afghanistan

#### ▣ Ghazni Regional Office

4th Floor, Exchange Market,  
Jad-e-Bazaze,  
Ghazni, Afghanistan

#### ▣ Helmand Regional Office

Office No.1, 4th Floor,  
Haji Ghulam Nabi Market,  
Helmand, Afghanistan

#### ▣ Kunduz Regional Office

Main Gate, Jad-e-Wilayat,  
Opposite Afghan Telecom  
Regional Office,  
Kunduz, Afghanistan

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