Overview

Company's Key Activities in 2023

stc continued its trajectory of growth and innovation in 2023, marking significant milestones in its journey towards digital transformation and operational expansion. This year, the Company achieved robust financial and operational results, while making substantial strides in enhancing its array of digital solutions and infrastructure.

stc's achievements in 2023 highlight its relentless pursuit of excellence and innovation in the telecom and ICT sectors. The Company's focus on digital transformation, operational optimization, investment in future technologies positions it as a forward-thinking pioneer, ready to tackle the challenges and opportunities of an increasingly digital world.

Aligned with its pioneering role, stc has successfully navigated numerous milestones in its commitment to digital transformation. This focus has been pivotal in enhancing customer experiences and streamlining operational efficiency. Leveraging its advanced network infrastructure, stc offers a broad range of services, catering to the specific needs of both individual and enterprise customers. This adaptability and responsiveness to customer needs further strengthens the Company's position as a leader in delivering innovative telecom solutions.

stc has made significant strides in enhancing its internal capabilities and integrated systems, aligning with the Company's overarching corporate strategy. Enhanced internal processes through digitization have enabled stc to optimize its operations, leading to streamlined workflows and improved overall efficiency. This operational excellence is critical in supporting the Company's stakeholders and maintaining a high standard of service delivery.

e-Portal Holding Company, a specialized ICT arm of stc, has been instrumental in providing comprehensive and state-of-the-art ICT solutions to the enterprise sector. This year, stc's focus on expanding its ICT solutions has been more pronounced, with the introduction of new concepts and a broader array of solutions offered through e-Portal. The Company's investment in emerging technologies like 5G services, IoT, Cloud services, and artificial intelligence reflects its commitment to staying ahead of the technological curve, shaping the future of ICT services in Kuwait.

Simultaneously, stc's specialized business arm, solutions by stc, has been a key player in providing holistic business solutions. Serving as a one-stop-shop for B2B solutions, this arm of the Company has continually catered to business customers in both private and public sectors with tailor-made solutions. Throughout the year, solutions by stc has driven sustainable business growth and optimized operations across various sectors, showcasing stc's adaptability and excellence in a diverse range of business environments.

January

- solutions by stc launched My Business, our Digital Self-Care Portal for B2B customers. The redefined portal falls in line with solutions by stc's application of modern technologies to enable digital transformation and enrich the lifestyle of its customers.

February

- stc the first operator in Kuwait succeeded in the PoC of passive IOT RFID on 900MHz band.

March

- solutions by stc and Huawei Technologies Kuwait sign Memorandum of Understanding for Enterprise Network Operations Center Services. The objective behind the ENOC is to provide comprehensive network operations services, while expanding the existing offering line available to customers with new bundles and services. The state-of-the-art ENOC aims to offer our customers the benefits of 24/7 network monitoring with troubleshooting services, proactive network optimization and maintenance services.

- stc has exclusively introduced Plume SuperPods for the first time in the GCC. The aim is to expand the Wi-Fi range of home routers using a single device, eliminating the need for customers to change networks throughout the house. Additionally, it offers amazing features such as internet schedule control, content filtering, and protection for Internet of Things (IoT) devices.

April

- stc is the first operator in Kuwait succeeded in the PoC of the commercial 5.5G Redcap device that works on 20MHz BW (in N78 band) and provided DL speed > 130Mbps. This low-cost device would give stc an edge in some B2B scenarios.

May

- **stc** launched "Your Smart Choice" campaign. The initiative enriches the lives of our customers with smart and easy solutions, including a wide range of advanced services such as top-notch entertainment with Always On plans, the fastest network with FULL 5G, the best home internet with baity fiber, complete home WiFi coverage with Plume SuperPods, extensive roaming with **stc** Roam, and complete protection with **stc** Protect.

June

- **stc** is the first operator in Kuwait succeeded on the PoC of Downloading **stc** eSIM with one re-usable QR code "Generic QR Code" to attract numerous new subscriptions with one simple scan. Maximizing the reach to end users by adding a new source of revenue and new seamless user experience via channel partners like Airport and Malls.

July

- **solutions by stc** won the tender to provide the Public Utilities Management Company (PUMC) with a comprehensive ticketless parking management solution throughout its various parking locations across Kuwait. The project involves the installation of a state-of-the-art end-to-end smart Parking Management System, in collaboration with its partners this important step signifies a significant milestone in accelerating the development and operation of truly smart parking solutions in Kuwait. This system will enable users to effortlessly locate available parking spaces and streamline payments through a mobile app, while smart parking readers facilitate ticketless entry and exit.

- **stc** launched the KD 45 Always ON plan, which caters to a wider customer base, enriching their journeys to Saudi Arabia and Bahrain, covering three countries with unlimited benefits including calls, internet, and roaming. It's the ideal travel choice for our customers, ensuring their peace of mind.

August

- **stc** successfully completed a pilot test for the new Mobile VPN technology, becoming the first telecom operator in Kuwait to achieve this remarkable feat. With Mobile VPN, users can seamlessly connect to both public and private networks without the hassle of changing cards or numbers, fostering enhanced collaboration, heightened security, and seamless connectivity.

- **stc** introduced eVouchers aimed at allowing its customers to purchase their favorite gaming, entertainment, and fashion products. **stc** aims to provide various categories of products and services through the eVouchers, enabling its customers to shop for items that better fit their lifestyle choices. Accessible with ease on its app and website, these eVouchers ensure a quick, secure, and convenient online shopping spree.

- **stc** introduced "foz", a service designed by gamers for gamers to provide the best ping without lag using a stable and robust internet connection.
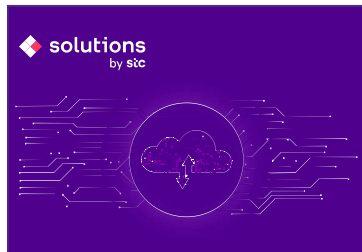

September

- **stc** Successful completed the pilot testing of 5G Redcap (Reduced Capability) technology in combination with already proven MEC Mobile VPN service, **stc** became the first telecom operator in Middle East region to achieve this remarkable milestone, these solutions provide businesses with the ability to monitor their operations in real-time and make informed decisions based on the data collected. This will lead to improved productivity, increased efficiency, and reduced costs.

October

- **stc** announced Asia's first ever 5G Standalone (SA) roaming connection to Advanced Info Service Public Company Limited (AIS), Thailand's biggest mobile operator, the PoC included data services and for the first time the voice over 5G.

- **solutions by stc** unveiled Modar, a state-of-the-art Cloud Managed Network solution, specifically crafted for the business sector and developed in partnership with CloudCampus technology. Modar provides the capability to manage your network

from the cloud, and represents a significant leap forward, offering industries an opportunity to undergo a seamless digital transformation.

■ **solutions by stc** introduced Virtual Private Servers (VPS), a transformative solution tailored to meet the diverse needs of businesses ranging from SMEs to large enterprises and government organizations.

■ **stc** tested the 2nd 5GSA with AIS Thailand with another OP's in the pipeline for 2024. **stc** has the widest data roaming coverage worldwide with 231 operators in 149 countries, the best 4G coverage in Kuwait with 202 operators in 132 countries and the widest 5G coverage with 81 operator in 52 countries.

■ **stc** completed its pilot test to launch a new technology called '5G New Calling', becoming the first telecom operator in Kuwait and the whole region to achieve this remarkable milestone. The 5G New Calling technology offers features that are set to enhance the communication for individuals, businesses, and industries. Leveraging the cutting-edge 5G calling technology, **stc** aims to enrich the digital terrain for its users. They are set to introduce features such as video calls with real-time translations, speech-to-text capabilities, screen sharing, an interactive visual menu, and Enterprise ID cards.

November

■ **stc** has introduced quality entertainment services, offering leading entertainment platforms in the GCC for postpaid voice and internet customers and, for the first time, for prepaid customers. This includes **stc** tv, Shahid, Anghami Plus, and OSN+, allowing subscribers to enjoy their favorite entertainment content effortlessly, anytime and anywhere.

■ CDN signed a 5-year contract with the Ministry of Defense for Al Tahreer Communications Network project

which covers most of the military locations in Kuwait.

December

■ Celebrating our 15 years anniversary, **stc** marked this event with exclusive and limited time offers covering prepaid, postpaid and MBB plans, along with special device discounts and 6 FREE months of streaming with our dedicated partners. Moreover, the nationwide campaign was boosted with maximum media exposure.