

## **An Overview of Cyta and its Satellite Services**

---

### **Introduction**

Cyta is a corporate government body and the incumbent telecommunications operator in Cyprus. The company is a customer-driven enterprise operating in a competitive market and provides the full spectrum of advanced telecommunications products and services. Cyta is a major provider of fixed and mobile communications, the number-one Internet Service Provider in Cyprus and a Key player in the local IPTV market.

The company has solid finances with long term profitability and expanding turnover, which in 2013 reached € 434 million with € 101 million profit. Cyta has virtually zero debts. It is a long-term employer and is privileged to employ highly skilled personnel. The number of its employees is approximately 2,900.

Cyta operates a modern telecommunications network and has an impressive submarine cable and teleport infrastructure. The company couples a strategically situated telecommunications gateway in Cyprus with POPs in major telecommunications centers in Europe. Cyta is active in the international market and provides services to business customers around the world. Cyta's operational activities are ISO certified and the company is a member of the European Foundation for Quality Management EFQM recognized with 5 stars for excellence.

### **Facilities**

The main elements of Cyta's international network include a fiber core, separate international switching centers and a regional internet node. The facilities also include two Teleport sites with more than 35 major satellite antennas and three submarine cable stations with 10 fiber optics systems. The network provides reliable and resilient connectivity via direct circuits with major international operators. More specifically:

- ❖ Cyta's international network has major nodes in Cyprus, Athens, London and Marseilles. It includes numerous regional and European points of connectivity and offers international extensions around the globe. The technology provides voice, data and video into a single broadband network with intergraded security, flexibility and scalability. The services provided include clear capacity and Ethernet connections, MPLS-VPN, IP Transit and VoIP.
- ❖ Cyta is the largest Internet Service Provider in Cyprus serving both business and residential customers. IP services are also offered to major international customers regionally and via satellite. The current capacity of its international connectivity is in excess of 70 Gb/s and continues to expand rapidly. Cyta's IP network has build-in diversity, redundancy and resilience.
- ❖ Being an established provider with diverse facilities and infrastructure, Cyta is in the privileged position to offer to its customers the capability to integrate fiber with satellite solutions. Cyta can accept and receive customer services at numerous Telehouses in Europe and beyond. The network provides a wide range of connection technologies and makes it possible to combine fiber and satellite capabilities into integrated products.
- ❖ Cyta operates two Teleport sites with a complement of more than 35 major satellite antennas that provide connectivity with most major satellite operators. The company shares multiyear experience in satellite communications as it has been running satellite services since 1980. The satellite services are supported on a 24hours, 365 days per year.

### **Services**

Cyta's business model is focused in building long-term relationships with its customers. The key to this philosophy is trying to understand the customers' needs and the capability to offer products at competitive prices with the expected quality of service. The broad experience of the personnel, the

continued care and support and the modern infrastructure are the tools to facilitate these capabilities and ensure customer loyalty.

Services offered via Cyta's teleports include a broad collection of products ranging from satellite television on a permanent and occasional basis to broadband gateway services, satellite control and monitoring services, data and internet connectivity. The teleports also offer VSAT services, hosting services to third parties and serve as a video head-end for Cyta's IPTV offering in the Cyprus market.

- ❖ Cyprus is an island and the first satellite service provided at Cyta's teleports was international telephony. With the rapid development of the fiber network, attention has shifted to services to support the international market. Today, one of the core products offered at Cyta's Teleports is gateway services to modern broadband satellites. This product bundles Cyta's extensive teleport capabilities with the diverse international fiber connectivity to customized integrated solutions. It makes it possible to establish large main and diverse gateways to modern satellites that offer broadband services in selected regions around the globe.
- ❖ Cyta offers its business partners the capability to host their equipment at its premises in order to provide the appropriate solution to their customers. Dedicated secure areas with full facilities and regulated access are available for the customers to install and operate their equipment. Cyta provides its assistance to integrate the hosted equipment with Cyta's facilities and establish a reliable full-functioning system. Operational support is provided by Cyta and the customers are offered the option for remote operations and monitoring.
- ❖ VSAT solutions are important services in today's marketplace and Cyta provides such services to its customers internationally. VSAT links enable instant connectivity to remote regions around the globe and offer modern communications solutions. Cyta offers reliable services with small and low cost terminals. Field support is provided in association with specialized partners.
- ❖ Cyta is enhancing its satellite products portfolio with the addition of services to support satellite operators in satellite control and monitoring operations. These are critical functions demanding high availability and reliability. Cyta offers support services to ensure the health of the fleet, enforce compliance of the customers to the terms of their leases, verify the quality of satellite transmissions and identify sources of unauthorized transmissions.
- ❖ Cyta's teleport facilities also serve as a video head-end for its multi-channel IPTV service. This includes reception of about 100 TV channels from various satellites with a dedicated antenna farm, which includes more than 60 receive terminals and can provide visibility to most broadcasting satellites covering our region. The content is assembled in a digital bouquet that is fed to Cyta's core network for distribution to the customers. All the content is actively monitored on a 24- hour basis.
- ❖ Iris, a wholly-owned subsidiary company of Cyta, also provides turnaround services from Cyprus. Its facilities are co-located at Cyta's teleports. The company offers high quality links between Europe, America, Africa, Middle East and Asia. Iris's main products include satellite broadcasting over Europe and Asia. Iris also offers occasional services for video turnaround of special events around the globe. The company provides dedicated satellite links for broadcasting and distribution and hybrid solutions with a combination of fiber and satellite means.

Today, there are numerous providers in the international telecommunications market and the customer has many choices. Cyta possesses a set of important advantages that make the company an attractive partner to the prospective customer. These include extensive experience in the provision of international telecommunications products, a modern fiber network with international POPs and dedicated Teleport facilities for satellite access. The company provides an ideal geographical location with optimal conditions for satellite communications. It has the necessary tools to bring together fiber and satellite products and offer integrated solutions. Cyta enjoys a solid reputation of providing reliable quality services to its customers. Our services conform to recognised international standards and ensure compliance with high-quality targets. Cyta is an established player with solid financial position and long term objectives.