



WHO WE ARE

Coverage Broadband Limited (CBL), a subsidiary of Phase3 Telecom, is an infrastructure - based Internet Service Provider (ISP) with extensive technological capabilities of meeting customer and public demand for high-speed broadband and value-added services. This is based on our expertise in wired connection to gateway access as well as multiple network layer integration and security that cover smart fibre-to-the-x, wireless and enterprise broadband solutions.

With our unique global strategic partnership portfolio, we offer a rich bouquet of reliable, seamless and affordable internet solutions with unrivalled availability graph that our customers can always count on for all that they do.

And we will continue to thrive on our active digital transformation mindset, to ensure that ours remain a network that foster meaningful connections. In ways that assure customer productivity as well as success in the work they do, and positively amplifies their experiences in the way they live and play.

More so, as a proudly indigenous brand, one with a global vision and exceptional team, CBL will continue to reinvent itself through consistent "customer first" innovations and investments that strengthens its position as well as influence in the technology, telecommunications and digital economy spaces.

THE CBL VISION

We aim to be the most valuable and resourceful company in the world. With a focus to always make our customers a part of every process of creating meaningful services and solutions that help them succeed and thrive.

OUR MISSION

We will consistently innovate, adopt next-generation technologies and expand our network to ensure our customers enjoy unrivalled services through efficient operations.

CBL CORE VALUES

1. **C²** = Customer Centric + Committed to Excellence
2. **B²** = Be Inspired + Build Others
3. **L³** = Listen + Learn + Lead

CBL NETWORK TYPE & STRENGTH

With an expanding graph as well as extensive coverage outlook, CBL network type and strength is optimized for:

- A. Fibre Connectivity:** we provide high availability (99.9%) internet services via fibre cables that connect enterprise business customers to our secured points of presence seamlessly with a minimum service provisioning TTD of 5-10 working days.
- B. Broadband Internet Access Solutions:** This CBL service capability includes an equipment-based model of transmitting data to and receiving data from all localized Internet endpoints for small to medium scale and home broadband customers.
- C. Wireless Services:** This covers CBL bouquet of wireless plans that connect a customer's device or location to the internet. Such plans are either data only plans or data connectivity plans to cover combined solutions including voice, streaming, video conferencing or gaming services.

OUR SERVICE OBJECTIVES

- 1. SERVICE DELIVERY & RELIABILITY:** we make certain to maintain an SLA and network reliability graph of 99.9% for fibre and land-based services and 98% for radio-based wireless/mobile solutions.
- 2. CUSTOMER SERVICE:** ours is a relationship fostering and technology driven Customer Service Unit (CSU) with friendly and smart individuals that treat all customer requests, inquiries and complaints with the highest level of regard, professionalism and real time resolution and problem-solving expertise that each customer deserve. Our helpdesk is also equipped to handle customer related engagements via phone, email, SMS and WhatsApp.
- 3. TECHNICAL SUPPORT:** we boast a well-staffed and excellent 24hr technical support team that manage reconnections, restorations and downtimes swiftly and efficiently with an MTRR graph of 0-6 hours maximum.

CBL SERVICE & SOLUTIONS BOUQUET

Home Broadband



You can count on us to keep the entire family connected. As we take your home entertainment to the next level with our gig speed network. So, buckle up for a great

streaming service; work efficiently from home or take your gaming experience to incredible new heights on our fibre-backed, ultra-fast, reliable network!

Features:

- Unlimited Internet. Unrivaled TV & Entertainment. Unbeatable Voice Services.
- Discover incredible data speeds up to a gig on our advanced fibre-backed network.
- Experience the freedom of no data caps and zero coverage charges with the best internet provider.
- Enjoy flexible contract options with our selection of month-to-month plans.
- Get guaranteed of superfast internet speed for family fun time.

The Ultimate Gaming Experience



Count on ultra-fast internet, and lose the lag for good! We've made massive investments in our rapidly growing fibre-backed network, so get Coverage, and let the games begin!

Wireless Broadband



CBL wireless broadband solution provides fast internet access on the go. All on an affordable and flexible bouquet that also offers a comprehensive range of support services.

Features:

- High performance and reliability.
- Affordable installation cost.
- Easy connection of multiple devices to a router.
- Enjoy seamless VoIP solutions.
- Guaranteed fast and efficient connectivity.

Small & Medium Sized Business



COVERAGE
BROADBAND

Our secure broadband internet solutions are also designed for small businesses and midsize organizations of up to 150 employees. And we pride ourselves on being your choice internet service provider and partner for bringing advanced solutions to you help your business thrive whenever you are. You can be rest assured that you are safe in our hands as we continue to invest in our network and people to help you work smarter and grow your business faster with innovative internet solutions.

Features:

- Easy to scale and affordable business internet with the possibility of value-added services that propel your success and prepare you for the future.
- Access voice solutions including enhanced voicemail features for up to 30 employees.
- Speed Up. Stay Up. Sync Up for work-from-home internet needs.

Enterprise Business



COVERAGE
BROADBAND

Connect with more speed and opportunity. CBL fibre-based business-class Internet delivers reliable, high-speed, scalable services to power your growing business. With future-proof solutions your business can move from a lower bandwidth tier to gigabit speeds seamlessly. Your business can also gain greater advantage with ultra-speeds and no data caps when you choose CBL as your provider of choice.

Features (Right Solutions. Right Price.):

- A full suite of reliable and affordable solutions
- Fibre-based network scalability to meet your needs and prepares you for whatever comes next.
- Networking and communications solutions designed for single or multi-location access.
- 24hr customer service and technical support.
- Industry-leading uptime and recovery SLAs reliable

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