



**zai**  
ZEN AVUVU INVESTMENTS

Registration Number: 2010/175183/23

## Company Profile



4 Star Site Mthatha Zen Avuvu Investments  
27 Sep 2019 14:07:00



4 Star Site Mthatha Zen Avuvu Investments  
03 Oct 2019 07:30:53



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## **1. Introduction**

Zen Avuvu Investments, Registration number 2010/175183/23, is a fast growing small sized, Equal Opportunity Employment Company, providing products and services within the networking, communication and fibre optic Industry in Eastern Cape,

The company's objective is to grow and become the preferred supplier to its customers and ultimately expand its operations nationally.

The philosophy that a satisfied customer returns for service and products will be the foundation of Zen Avuvu Investments quality policy.

## **2. Background**

Zen Avuvu Investments was spawned from a mutual love for networking and communication solutions and a brainstorming exercise of the founding members. The role of specialized project planning, precise execution and a professionally rounded off final product within the fibre optic communication and related environment, is recognized as key in transforming the current limitations of outdated technology.

Zen Avuvu Investments has committed itself to the Fibre Optic industry.

## **3. Vision**

To set the standard in providing service excellence in the fibre optic and communication industry, with particular emphasis on Service on Demand (SOD); Code Division Multiple Access (CDMA); Access Layers; Metro's; Blowing, Splicing and related services, that surpasses the expectation of our customers.

## **4. Mission**

To pursue and seize opportunities in the telecommunication and networking industry through the provisioning of quality installation services; in alignment with customer requirements.

## **5. Objectives**

To provide as many institutions, businesses and homes as possible with the best broadband internet services, opening up the opportunities that connectivity presents to improve efficiencies and enhance access to a broad range of content.



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### **Customer satisfaction**

To ensure that customers are serviced effectively and extend services to them in particular; to communicate with customers regularly;  
To set a high level of service to the customers through continuous improvement of quality assurance;  
To research and develop new service methodologies and products;

### **Standards**

To optimize the provision of service processes and align it to ISO standards; to achieve ISO qualification;

### **6. Strategy**

To identify and pursue the market in alignment with its competencies and capabilities; to integrate the entity with appropriate participation from experts in the field;  
To subscribe to a business ethic and value that would please its customers and other stakeholders.

### **7. Conducting Business with Zen Avuvu Investments**

Policy in general would be guided by the founding members in the interim and developed by Zen Avuvu Investments going forward. However, in the normal course of conducting business, it is necessary for Zen Avuvu Investments to document what is intended to be followed in practice and to communicate this to all stakeholders in the value chain.

In alignment with the process, vision and mission of Zen Avuvu Investments, it is necessary to indicate to personnel and prospective internal and/ or external clients, how contact, first entry and subsequent action and results are attained within Zen Avuvu Investments.

### **Contact made:**

Telephonically:	047 531 1093/0799759252
By letter / fax:	0475311093/086 573 4573
Via e-mail:	zenavuvu@gmail.com

All correspondence and communication that takes place in form in writing will be regarded as a formal contract that could be forwarded to the appropriate authorities.



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### Location and Facilities

Physical office : Mrhawu Village, Viedgesville Location  
Mthatha, Eastern Cape  
5099

Postal address : Mrhawu Village, Viedgesville Location  
Mthatha, Eastern Cape  
5099

Telephone number : +27 (0) 47 531 1093/0799759252

Fax Number : +27 (0) 86 573 4593

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### Business hours / trading days

: Mondays to Fridays : 08h00 – 17h00 (except RSA public holidays and December shut down)  
: Members available on mobile phones as well as via e-mail

The senior team has established home offices in order to ensure best practice and continuity.

### 8. Services

- (a) Broadband Rollout;
- (b) Broadband Link Upgrade; and
- (c) Broadband Maintenance and Support which includes:
  - (i) Corrective Maintenance;
  - (ii) Preventative and Routine Maintenance as per schedule;
  - (iii) Restorations and Solutions;
  - (iv) Material Management and Reporting;
  - (v) Opening of the trenches where the sleeves or sub-duct will be installed;
  - (vi) Closing of the trenches by backfilling and compacting the set standards by means of mechanical motorised compacting equipment;
  - (vii) Reinstatement of the area including the trench; and
  - (viii) Pole planning (telephone pole – concrete) for overhead fibre cable installation.
  - (ix) Installation of duct or hauling of ducts inside an open trench;
  - (x) Pressure testing the ducts to ensure they are intact;



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## 9. Site Built

Zen Avuvu Investments will take pride in the Customer's trenching requirements. Research indicates that the most common problem on contractors' sites is known as the zigzag trench. Zen Avuvu Investments commits to producing straight trenches in order to minimize fibre hauling and/ or blowing complications.

According to research, another common problem on contractors' sites is the fact that they don't meet their required depth as outlined in their SLA. Zen Avuvu Investments will ensure that all our trenching depth is in line with the Customer's specifications and/ or requirements. Where the required depth cannot be reached due to geographical complications, Zen Avuvu Investments commits to communicating such complications to the responsible Project Manager, alerting the Project Manager to the complications, and simultaneously proposing solutions for the Customer's approval. Detailed reports will be generated to ensure accurate record keeping. The completion of the project and methods to address the encountered complication will be based on the Customer's instruction.

Zen Avuvu Investments will lay the main and inner duct, including Sub-duct's, in accordance with the Customer's standard specifications on the installation or laying of its infrastructure. Bedding and Padding will be laid as per the Customer's specifications in an effort to extend the lifespan of material and infrastructure.

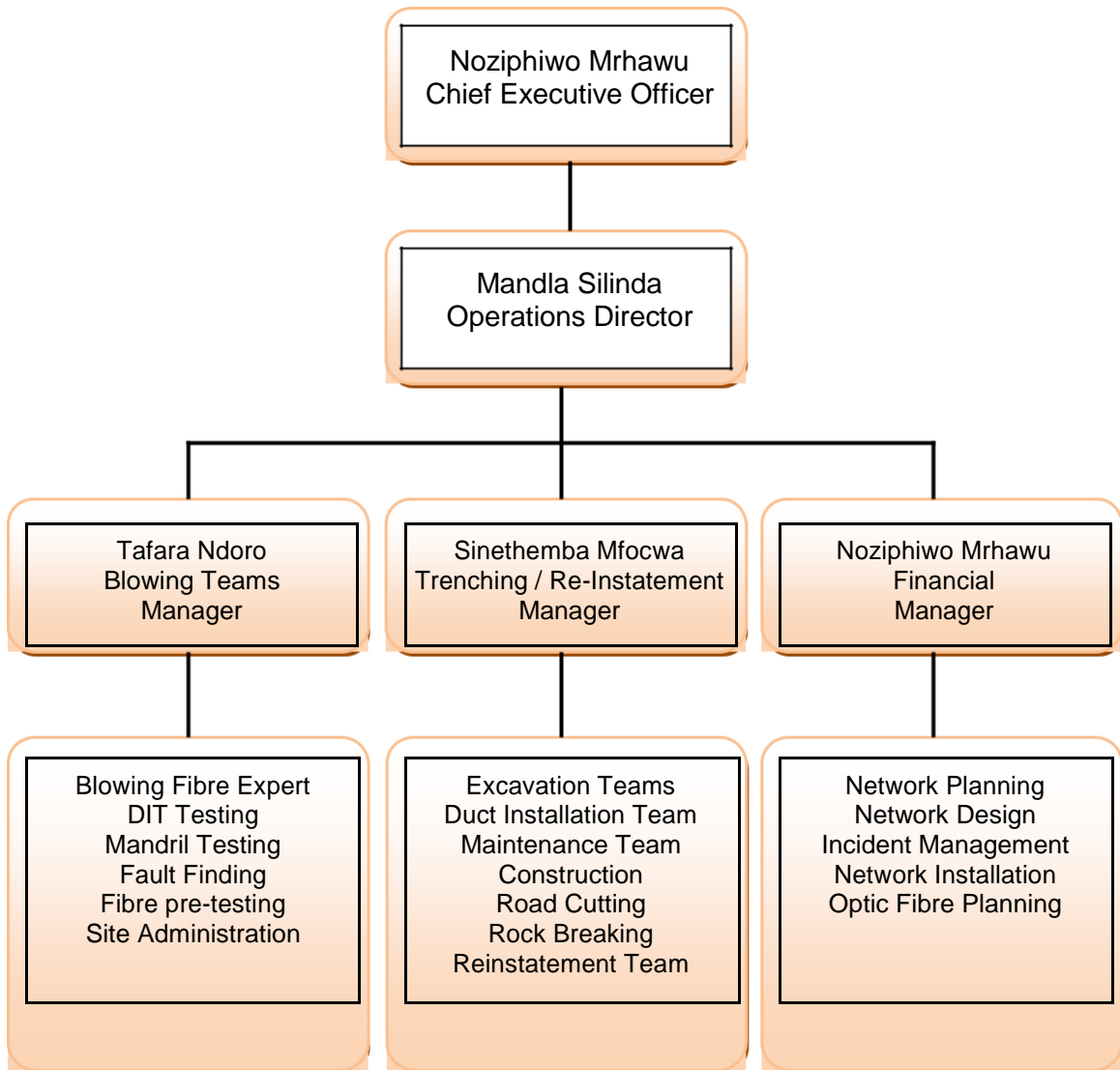
All our trenches will have danger tape laid on new ducts to minimize the potential of damages from future trenching works on existing infrastructure. Zen Avuvu Investments will seal all none used ducts that enter into manholes from water, dust, mud, or any other material that might cause a blockage to the infrastructure.

Zen Avuvu Investments will utilise its in house reinstatement team to restore excavated surfaces, and that of surrounding affected areas, to its original condition, if not better.

We have a team of blowers that will ensure that fibre optic cables are treated with delicacy and make sure that each cable is floated with the highest efficiency, zero damage to the fibre cable and fibre housing.



## Organogram





## 10. Conclusion

Whilst Zen Avuvu Investments has not provided services to your company as yet, the expertise and knowledge held by the founding members of the company, as well as experience working specifically on projects, guarantee's that Zen Avuvu Investments is familiar with your company's objectives, standards, and procedures in the execution of services.

Our mission is to pursue and seize opportunities in the telecommunication industry through the provisioning of quality fibre optic installation services, and we believe that our expertise and experience will allow us to do so with ease.

The use of fibre optics in Eastern Cape will enable projects in areas like smart electricity distribution and control, distance education and tele-operations in industry to be adopted broadly across our businesses and social lives, and Zen Avuvu Investments is excited about being a part of this transformation. We trust that you will provide us with the opportunity to make a constructive contribution towards this transformation.

We thank you for the opportunity to present you with our Company Profile.

## 11. Pictures







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