

## Company Profile

### ➤ Who we are

**Habari Node Public Limited Company (Habari Node Plc)** is an Internet Service Provider with its head office in Arusha, Tanzania providing standard Internet services and a range of other ICT based business solutions. Habari Node was jointly founded in 2010 by Afam (T) Limited and Arusha Node Marie to take over the Internet service activities of Arusha Node Marie, a society that has been operational since 1994. Habari Node transitioned from a limited liability company to a Public Limited Company in April 2017.

Habari Node Plc is incorporated in Tanzania with Certificate of Incorporation number 75466 and licensed by Tanzania Communications Regulatory Authority as an Internet Service Provider. It is also accredited by the Tanzania Network Information Centre (tzNIC) to offer **.TZ** domain registry services.

Habari is a member of Tanzania Internet Services Provider (TISPA) and currently hosts the Arusha Internet Exchange Point (AIXP) on behalf of other Arusha ISP's.

- ❖ Ownership: Tanzanian
- ❖ Experience: 20+ years
- ❖ Number of staff: 80+
- ❖ Network Footprint: **All of Tanzania**
- ❖ **Branch offices in:**
  - Dar es Salaam
  - Dodoma
  - Mwanza
  - Kilimanjaro
  - Karatu, Arusha

## Vision Statement

Habari Node Plc will be the ICT Company of choice in the provision of quality, affordable, cutting edge Internet and ICT services in Tanzania.

## Mission Statement

Our mission consists of three interrelated parts:

- **Product Mission**  
To build networks for corporate and residential customers in Tanzania by providing innovative, high quality, value priced products, by offering high level customer service, and by attracting, developing and retaining outstanding personnel.
- **Economic Mission**  
To operate the Company on a sustainable financial basis of profitable growth, increasing value for our stakeholders & expanding opportunities for development and career growth for our employees.
- **Social Mission**  
To operate the Company in a socially responsible manner, building connections between people and communities to improve their quality of life, and promoting an ethical and innovative business model.

## Values:

We have a forward thinking social mission that aims to promote justice and peace in our local, national and international communities by considering people first in our day-to-day business activities.

*Ethics:* We are an ethical organization that believes in integrity and honesty at all levels. We believe that ethical practices are essential for the long-term sustainability of our organization. We promote open source relationships and transparency.

*Excellence:* We have a passion for excellence and are committed to excelling with integrity. We seek the best talent and promote its development. We aspire to create unprecedented opportunities for all our shareholders, partners and employees.

*Teamwork:* We believe that teamwork is the key to success. We promote a family work environment, sharing and communicating openly, and supporting rather than competing internally. We encourage creativity, initiative, and accountability.

*Innovation and Play:* We thrive on creativity, ingenuity and consistency. We believe in both fun and productivity (and the inherent connection between the two). And we all know that Africa needs access to places for serious play.

*Inspiration:* We believe technology is a great equalizer and we will build networks that open up the world and its possibilities to all Tanzanians. We strive to stimulate an environment of enthusiasm, co-operation and self-reliance in our institutions.

*Socially Responsible Business:* We will advance new models of economic justice that are sustainable and replicable. We will work to bridge the digital divide - "Enabling the e-needy to access knowledge on the net." We believe access to the internet is a human right.

*Relationships:* We respect our customers above all else and never forget that they come to us by choice. We share a personal responsibility to maintain our customers' loyalty and trust. We listen and respond to our customers and seek to exceed their expectations.

*Community:* We exert to make an impact on our society and empower our customers. We are committed to serving our country through services to the community. We strive to show a deep respect for human beings inside and outside our company and for the communities in which they live.

*Quality Policy:* We believe that our clients are our first priority, and our most important business partners. We are committed to deliver quality products and services at a reasonable price and continually improve our quality management system to enhance customer satisfaction. We continually enhance our corporate image to project quality and innovation. We strive to maximize efficiency in everything we do.

## ➤ What we offer

- Internet:
  - ◆ IP Bandwidth - on Fiber, WiMAX, LTE, Microwave links
  - ◆ IP VPN
  - ◆ MPLS Circuits
  - ◆ Public WiFi Internet - in partnership with an International social network company.
- Hosting Services:
  - ◆ Domain Registration – **.TZ and International domains**
  - ◆ Web Hosting services
  - ◆ Cloud Services - Backup & Restore, Storage, Virtualization
- Software Development:
  - ◆ Commercial Off-The-Shelf Software (Payroll, HR Management)
  - ◆ Custom Software (built and customized to your needs)
- Systems Integration:
  - ◆ Structured cabling installation
  - ◆ Servers Setup - Open Source
  - ◆ Networks Setup & Configuration (WAN & LAN - Wireless & Fiber optics)
- Hardware:
  - ◆ Collocation - tower space & Data Centre services
  - ◆ Supply of network equipment's
- Value Added Services:
  - ◆ VoIP Services - for corporate and home users
  - ◆ Support IT Services
  - ◆ IT Consultancy

**Note:** For more product information, please download product brochures from the relevant links from the website.

## ➤ Who do we serve ?

- Internet Service Providers and Mobile Network operators
- International Organizations
- NGO's and Government Institutions
- Corporate
- Small office Home office users
- Residential users
- The General public (WiFi)

## ➤ Why Habari ?

- Reliable network – 99.50% service up-time
- Exceptional Customer & Technical Support services
- Transparent, Honest, Value for money offerings
- Well trained, highly skilled, versatile technical staff
- National coverage
- International partnerships

## ➤ Contacts:

- **Email:** [sales@habari.co.tz](mailto:sales@habari.co.tz)
- **Phone:** +255 754 242 442, +255 27 2050220, +255 784 242 440, +255 715 651 316 (hot line)
- **Postal address:** 1215, Arusha, Tanzania
- **Physical addresses:**

<b>Arusha (Head Office)</b>	East African Community Blvd Arusha International Conference Centre Ngorongoro Wing, 4 <sup>th</sup> Floor, Room 403
<b>Kilimanjaro</b>	AgaKhan Road, Moshi Kilimanjaro Commercial Complex Second Floor, Room 6
<b>Mwanza</b>	Kenyatta Road NSSF Commercial Complex 5 <sup>th</sup> Floor, Wing A
<b>Dodoma</b>	Hospital Road Christian Council of Tanzania (CCT) Building, Ground Floor, Room 14.
<b>Dar Es Salaam</b>	Bagamoyo Road Millennium Tower First Floor, Shop 18