









Editor's Opinion

You're Welcome!

This is the very first edition of CrystalBall, the official newsletter of Crystal Network Limited and I am very proud to be associated with this project.

As you may have known, newsletters are one of the most effective public relations tools which can be used to draw customers' attention to our business. Apart from that, it also helps to position us in the industry as a valuable resource and experts at what we do.

For our newsletter to be complete we must provide answers to some of the questions posed below;

-  What's unique about our company?
-  Who are our clients? (This tells us what kind of audience we'll be writing to.)
-  What recent products/services are we offering to our clients?
-  Have we won any awards as individual employees or as an organization?
-  Are there any clients who would provide a testimonial about our services?
-  What does our audience need to know about our business/service/product/idea?
-  Are there any misconceptions we can use the newsletter to clear up? And finally,
-  What advances in our industry will interest our audience?

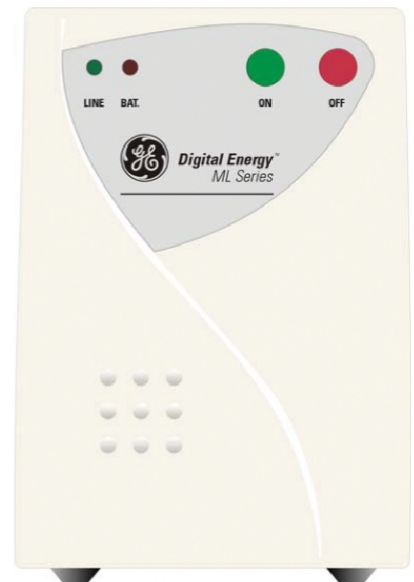
These few questions also form part of the reasons why most successful companies all over the world make use of newsletters.

We shall also feature departmental reports in our newsletters so that we all can know what is going on with the organization so that we don't look like we are running a cult! Towards this end I will like to enjoin all departmental heads/team leaders/team members to prepare their reports on time for the newsletter.

Remember, this is our newsletter and we all have a responsibility to ensure that it makes an interesting

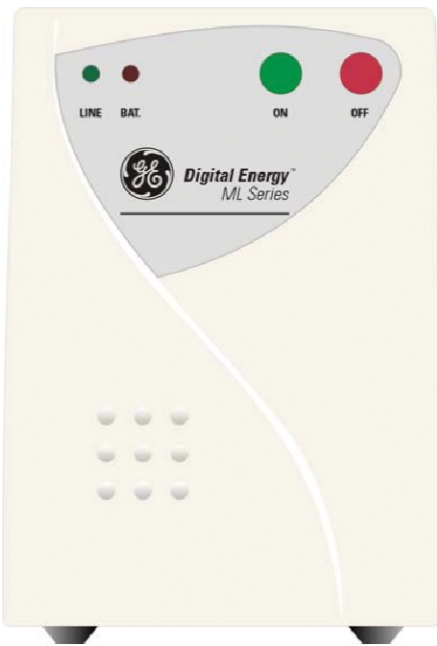
GE UPS

...Our Flagship Product!



GE UPS

The search for a flagship product that will make Crystal Network very visible in the global and Nigerian marketplace finally came to a close with the appointment of the company as a GE Consumer & Industrial Business Partner for West Africa (Except Ghana) in July 2007. This is a very vital appointment indeed as GE is reputed to be the leader when it comes to the manufacture of High-End UPS systems.



With this deal, Crystal Network can now tap into the multi-billion naira UPS market in Nigeria and West Africa. This is due to the fact that the public power system in Nigeria and most other sub-Saharan African countries is a total failure and businesses that depend on electrical power to survive cannot rely on the epileptic and erratic power supply that is rampant in region. Therefore it becomes imperative for businesses that are power sensitive to provide digital power back-up for their sensitive equipments. That is exactly the need of businesses that Crystal Network intends to address by partnering with GE to market, maintain, repair and sell GE UPSes in the region.

9 Things You Must Know About GE

1. GE means General Electric and it is an American multinational with headquarters in Fairfield, Connecticut.
2. GE was founded by Mr. Thomas Edison, a leading American scientist who invented the incandescent electric lamp (the light bulb).
3. General Electric is the 4th largest company in the world today by sales, market value, assets, profits and employee size.
4. GE is a conglomerate of six businesses including GE Commercial Finance, GE Healthcare, GE Industrial, GE Infrastructure, GE Money and NBC Universal.
5. Mr. Jeffery Immelt, a 51 year old graduate of Applied Mathematics from Dartmouth College is the CEO/Chairman of the Board of GE, a position he has held since 2001.
6. GE is a major sponsor of the 2008 Olympic Games taking place in Beijing, China.

7. In 2006, GE generated a total revenue of \$168.3 billion from its operations around the world.
8. The Nigerian subsidiary of GE is called GENP and it is a subsidiary of the GE Infrastructure business which deals on oil & gas.
9. GE tops the current list of fortune.com's America's Most Admired Companies.

10 Things You Must Know About GE UPSes

1. The GE UPSes come in single and three phase output systems.
2. The single phase output systems consist of the ML Series (Outsourced), the Match, the Netpro and the LP series.
3. The three phase output systems consist of the LP33, Sitepro and the SG series.
4. GE range of UPSes offer cost effective UPS protection for sensitive equipment.
5. GE UPSes come only in Line Interactive and On-



6. line modes; GE does not have a solution for the offline UPS mode.
7. GE UPS systems have a unique RPA (Redundancy Parallel Architecture) which increases system reliability.
8. Most GE UPSes have huge LCD information and LED indication on the front panel.
9. GE UPSes have a customer friendly user interface.
10. They have a low parts count which makes maintenance an easy job.
11. Compared to UPSes in their category, GE UPSes are competitively priced.

Projects

For close to two months now, the ICT infrastructural deployment at the Presidential Library in Abeokuta has been put on hold due to logistic problems. The project may however soon recommence if last week's report of Engr. Seyi on the site is anything to go by.

Engr. Seyi reported that he met Mr. Gerrard and that he has commenced mobilization on the next phase on the project.

Other projects updates include the PEECO and Dangote projects proposals. There was also a report on the Phase Reversal Issue at the American International School, Victoria Island which Crystal Network promised to help them resolve. Mr. Dayo is already working on the project.



Support Services

The Support Services department has been very busy providing top quality support services to our clients including GENP, NRG, Mart Energy, Network E & P and a host of others. Lately we have not been inundated with complaints of high time-out frequencies from our clients concerning their Internet connectivity, which means the link has been good. This is good news especially for a client like Network E & P which seems to perpetually have a problem with their link.

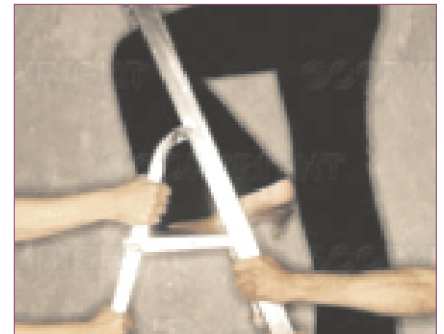
However, the NRG Port Harcourt site is still an outstanding issue that must be resolved, towards this end, engineers in the support department have scheduled a peak and pole appointment for Tuesday and it is hoped that this will resolve the problems experienced at the site.

The Helpdesk server is ready according to a report from the Support Chief, Kunle Adeola. However, the clients' database on the software still needs to be upgraded. Only a handful of staff from GENP has responded to the Client Database Upgrade Form (CDUF) that was developed by the QoS department.

The support department is yet to complete the installation of the LIFESTYLE server which is really causing them a lot of headaches. We would like to see a quicker resolution of the server problem.

Reports emanating from Kwale indicated that support work at that site has been going smoothly with little or no hitch.

The HOU Support raised the issue of mobility. This he said was affecting the quality and speed of work in the unit.



QoS

The much awaited Crystal Network Website is getting to final stages, the site is being temporarily hosted on <http://server.ngrbiz.com/~crystaln/company-profile/> and will be uploaded to the official site at www.crystalnetwork.net in a very short while.

The QoS is currently working with the support department to upgrade clients' database in order to make the Helpdesk Server more functional and thus enable us to provide a more proactive rather than reactive support service.



The Customer Survey Form (CSF) has been published and will be taken to clients' sites for completion shortly. The purpose of the CSF is to create an avenue for feedback on what we do and could also serve as a veritable marketing channel. The QoS has targeted this week to distribute the CSF and CDUF to clients for completion.

Crystal Network Direct (Sales)

Management has asked Segun Ogunnaike to temporarily take charge of the sales department following the resignation of Sade Ogunbadero, the former Team Leader of Sales who joined Virgin Nigeria in the past week.

The sales department is currently working on providing a price quote on some computer peripherals to Dangote Cement Factory, Obajana and also register Crystal Network as an authorised business partner/supplier for Dangote.



Training

Triple Play Fibre Optic Solutions, Crystal Network's Fibre-Optic training provider has confirmed Oct 1-4 and Nov 5-8 as the new training dates for the CFOT training in South Africa.



Crystal Network...Think IT, See IT, Do IT!