

User Guide

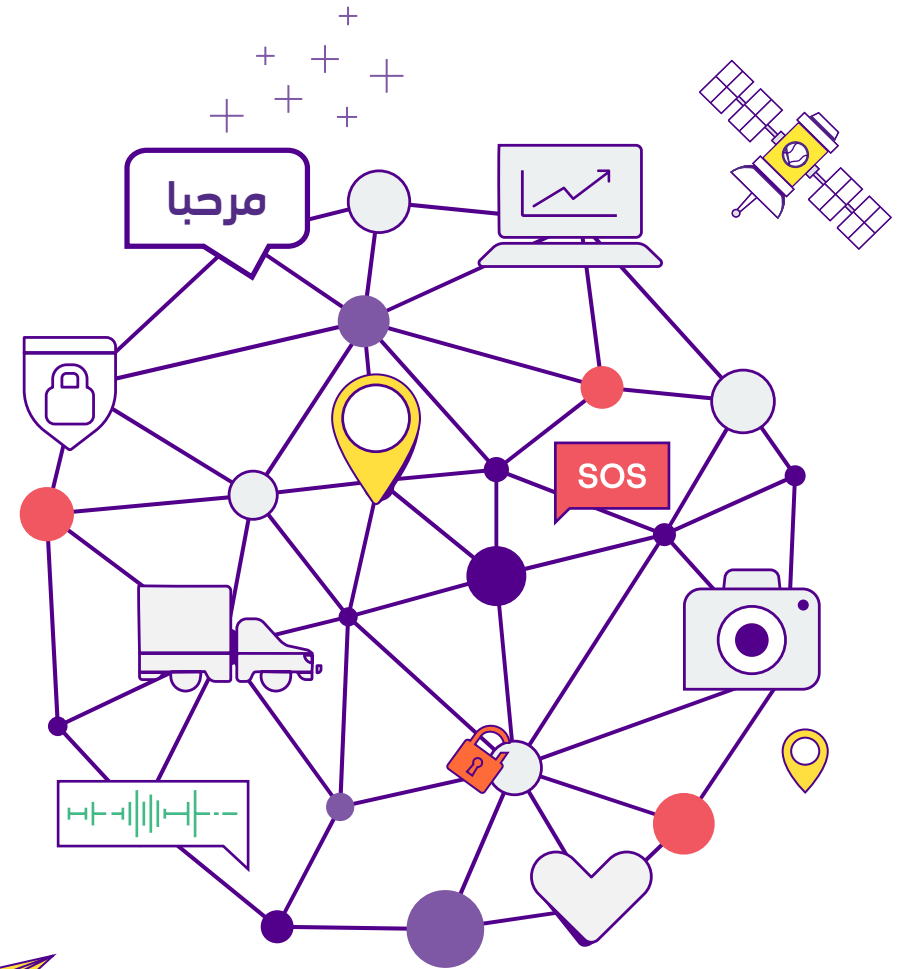
for Business and Government

2022



Say hello to everything your business needs

The world is changing, fast. Your business needs to adapt and keep up with the changes. It's no longer a luxury to be connected. It's no longer an excuse to lack internal resources to implement 21st century solutions. Transform the way you manage and do your business with cutting-edge solutions from stc, the digital leader in the region with a vision to enable and empower both individuals and organizations with innovative products and services.



To learn more about our products, dial 909, contact your account manager or visit the nearest branch.

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General Terms and Conditions:

1- These Conditions shall be subject to the laws and regulations applicable in the Kingdom of Saudi Arabia including the CITC regulations.

2- This Contract shall be subject to the Document (Regulations on the Protection of Rights of ICT Services' Users and on the Terms of ICT Service Provision) issued by the Communications and Information Technology Commission (CITC) Dated June 2020 as amended where a particular text in these Terms has not been provided in this regard, also shall be subject to the Electronic Transactions Law, and the Anti-Cyber Crime Law and any other applicable laws and regulations related to the electronic transactions

3- When executing any written process as required by these conditions, this process may be executed digitally, electronically, manually or via e-mail.

4- If the Client wishes to request the service for the first time, the Client shall provide **stc** with a copy of its commercial registration, license, entity ID or official letter from the concerned entity. As for the governmental authorities a006Ed other entities that are not subject to Ministry of Commercial rules, an official approved authorization is required. If the Client is a previous subscriber, **stc** is entitled to request Client to provide any additional \ updated documents.

5- The Client shall appoint an authority person (Authorized representative), fill STC authorization letter, the authorized person will be the point of contact for service delivery, failure report, SMS messaging, and service related inquiries.

6- Authorized person will be granted certain privileges that might affect service features; upgrade \ downgrade, ordering new feature\ services, and **stc** shall not be liable for the actions of the authorized person.

7- The Client may be subject to a financial guarantee in case required by **stc**.

8- Should the Client wishes to end the service before Setup and activation by **stc**, then the Client shall undertake to pay the charges due resulted out of termination as agreed and signed in a service order form Appendix.

9- The Client shall be exempted only if **stc** fails to deliver the service and to activate it at the required time agreed between **stc** and the Client

10- If **stc** fails to provide the service at time determined by the Client upon receiving the service application from the Client and fulfilling the required information, **stc** shall inform the Client of the expected time to provide the service within maximum 10 days.

11- The service contract shall come into force as of the date of sign off, while Service billing will come into force as of the service commencement date.

12- The Client shall be responsible for setting up and maintaining internal wiring, connections and terminal devices and equipment located within Client site and related to the provided service, unless these terminal devices and equipment provided by **stc**, where **stc** bear the responsibility of their maintenance.

13- Without prejudice to the regulations of liability for damage as per the laws applicable in the Kingdom of Saudi Arabia, the Client shall be liable for fines or any other action arising out of the Client's breach of the service conditions, as may be imposed by the CITC according to its regulations. This is applicable in the following cases:

a- Illegal use or activation of service provided to the Client, whether by the Client or by the third party

b- Damages resulted from the illegal use of service by the Client or a third party, including making any defect or confusion due to this use to STC's facilities or the other authorized service providers' facilities.

c- Any losses or damages resulting from any amendments made by the Client or allowed to be made to the devices, equipment, and program related to the service, whatsoever their justifications.

14- The Client acknowledges and agrees to grant STC the right to exchange its credit information with credit bureaus.

15- Without Prejudice to term 15, all information related to the Client shall be confidential and STC shall keep the same as confidential and it may not be disclosed to any third party except by request from the CITC or any other competent authority or by a written consent from the Client or their representative.

16- The Client shall facilitate **stc's** authorized personnel to access the buildings and sites occupied or controlled by the Client, with the purpose of maintaining, examining or replacing any of the communication devices or equipment or any of the communication devices related to providing a specific service. **stc** shall not be liable for any delay that might impact delivery deadline or service support caused by the Client by not facilitating accessibility. Such delay shall be excluded from any agreed Client KPIs.

17- STC shall not liable to secure and protect Client services from security threats unless client subscribed to VAS Security Services.

18- The Client's abuse of the service, use of the service contrary to its inherent nature or the purpose for which it is offered or created, or in violation of contract provisions, gives **stc** the right to disconnect the service immediately and take legal action to safeguard its rights.

19- In case **stc** reduces or amends any of its service tariffs, the Client shall have the right to request applying the new tariff, and **stc** commits to inform the Client of any amendments on the contracts and services terms and condition prior to 60 days of effective date of any changes.

20- Services delivered under this contract shall not be subject to future Promotions unless otherwise stated in the promotion terms.

21- **stc** shall not be considered liable for the mistakes committed by other service providers using **stc's** facilities or engaged with it to connect to points not directly serviced by **stc**, or the mistakes resulting from that.

22- The Installation is intended for Client's use only, The Client may not assign the same to third parties without **stc's** written approval, and may not dispose of the same in a non-disciplinary manner; the Client shall be liable for any breach arising out of such breach.

23- **stc** shall have the right to record the Client's name in the debt list in case the amounts due to **stc** are not paid or delayed to pay over the due date

24- The Client should audit and check the validity of each bill related to the service/services provided to it. In case a mistake is discovered, Client shall have the right to object to such error by a formal complaint sent to **stc** not later than 60 days from the bill issue date.

25- In case of penalty application, penalty calculation shall be in accordance to CITC penalty regulations and the following penalty calculation logic unless otherwise specified in the Specific terms: If the Client decided to terminate the contract before minimum commitments period expires, the Client must pay the minimum of the two penalty calculations as below:

a- (Recurring Monthly Fee * Remaining months in the contract)

b- (Discount Value * Number of months passed before termination / total contract period in months)

26- Devices provided under this contract will be subject for 2 years manufacturer warranty; the warranty shall not cover client device misuse, damage, or abuse, during the warranty period, **stc** shall, in case a breakdown occurs, repair the device or replace it with the same or similar type to operate the service as required. **stc** shall have the right to directly instruct the Client to the authorized agent of the device to make the necessary maintenance during the warranty period. In case there is a fault resulting from misuse or negligence, **stc** shall have the right to request the client to pay a compensation equal to the value of the damage.

27- The Client shall be responsible for protecting the devices provided by **stc** from viruses and parasitic or dangerous software that may adversely affect their devices.

28- Demarcation delivery of **stc** services is Client CPE; As No Router is provided part of the delivery, unless Client subscribes for managed Router or similar services.

29- **stc** shall have the right to restore the devices\ equipment provided to the Client upon cancelation or disconnection of service due to non-payment, and **stc** has the right to apply a penalty on client for the equipment costs in case of client reject to return these equipment, or **stc** could not access client' site for collection due to client resistance.

30- In case the Client wishes to terminate the service before the expiry of the duration of the contract, the **stc** is entitled to collect exit fees (incurred costs) as per **stc** policy and conditions applied in this case, and client shall be exempted from such costs in case **stc** fails to provide the services in the agreed time.

31- In case the Client requests additional services where it is necessary to add a new peripheral unit\ equipment, the client shall pay the value of the new device.

32- The Client shall use the services on the CPE peripherals provided by **stc** if applicable.

33- The Client shall pay the value of the peripheral unit CPE provided by **stc** (if applicable on full or monthly installment).

34- If the Client request additional Services that mandates additional peripheral, the price of the peripheral will be charged.

35- Package\ bandwidth change policy: in case Client request to change package\ Bandwidth, **stc** is entitled to collect change fees.

36- In case of Client requests reallocation of a service, re-allocation Fees may apply.

37- **stc** shall have the right to suspend or terminate the service provided to a Client in any of the following cases:

a- If the financial bond requested by **stc** is not provided in the cases where the bond is requested.

b- If the Client does not comply with the provisions of the deferred payment agreement (installment) as per **stc's** scheme of deferred payment applied in this respect.

c- The Client breaches any of the terms and conditions set out in this document or the Terms of Service Document by CITC.

d- The Client does not pay the payments due to **stc** as per any of the articles of the Service order form unless such payments are disputed.

e- If the Client does not respond to update its data when requested to do so, or when it is proved that he has submitted false or counterfeit information or data to **stc**.

f- In case of dissolution bankruptcy.

g- If the unrepeated fees exceed the credit limit amount.

h- If the suspension or cancellation is requested by CITC or any other competent authority.

i- Suspension or termination of the service for any reason does not exempt the Client from payment of any due amounts for **stc**.

38- By signing this Contract (Service order form), the Client acknowledges the validity of information herein contained and agrees on all conditions and provisions related to service supply.

39- Penalty calculation Method:

a- Fiber\ Copper; CPE peripheral.

b- In case of providing free of charge CPE, a full CPE price will be charged.

c- In case of providing CPE on installments base, remaining installments will be charged.

40- in case of installation of Microwave Solution circuits, the minimum commitment period shall be one Gregorian year. In case of early termination of Microwave solution before completing one year from installation date, the Client shall be subject to a disconnection fee of 2,500 SAR.

41- The Client has the right to request suspending the service for a period of not more than Three (3) months and shall pay the repeated fees of the suspension period.

42- The Client has no right to claim any refund form **stc** for installation fees of services that are cancelled due to non-payment or as or client request, except for non-recurrent charges of disputed calls.

43- In the event the Saudi Value Added Tax ("VAT") apply to the Goods and/ or Services delivered pursuant to this Contract/Agreement then such VAT shall be added to the due amount of Goods and/or Services at the rates assessed in the VAT law together with its respective Implementing Regulation, Royal and Ministerial decree.

44- In case of non Fulfilment of service quality standards due to the service provider, the settlement for the Customer will be done according to the settlement process applied in the Company and as per CITC regulations.

How to open an account with stc by the authorized representative of the entity

For government, semi-government and independent bodies:

Send a letter based on a royal order or raise a request to the CEO office of stc. The requirements will be:

- Copy of the royal order, royal decree, or justifications for the establishing of the entity.
- Copy of the unified national number certificate (700) which issued by the Ministry of Human Resources and Social Development.
- Approved authorization letter.
- Conformity to the authorized ID.

Address: King Abdulaziz Complex, Imam Muhammad bin Saud Road, Al-Mursalat District, PO Box 87912, Riyadh 11652, Kingdom of Saudi Arabia.

Phone: +966 11 4521845

Fax: +966 11 2152732

Website: www.stc.com.sa

For establishments and companies:

The owner or delegate must contact 909 or visit the branch to create an account with **stc**. Find below the requirements:

Establishments

- Conformity to the owner ID.
- Conformity to the authorized ID.
- Copy of the authorization letter certified by the Chamber of Commerce

Companies

- Conformity to the authorized ID.
- Copy of the authorization letter certified by the Chamber of Commerce.

How to Request a New Service, Renew, Modify, and Quick Setup

For government accounts:

The request is sent by the customer (letter) requesting/ renewing / modifying / suspending / canceling the service manually with the account management.

For corporate and individual accounts:

If the company has an account on the stc Business app, they can do everything on it except add a new service, they must visit a branch or contact the account manager if the company is managed.

Sector	Service type	Required Documents	Channels
Enterprise Accounts (Managed)	New	Includes Digital contract Authorization letter	stc Business or Account manager
	Modify		
	Transfer		
	Suspend	Customer letter	
	Disconnect		
	Devices	Digital contract Authorization letter.	
Government Accounts	New	Purchase Order , Customer letter	Give the official letter to manage account
	Modify		
	Transfer		
	Suspend	Customer letter	
	Disconnect		
	Devices	Purchase Order, Customer letter	
SME (Unmanaged)	New	Customer served through outlet/ partner/tele sales	outlet/partner/tele sales
	Modify		
	Transfer		
	Suspend		
	Disconnect		
	Devices	GOSI Certificate, Authorization letter. Digital contract.	

Procedures, billing period and payment methods

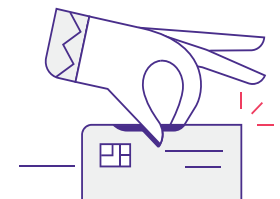
- Government sector invoices are issued periodically at the beginning of each Gregorian month. Fees are calculated for the previous period.
- As for the business sector, invoices are issued to the customer according to the billing cycles that are determined by the customer.
- Invoice Summary is a brief explanation of the invoice at the account level that contains the invoice amount for the invoice period and the final amount due.
- The company allows paying the bill manually through subscription offices or automatically through payment channels or using a business portal or mobile application, and some government sector customers are paid bills through the Ministry of Finance.

Payment methods include

- SADAD Payments
- Credit Card Payments
- Bank transfer to stc account

Channels for getting the bill

- The monthly invoice shall be sent by e-mail in (PDF) format to the authorized e-mail address of the delegate.
- Download the invoice by entering the stc business portal or the mobile application.
- A copy of the invoice can be requested by contacting the account manager or subscription offices.



The mechanism for requesting support, filing lawsuits and complaints, settling damages, and the mechanism for knowing the results

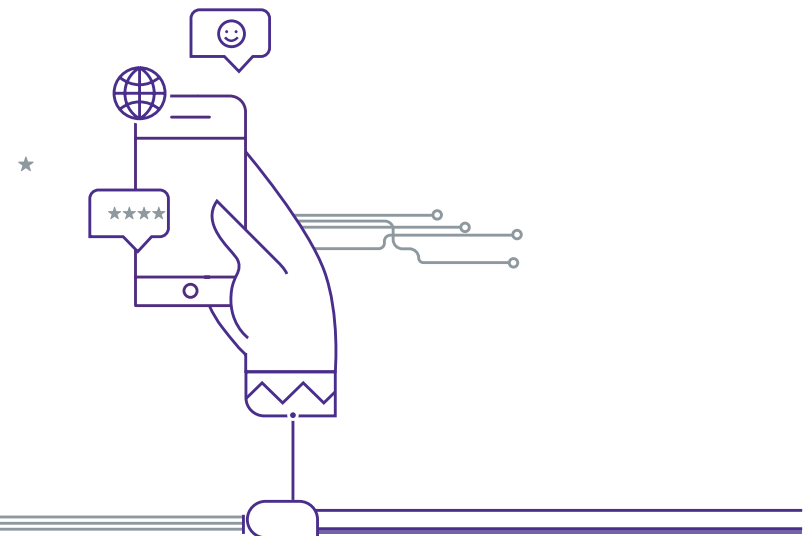
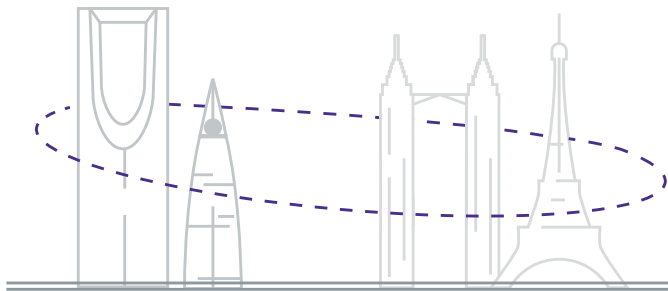
When the service quality standards are not applied by the service provider:

The settlement is done for the client in accordance with the settlement mechanism applied in the company and in accordance with the regulations of CITC.

Support requests, suggestions, complaints, and damage settlement are raised through stc channels:

- stc business app.
- Customer service offices.
- Customer care call center (909).
- Calling us from outside of Saudi Arabia or another operator 0114520909.
- Account manager (for managed accounts):

The account manager is responsible for the customer's account with all the details, including a new service request, renewal, modification, suspension and cancellation of the service, raising a complaint or escalation.



Settlement, damages, Implementation and commitment

Settlement and treatment of damages

1- The service provider shall be responsible toward the user in cases determined by the Commission, according to the facts of the case before it, including, for example, the following:

- Service interruption, delay, defects, or failures in transmission, or in communications, or in approved quality of services by the Commission.
- Inability of the service provider to prove the correctness of the amount subject to the user's complaint.
- Inability of the service provider to prove the correctness of the action taken in accordance with what is issued in this document.
- The user's subscription to a service based on an advertisement or information issued by the service provider, which turns out to be incorrect or misleading to the user.
- The violation of the service provider of any of the Commission's statutes.
- Inability of the service provider to provide the service according to what was agreed upon with the user, or what the Commission specifies in its statutes.

2- The service provider shall be responsible for the following if it is not proven negligent:

- Providing a financial settlement for the service.
- Correcting a problem to remove its effect on the user.
- Correcting the cause of the problem that led to the settlement, to prevent its reoccurrence again to another user.
- Letting the service contract of the user to be canceled or transferred to another service provider with out any obligation of the user.

3- Any action against the user that violates the provisions of this document shall be void.

4- The provisions of this Article shall be without prejudice to the provision of any additional settlement stipulated upon in the Commission's statutes, under the service contract, or under the service level agreement between the user and the service provider.

5- This document does not restrict the user's right to seek compensation before the judicial authorities or other competent authorities if such compensation is due according to the regulations in force in the Kingdom.

Important information in contracts and their working procedures, as issued by CITC

The Telecommunications Act, issued by Royal Decree No. M/12 dated 12/3/1422 H, aims to regulate the telecommunications sector in accordance with a number of objectives that include:

- The provision of advanced and adequate telecommunications services at affordable prices;
- The provision of access to the public telecommunications networks, equipment and services at affordable prices.
- Ensuring clarity and transparency of procedures as well as principles of equality and non-discrimination; and Safeguarding the public interest and the user interest as well as maintaining the confidentiality and security of telecommunications information.

This document is issued in order to achieve these goals, and in accordance with the regulatory tasks assigned to the Commission under the Telecommunications Act, the Telecommunications Bylaw and the Commission Ordinance, taking into consideration the needs of the Kingdom's evolving ICT markets, and after studying the international best practices in this field.

Service contracts should include:

- For a juridical person: the name of the enterprise and the commercial register number and date and city of issuance, or the identification number of the enterprise in case the commercial register is not available for cases exempted by the Ministry of Commerce or for non-commercial entities, the information of the authorized person as described in paragraph (11/a/1) of this Article, with supporting documents attached, as specified by the Commission.
- Information on the required service (number or numbers of service or account, type of service, package description if a description of the individual services covered is included).
- Credit limit of the service required - (if any).
- Date of the service contract.
- Information on the service provider employee who concludes the contract on behalf of the service provider, with the employee acknowledging the access and verification of the user's original identity card, when requesting the service through the personal presence of the service provider's employee.
- Details of the tariffs and charges required for the services, equipment and devices provided, distinguishing between periodic and any non-periodic charges, whether at the start or the end of the service.
- Details of the services, products and their features that the service provider is obliged to provide, and the mechanisms in place for the settlement amount if the service provider fails to meet the quality parameters approved by the Commission or stipulated in the service contract, if found.
- Details of the terms and obligations of the user and the consequences of non-compliance.
- Details on any discounts or offer/offers, including the period of their validity, and any terms or obligations that will apply to the user during, or after the end of, the discount.
- Details of any limitations to the use of the services provided under the service contract, and any fees that will apply when exceeding such limitations.
- The term of the service contract, and the conditions for its extension, whether automatic or at the request of the user.
- Service billing dates in line with any Commission requirements.
- Conditions for any service modification and termination. The conditions under which the service provider has the right to suspend and terminate the service, in whole or in part.

- Any available mechanisms, terms and conditions for the transfer of the user's balance between different types of services subscriptions provided by the same service provider.
- Information on the service provider's: complaint procedures, also including the contact details of the service provider's complaint department.
- Procedures for dispute escalation to the Commission.

All information referred to in Paragraph 1 above, shall be presented:

- In legible, easy and clear terms.
- In Arabic and English.
- To be documented by the service provider in the service contract and take the user's consent according to what is issued by the Commission in this regard.
- The service provider shall provide the user with a copy of the service contract upon completion of the information required under this Article and retain the contract in line with the period of retaining indicated in this document.
- In the event of any dispute, the service provider shall bear the burden of proof of the user's consent to the terms and conditions of a service contract relating to the dispute.

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- The provision of access to the public telecommunications networks, equipment and services at affordable prices.
- Ensuring clarity and transparency of procedures as well as principles of equality and non-discrimination; and Safeguarding the public interest and the user interest as well as maintaining the confidentiality and security of telecommunications information.

This document is issued in order to achieve these goals, and in accordance with the regulatory tasks assigned to the Commission under the Telecommunications Act, the Telecommunications by law and the Commission Ordinance, taking into consideration the needs of the Kingdom's evolving ICT markets, and after studying the international best practices in this field.

SLA Description

Service Level Agreement of which clarifies the Daily Working Practices on the Provisioned Services at Customer's Premise to establish Measurement Points.

The Document sets the Parameters against the Provisioned Service to be measured.

To be applied on the following IP Based Services:

- DIA (DIA, DIAS & DIAL) Saudi Net
- VPN:
 - ↳ L2 VPN (PLL & VPLS)
 - ↳ L3 VPN (IP VPN)
- SIP (SIP Trunk, DID/DOD, 9200, 800 & SC/SN)

Irrespective of Access Media/Technology, mentioned below:

- FTTx
- Copper
- MW P2P
- MW P2MP

Service Delivery Time

Definition	Business days between receipt of valid order by STC for a customer site and service activation	
Package	Standard	
Target (working days)	30	
Exclusions	<ul style="list-style-type: none"> ▪ Installation delay due to Customer equipment or customer facilities access ▪ Sites requiring OSP (Outside Plant) or civil works ▪ Unavailability of ports or equipment for the access technology ▪ Customer changing order due date ▪ Customer facility's internal wiring from STC's demarcation point ▪ Reasons of Force Majeure 	

Network Availability

Definition (PE-CPE)	Percentage of time in a billing cycle during which the MPLS PE to which the customer site is connected, is able to send/receive packets to /from customer site. Network availability is based on trouble ticket documentation for trouble tickets raised by customer	
Package	Standard	
Target	97%	
Remedy	Network Availability	Credits
	N/A	N/A
Exclusions	<ul style="list-style-type: none"> ▪ Scheduled Maintenance (or MDT) upon customer's approval ▪ Customer internal wiring issue ▪ Reasons of Force Majeure ▪ Degradation due to customer application, internet hosting or issues beyond the IGW (Internet Gateway). ▪ Outages / issues beyond the circuit connectivity or Access Network connectivity. ▪ MW link has more than 2 repeaters. ▪ Vandalism cases such as stolen telecom equipment, customer misuse STC equipment ... etc. ▪ Power outages by SCECO or customer power. ▪ Losing LOS (Line of Site) due to path blockage (such as but not limited to high rise building) between the MW circuits ends 	

Network Performance

Network performance objectives provided by Quality of Service (QoS), allowing the customers to select the right service level for each of their applications.

Definition	Latency Average one way latency one thousand over a second (msec.) from STC's MPLS network to Customers' Premise Equipment in a billing cycle (PE to PE) jitter: Average difference in one way arrival times in msec.from STC's MPLS network to Customers' Premise Equipment in a billing cycle (PE to PE) Packet Delivery: Percentage of delivered one way packets from STC's MPLS network to Customers' Premise Equipment in a billing cycle (PE) to					
Class of Service	Real Time	Video	BPH	BPL	Best Effort	
Target	Latency	50 ms	80ms	100 ms	110 ms	200 ms
	Jitter	3 ms	10ms	N/A	N/A	N/A
	Packet Delivery	99.95%	99.95%	99.9%	99%	98%
Remedy	N/A					
Exclusions	<ul style="list-style-type: none"> ▪ Scheduled Maintenance (or MDT) upon customer's approval ▪ Unavailability of primary circuit ▪ Degraded Network Performance due to customer's faulty internal wiring ▪ Reasons of Force Majeure ▪ Circuit utilization exceeded 70% ▪ Degradation due to customer application, internet hosting or issues beyond the IGW (Internet Gateway). ▪ Issues related to non STC ISP's. ▪ Outages or issues beyond the circuit connectivity or Access Network connectivity. ▪ MW link has more than 2 repeaters ▪ Losing LOS (Line of Site) due to path blockage (such as but not limited to high rise building) between the MW circuits ends 					

Helpdesk Availability

Definition	The hours in a week during which the helpdesk is available for customer support	
Package	Standard	
Target	24x7 through 909 call center	
Remedy	Service level provided as a Service Level Objective (SLO). STC will not pay any penalties in case of breach.	
Exclusions	<ul style="list-style-type: none"> ▪ Prayer times ▪ Reasons of Force Majeure 	

Change Request Time

Definition	The time it takes STC in business days from when an accepted change request is received until it is implemented (request is measured for each site individually) Considered change requests are limited to changes that do not require dispatching of STC personnel	
Package	Standard	
Target (business days)	7	
Exclusions	<ul style="list-style-type: none"> ▪ Change requests requiring dispatch of STC personnel ▪ Change requests requiring OSP or civil works ▪ Delays caused by 3rd party or vendors ▪ Reasons of Force Majeure 	

Response Time

In order for STC to resolve faults in an efficient manner, STC has defined severity levels depending on the type of fault:

Severity Level	Type of Fault
Severity 1 (S1)	Service Unavailability
Severity 2 (S2)	Service Degradation
Severity 3 (S3)	Non- service Affecting

TC offers response time targets depending on the severity level of the fault and the SLA package subscribed by the customer. Currently, the Response Time KPI will not be part of SLA Performance reports and thus is offered as Service Level Objective for which SLA penalties upon any violation will not be applied.

Definition		The time in hours it takes STC from when a trouble ticket is opened until the customer receives a call by STC engineer/representative to operate on the ticket The Ticket Ratio commitment (%) reflects the % of tickets resolved for the same circuit for a given billing cycle.	
Package		Standard	
Target per Severity (hours)	Severity 1	4	
	Severity 2	8	
	Severity 3	24	
Exclusions		<ul style="list-style-type: none"> ▪ Delay due to Customer unavailability ▪ Tickets for non-valid issues* ▪ Billing or dispute related tickets ▪ Reasons of Force Majeure 	

* Non-Valid issues reflect the issues that were caused by mistake by the Customer

Time to Repair

Definition		The time in hours it takes STC from opening a trouble ticket to service restoration. The ticket is opened when the customer complains. Mean Time To Repair (MTTR) is measured for each ticket per circuit. The Ticket Ratio commitment (%) reflects the % of tickets resolved for the same circuit for a given billing cycle. MTTR calculation will also include tickets related to performance related tickets For tickets requiring dispatch of STC personnel for sites that are >60 km from closest field maintenance center, STC will add one hour per 60km in the TTR KPI	
Package		Standard	
Target per Severity (hours)	Severity 1	24	
	Severity 2	48	
	Severity 3	72	
Exclusions		<ul style="list-style-type: none"> ▪ Delay due to Customer equipment or facilities ▪ Customer equipment that is not managed by STC ▪ Tickets for non-valid issues ▪ Issues related to Customer facility's internal wiring ▪ Tickets for issues caused by the Customer or by 3party (other than STC partners), unless otherwise agreed ▪ Billing or dispute related tickets ▪ Reasons of Force Majeure 	

SLA Pricing

STC will charge for the SLA for the service as follows:

Package	Standard
SLA Price	Free

Appendix A : Validity & Reviews

The SLA service is valid 24x7x365 from the service contract signature date. The SLA is a 'controlled' document and any changes will be negotiated between the two parties and managed under the Change Management policy. stc holds the right of re-negotiating any content of this SLA contract within the first three billing cycles from the service contract signature date upon customer approval. In case of a breach for the same metric for any two (2) consecutive billing cycles, the Customer may terminate the agreement as per the Contractual Terms & Conditions.

Termination condition will go into effect six (6) billing cycles after implementation of the in-scope services. In case Customer terminates the service, the SLA will automatically be considered void.

The minimum SLA contract period for all circuits will be 12 months from the date of signing of the contract by both parties with the exception of circuits requested for Hajj event only or might be other special event that requires a short term contract of minimum 2 months for which the minimum SLA contract period will be 2 months from the date of signing of the contract by both parties. Contract will automatically be renewed for 1 consecutive year, unless either party notifies the other party 2 months prior to expiration date.

The trouble ticket Severity Levels stated in this contract hold the following definition:

Severity	Definition	Examples
Service Unavailability	Total service outage with all connections down.	<ul style="list-style-type: none"> ▪ Total outage or loss of more than 30% of the Service ▪ Complete Customer Equipment failure ▪ Customer Equipment is down causing customers to experience a total loss of service ▪ Loss of one Customer or more, customer isolated ▪ Customer Equipment damage causing outage
Service Degradation	Customer service is available but severely degraded impacting significant aspects of customers' business operations.	<ul style="list-style-type: none"> ▪ Loss of less than 30% of customer's Service ▪ Any event causing intermittent impact to end customers. ▪ Partial loss of the service due to a failed hardware component. ▪ Redundancy lost. ▪ Any event causing only limited impact to end customers.
Non-service Affecting	No service impact, minor irritants cosmetics in nature no real business impact. Also this will be used to request documentation or information.	<ul style="list-style-type: none"> ▪ Information requests ▪ Standard questions on configuration or functionality. ▪ Consultancy of any support to the Company (STC)

Appendix B : General Exclusions

The following general exclusions apply to all Service Levels and Service Objectives contained in this SLA contract:

- Any act or omission on the part of customer, its contractors or vendors, or any other entity over which Customer exercises control or has the right to exercise control, other than acts or omissions of STC approved 3rd Party Maintenance providers
- Force Majeure event
- Scheduled maintenance by Customer or entities under Customer's direction or control
- Customer's facility internal wiring
- Scheduled maintenance by STC within STC's maintenance windows upon Customer's approval
- Time period prior to Service Activation Date
- Time delays due to the Customer
- Change in Order Date by the customer
- Outages of routers and access links beyond the relevant boundaries mentioned in Appendix D
- Severity-3 tickets opened for financial disputes are excluded from Response time or Time to Repair KPIs.
- Any other exclusions listed in section 2.0 of this contract.
- Time delays due to the Customer unavailability / site access permissions.
- MW link with more than 2 repeaters.
- Power outages due to SCECO or Customer premises.
- DIA circuits works with other ISP's other than Saudi Net
- Vandalism of any nature impacting STC service infrastructure.
- SCECO Power issues in the affected area.
- Environmental issues included severe weather conditions.
- MW Line of sight blockage.
- Cable cut by 3rd party.
- Issues related to Slowness in DIAL.
- Issues related to customer internal applications/systems/devices not under scope of STC.
- For DIA services any issues related to website not opening or browsing issues or slow browsing outside of STC's Network.

Appendix D : Change Management Policy

STC reserves the right to make any changes to the SLA document within the first 3 billing cycles. The following process will be followed in case a change to this SLA document is needed:

- An SLA Change Request Document (CRD) will be used as the means to convey the required change. The CRD must describe the nature of the change, the reason for the change and the expected impact the change will have on the SLA
- STC will provide the client with a notice period of two months to review and accept any changes made to the SLA document
- The Account Manager will provide the CRD to the relevant customer representative and ensure that the document has been received
- In case the client does not accept the changes, it is allowed to cancel the service without paying any penalty

Appendix F :Definitions

Terminology	Definition
Billing Cycle	Monthly period at the end of which STC charges the customer for the services rendered and provides credits in case of penalties incurred
Month	Month means Gregorian calendar month
Trouble Ticket	Issue reported by a customer registered in STC system for the service that customer has purchased from stc
Network	This SLA includes the Customer's access port (the port on the STC aggregation router upon which the Customer's circuit terminates), the STC owned and controlled backbone network (routers and circuits including any transit connections), ("STC Network"). The STC Network and SLA does not include networks owned and/or controlled by other carriers; local access circuit (e.g. local loop); Customer's premise equipment (router or CPE); Customer's premise power and environmental, Customer's local area network (LAN); interconnections to or from and connectivity within other Internet Service Provider (ISP) networks.
Customer Time	Time delays attributable to or caused by one or more of the following: -Incorrect or incomplete information provided by Customer; -Failure or refusal by Customer to release the circuit for testing; or -Customer equipment, facilities, internal wiring or unavailability where needed to close a Trouble Ticket.
Scheduled Maintenance	Maintenance performed by STC related to the service, the network or any other component that is necessary to prevent a defect which may have an impact on the customer's ability to use/access the service. STC will give at least (5) days notice of any scheduled maintenance event
MRS	Managed Router Service
CE	Customer Edge
CPE	Customer Premise Equipment
PE	Provider Edge
Force Majeure	Recurring Charge (Charge that is paid by a Customer on regular basis for a certain service) excluding the SLA price
BPH & BPL	Events of Force Majeure (events beyond STC control) Force Majeure includes, Pandemic, war, invasion, terrorism, earthquakes, fires, rain, floods

Portfolio Overview

Telco services			Mission Critical	ICT services			
Fixed	Mobility	Satellite		Cyber	Managed	IoT	Cloud & Data Center
<ul style="list-style-type: none"> • Voice Services • Data Connectivity • DIA • Broadband 	<ul style="list-style-type: none"> • Voice • Broadband • Messaging • Devices, Apps, Services 	<ul style="list-style-type: none"> • SAT IP • SAT Net • SAT PtP • SAT PtMP • SAT IP Pool • SAT Net • SATBackup • SAT Mobility • SAT MHz 	<ul style="list-style-type: none"> • Forum • Tetra • Tari' • Drone • Crisis Management Platform 	<ul style="list-style-type: none"> • Managed Security Services • Advisory Services 	<ul style="list-style-type: none"> • Managed Network • Managed IT Infrastructure • Managed Application 	<ul style="list-style-type: none"> • M2M platform • Transportation & logistic solutions • Smart cities Solutions • Healthcare solutions 	<ul style="list-style-type: none"> • Data Center Hosting • IaaS • PaaS • SaaS

The Services, Prices and Features

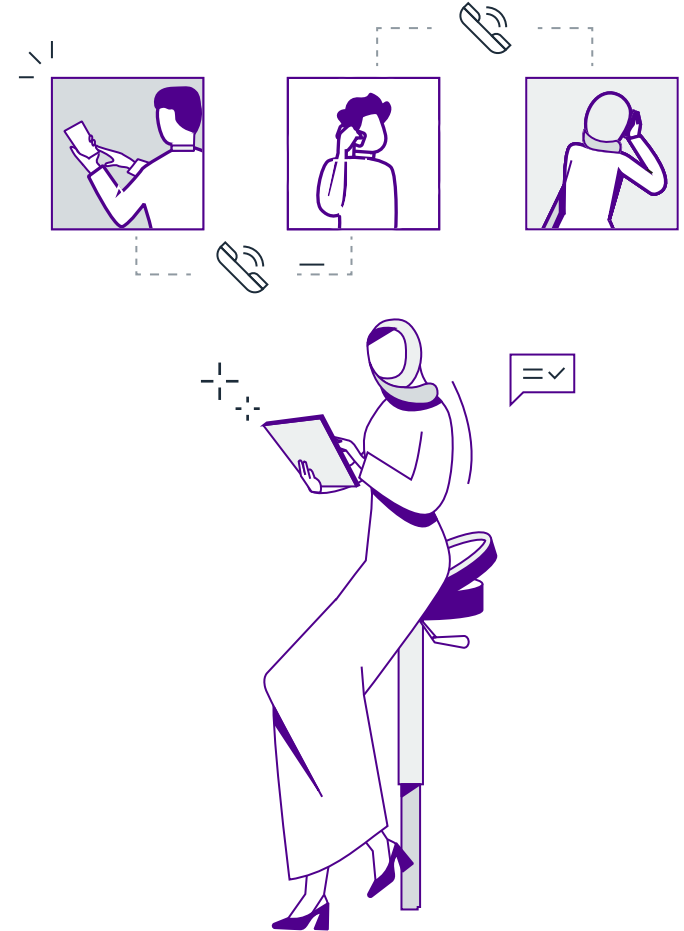
Fixed

- Voice Services
- Data Connectivity
- DIA (Direct Internet Access)
- Broadband

Your basic fixed services are now more robust than ever.

A solid, reliable connection to your customers or digital resources is crucial to the success of your business. Whether you're looking for the latest high speeds Fiber Connection or a budget package that consists of a landline coupled with an internet connection for your small business, our varied selection of fixed services will surely meet your business requirement.

Maintain customer satisfaction with our tried and tested services. Our state of the art solutions cater to the needs of all customer segments across all verticals whether they need Toll Free Numbers, Internet or connectivity between multiple branches specific to their needs and within budget.



Voice Services

SIP Trunk

Overcome phone line congestion and all the other limitations of traditional Private Branch Exchange (PBX) services, and route your calls through the latest high-speed network technology with our SIP Trunk Service — based on state-of-the-art Voice over IP (VoIP) Technology for High Definition (HD) real-time experience. You can install anywhere from 10 to 100,000 extensions per site, ensuring the service grows hand in hand with your business.

The prices: [link](#)

800 Toll-Free number

It doesn't have to be expensive or difficult for your customers to call you. stc's 800 Toll-Free number is free to use and easy to remember.

the prices: [link](#)

9200 service

In connecting with customers, it's best to keep things simple. Multiple phone numbers for different parts of your business can confuse your target audience, and that is exactly what our Universal Access Number aims to resolve. It unifies your telephone communication under a single, memorable phone number that begins with 9200, rendering it infinitely easier for customers to reach out to you.

The prices: [link](#)

SIP voice backup

Enjoy seamless connectivity with your customers and peace of mind that the service is up 24x7 providing business continuity.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch.

Hatif Amal

If you're setting up a home office or running a small or medium-sized business, choosing the right landline package for your business is critical. Hatif Aamal offers you a complete landline package that is easy to install and manage. Offering a combination of features and minutes, as well as fax, local, and international call services, Hatif Aamal is also compatible with our 800 Toll-Free, Universal Access Number 9200, and Hotline services

The prices: [link](#)

Short numbers

Short numbers are provided to customers to receive many calls in an easier way from the caller instead of calling long numbers.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch.

Specific Terms and conditions of Landline Services (9200, 800, Shortcode)

1. Receiving calls on 9200(UAN) Service will be charged 17.25 Halalas per minute
2. calls to 800 number cannot be restricted whether its,



DIA Shamel

When your organization's internet speeds drop during the critical hours of the day, your productivity and workflow suffer. Our Dedicated Internet Access (Shamel) solution can guarantee you a premium business-class connection that's stable every minute of the day.

- Internet + Access in one unified bill.
- Symmetrical Speed (Uplink/Downlink).
- Static Ips.
- Available value added services such as: Cloud Services, MRS, Anti-DDoS, security and other ICT services.
- Flexible discount models to match any customer segments.
- Starting from 1 Mbps to 10 Gbps.
- Supported by multiple access media options.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch.

Terms and conditions specific for Internet Services (DIA family)

1. The minimum commitment for the business event service is three (3) days.
2. The business event service is valid between the business event start date and the end date that are both inclusive and specified by the customer in the service order form.
3. The monthly recurring charging amount is prorated based on actual number of days where the business service is consumed.
4. The contract auto renewal is not applicable for the Business Event service. The service contract for Business Event service shall be deemed expired automatically upon completion of the requested days.
5. The Business Event Service is auto disconnected upon an event end date specified by the customer in the service order form.
6. Penalty shall not be applicable if customer initiates disconnection of the business event service after passing the minimum committed service duration specified above, except for the case when the customer loses the equipment.



Business Event

Business event service offers corporate customers reliable high performance internet service with flexible short time period to entertain their ad-hoc demands especially for temporary occasions like seminars, exhibitions, festivals etc

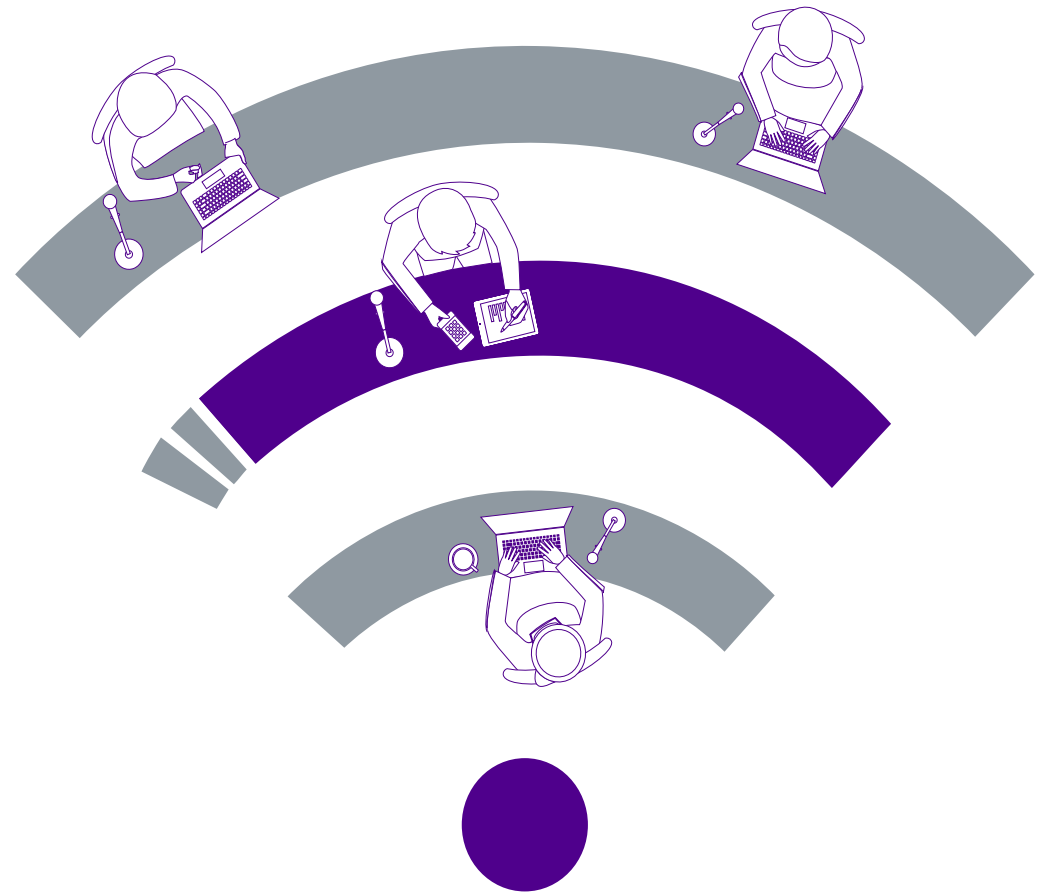
Benefits:

- Flexible.
- Affordable.
- Reliable High performance.
- Best Service coverage.
- 24x7 Service Assurance.

Features:

- Short period subscription with minimum commitment of 3 days.
- Recurring subscription charge based on actual duration of the business event.
- Dedicated internet service ranging from 10Mbps to 10Gbps.
- Service available across the kingdom subject to stc feasibility assessment.
- stc care team reachable round the clock via unified care number 909.

The prices [:link](#)

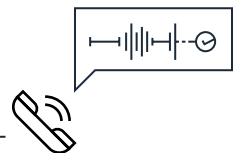
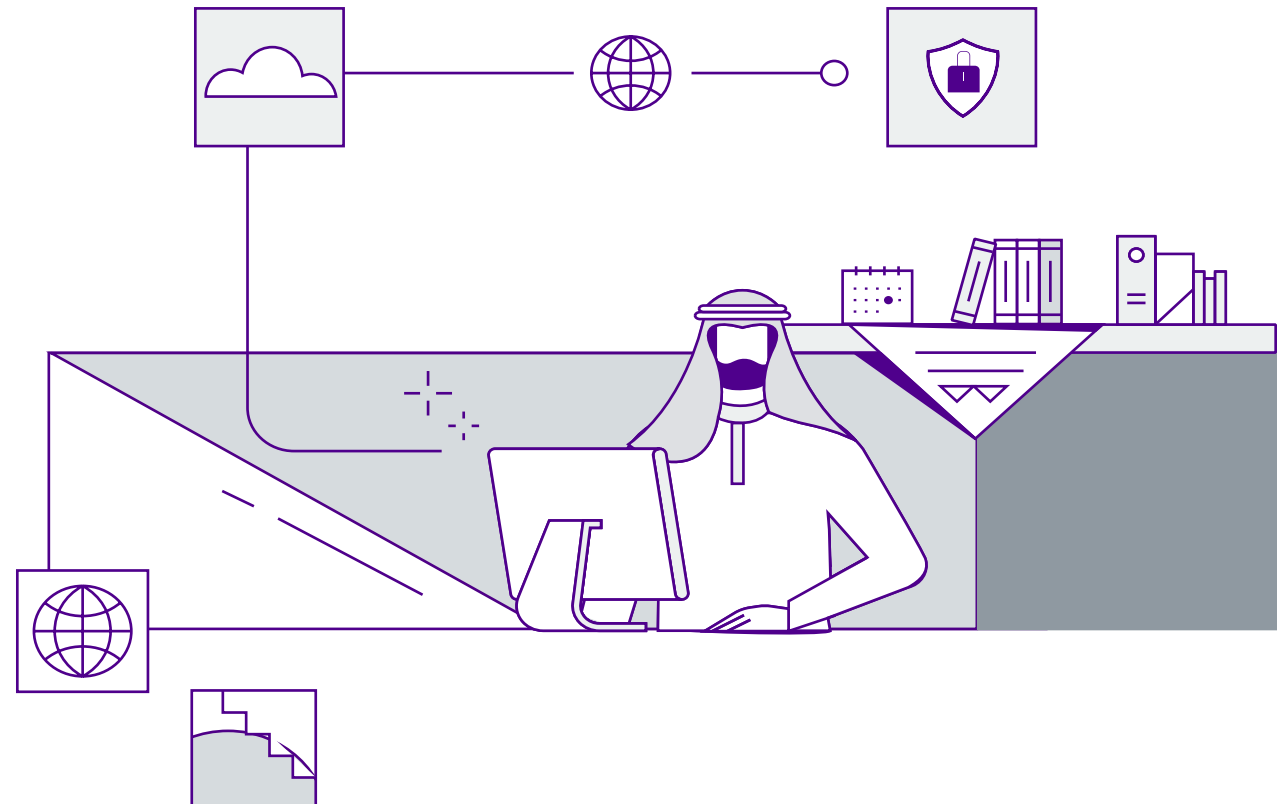


DIAL

Affordable internet service for small and medium enterprises.

- Starting from 2Mbps up-to 200Mbps
- Shared service same download and upload speed 1:10 contention ratio.
- Supported by multiple access media options.
- Static IP & 24x7 professional support
- Add-On(s)
 - Static IP(s)
 - Managed router services
 - Distributed Denial of Service Protection.
 - Cloud services
- Managed Wifi
- High availability across our Multiprotocol Label Switching (MPLS) network

The prices: [link](#)



Safe Link

Safe Link is a bundle that offers high quality internet service using latest fiber and microwave technologies, which is secured against DDoS attacks, managed and monitored 24X7.

- Dedicated internet service with symmetrical in download and upload in terms of internet speed.
- Premium business-class internet connection with bandwidth ranges from 1MB up to 10GB.
- Reliable and high quality internet speed.
- Management and Monitoring Package 24X7.
- Provide Public IP Addresses.
- Anti-Distributed Denial of Service (Anti-DDoS) Standard Package.
- Professional support through a dedicated call centre and remote support operation.
- Proactive Monitoring and Protection against DDoS attack 24X7.
- Peace of mind for the customers to focus on their businesses.
- Safe Link Bundle Value added services at additional prices such as MRS and Maintenance SLA 24X7.

The prices : [link](#)



DIA Access

Dedicated Access Service enables you to connect to the largest MPLS in the kingdom, guarantees you a business-class connection and stability every minute of the day.

Why choose us:

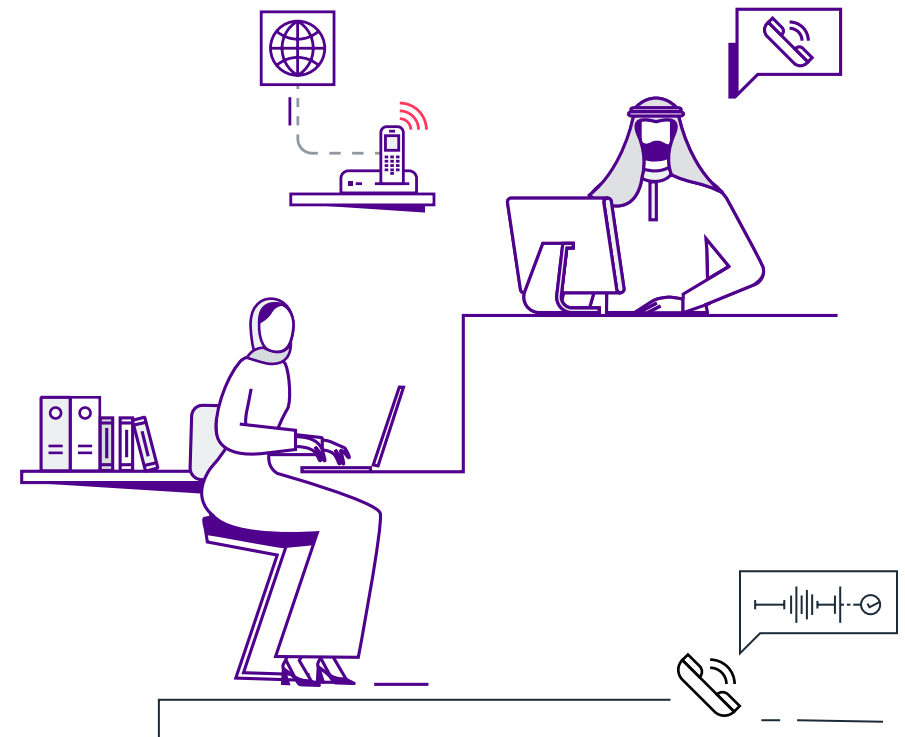
- Symmetrical uploads and downloads.
- Speeds ranging from 1Mbps to 10Gbps.
- High availability across our Multiprotocol Label Switching (MPLS) network.
- 24/7 professional support.
- Long-term plans (up to five years) available at discounted rates.
- Flat rates.
- Redundant structure

FDIIA

Filtered Direct International Internet Access (FDIIA) is an offering as licensed Data Service Providers (DSP) for the local Internet Service Providers (ISP). It combines National Backbone and International Bandwidth with complete content filtering in one service.

- Starting from 1Mbps up-to 10Gbps
- Dedicated service same download and upload speed 1:1 contention ratio
- Supported by multiple access media options
- High availability across our Multiprotocol Label Switching (MPLS) network

The prices: [link](#)



Data Connectivity

- Higher levels of security.
- Flexibility to choose different speeds for each location.
- Ensured business continuity, thanks to our optional Complete Backup Link Service (CBLS).
- Centralized network management.
- Unparalleled speeds and stability, thanks to a host of technologies like Multiprotocol Label Switching (MPLS) and Border Gateway Protocol (BGP).
- Balance between upload and download speeds.
- Range of value-added services, like Managed Router Service (MRS) and Quality of Service (QoS).

To learn about the prices, dial 909, contact your account manager or visit the nearest branch.

IPVPN

National and International Virtual Business Network (IP-VPN) allows you to establish seamless Layer3 VPN connections to one central network from across the Kingdom through our infrastructure.

- 24/7 Call Centre and Field Operations Team.
- Fixed rates across the Kingdom.

The prices: [link](#)

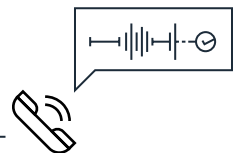
Leases Lines

Pseudo Leased Line service (PLL Layer) offers national and international connectivity with more privacy and security. It resides on Layer 2 and supports a variety of protocols and grants control to the customer for traffic and routing management.

DWDM

Dense Wavelength Division Multiplexing (DWDM) enables two-way traffic, increases bandwidth, and provides point-to-point connectivity over layer 1, connecting multiple sites across long distances at breakneck speeds.

The prices: [link](#)



Fiber link

Empowers you with reliable connectivity for basic business needs, while also enabling enterprise-specific features. It is scalable and flexible enough to meet your business needs, whether cost cutting is your sole priority, or speed and efficiency are of utmost importance.

- Upgrade/downgrade at will.
- Multiple packages and add-ons designed for every business objective.
- A bundle that saves your money when compared to purchasing individual services.
- Unified billing.
- Unlimited national landline on-net calls.

Jawal Key

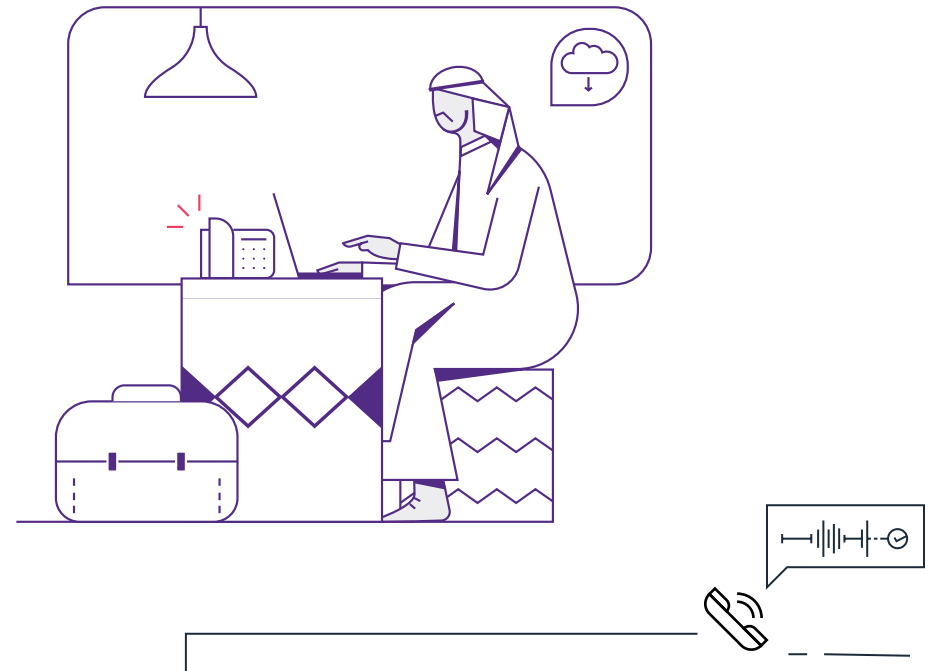
Jawal Key is an add-on that lets you call your friends and family on their mobiles for a fixed monthly flat fee.

Upload Key

An amazing Add-on to dramatically increase your data upload speed online, allowing you to upload large files,

send large attachments with your email messages, or add your photo albums to social media in just a few seconds instead of waiting for long minutes. The Upload Key also gives you high performance on gaming without interruption and fast response time. This key is applicable only for Fiber link 100Mbps package.

The prices: [link](#)



Specific Terms and Conditions of Landline Services (Jood Amal- Business Link- Fiber Link)

1. The Client shall be liable for paying the fees of all dialed calls made using the Client phone regardless of how the call was made.
2. STC shall be entitled, in exceptional cases (such as the Client's incurring of large amounts of money for international calls when the amount of the bill reaches the credit limit of the Client before the normal date of issuing bills) to request the Client to make immediate payment after being furnished with a partial bill of the due fees. STC shall stop the dialed calls and only allow received calls, emergency calls, and STC's own call numbers until the bill is issued and payment is made.
3. If the Client exceeded the package\ bundle usage, Client will be subject to usage payment up to usage credit limit, if exceeded the outgoing calls will be barred temporarily till payment adjustment.
4. Minimum contractual period of Audio Conference shall be four months. It shall be automatically renewed unless the client requests to disconnect the service.
5. The minimum contractual period for Jood Amal bundles shall be one year, Penalty applies in case of early termination not exceeding 3 Months subscription fees based on the days utilized (List Price)
6. The minimum contractual period for Business Link bundles shall be two years, Penalty applies in case of early termination not exceeding 4 Months subscription fees based on the days utilized (List Price).

7. The minimum contractual period for Fiber link bundles shall be one year, Penalty applies in case of early termination not exceeding Installation+ Device Charges based on the days utilized (List Price)
8. STC shall ensure a minimum download speed of a fixed broadband service over optical fiber is not less than 50% of the download speed specified in the service contract.

Broadband Services on Fiber

Speeds	100	200	500
Download up to (Mbps)	100	200	500
Upload up to (Mbps)	20	80	80

Broadband Services on DSL

Speeds	10	20	40	100	200
Download up to (Mbps)	10	20	40	100	200
Upload up to (Mbps)	5	8	20	40	80



Mobility

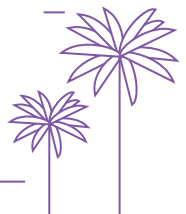
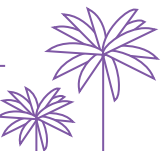
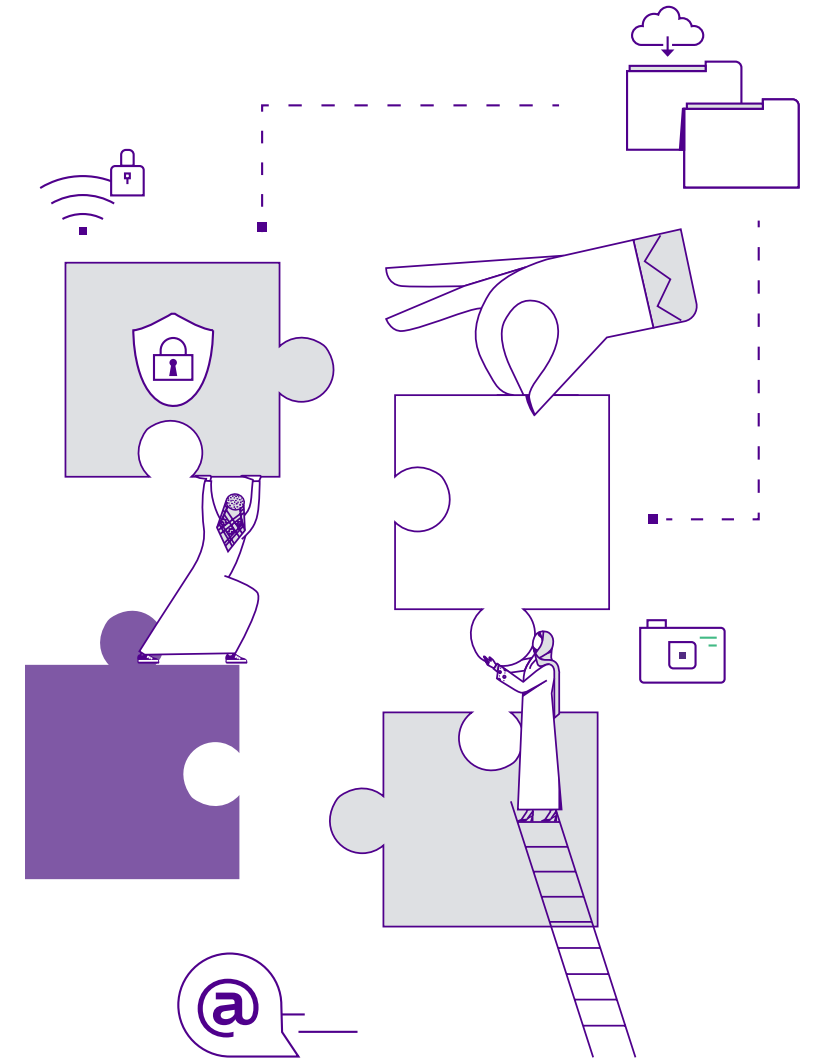
- Voice.
- Messaging.
- Broadband.
- Devices, Apps, Services.

Affordable, reliable, accessible.

Benefit from a flexible and smart selection of plans that suit your everyday business needs. Whether you're looking to manage and control your costs, or empower your staff with internet access to get work done, stc has the most extensive and most reliable mobile coverage across the Kingdom. And if you're looking for more control over your plans, stc business app allows you to monitor and control your organization's mobile plans and privileges.

Specific terms and Conditions for Mobility Services:

1. The Client shall be liable for paying the fees of all dialed calls made using the Client phone regardless of how the call was made, and he Client shall not pay the fees under dispute till the dispute is settled, and Client shall pay the undisputed amount specified in the bill.
2. STC shall be entitled, in exceptional cases (such as the Client's incurring of large amounts of money for international calls when the amount of the bill reaches the credit limit of the Client before the normal date of issuing bills) to request the Client to make immediate payment after being furnished with a partial bill of the due fees. STC shall stop the dialed calls and only allow received calls, emergency calls, and STC's own call numbers until the bill is issued and payment is made.
3. The Client has the right to request suspending the service for a period of not more than twelve (12) months and shall pay the suspension fees of the suspension period.
4. Value Add-on features are subject to the Service terms and conditions.
5. In case of roaming, fees of using other country networks or other local networks are subject to extra charges as per STC roaming tariffs.



Business Postpaid



CUG
On-Net
Off-Net



On-Net
Off-Net



Local
Data



STC
WiFi



Roaming
Calls
Data



Device
Subsidy

Why Choose Business Postpaid

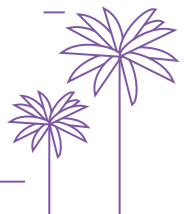
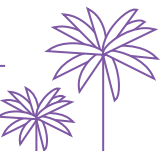
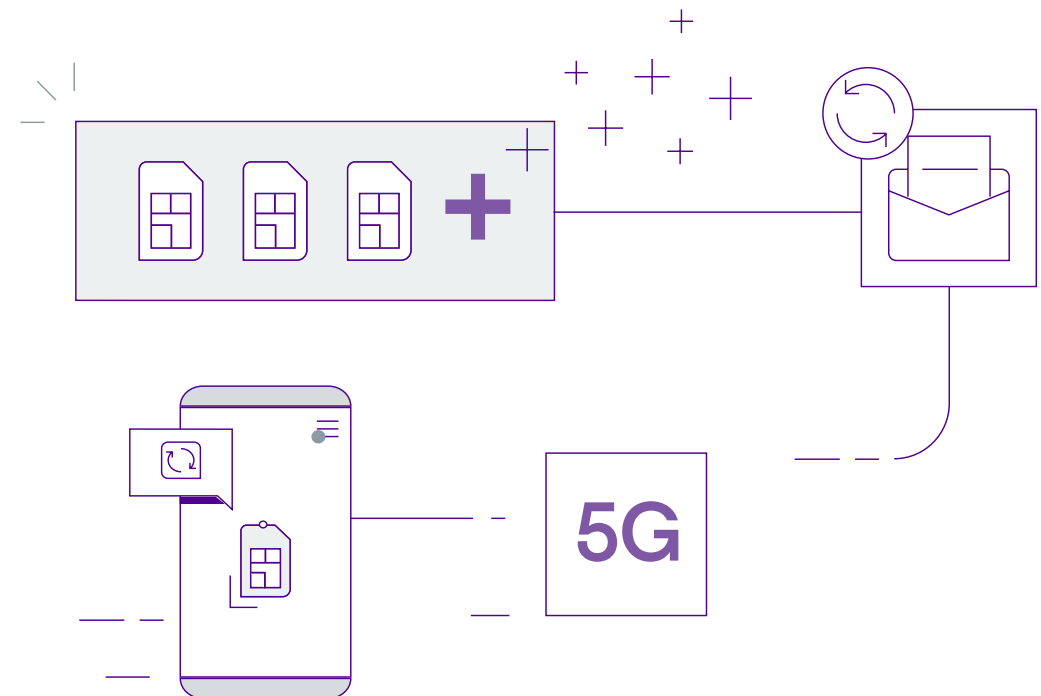
Easily select a package that meets your needs. Control your expenses. Add / remove features as needed. Enjoy 5G with Business Postpaid at blazing fast speeds free of charge with your 5G-enabled device, and empower your organization to do more, faster than ever before.

Also activate and store multiple eSIMs on one device with the ability to switch between them easily, and convenience of having multiple plans for each.

Business Sawa

Prepaid package that allows subscriber to recharge their account using SAWA vouchers available in the market. Prepaid package having free group minutes per month.

The prices: [link](#)



Jawal Business Flex

Organisations have ever-changing needs, and Jawal Business Flex is designed to cater to just that. These plans also offer full control over your employees' mobile expenses.

Why choose us:

Predictable and affordable:

Easy budgeting with expense monitoring, credit limits for each employee, automatic monthly credit refresh for some packages, Sawa voucher recharge, as well as bill caps.

Extra connectivity:

1,000 free minutes with Flex 20, and 6,000 free minutes between team members with Flex 50, 100 and 150.

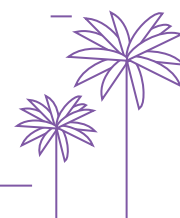
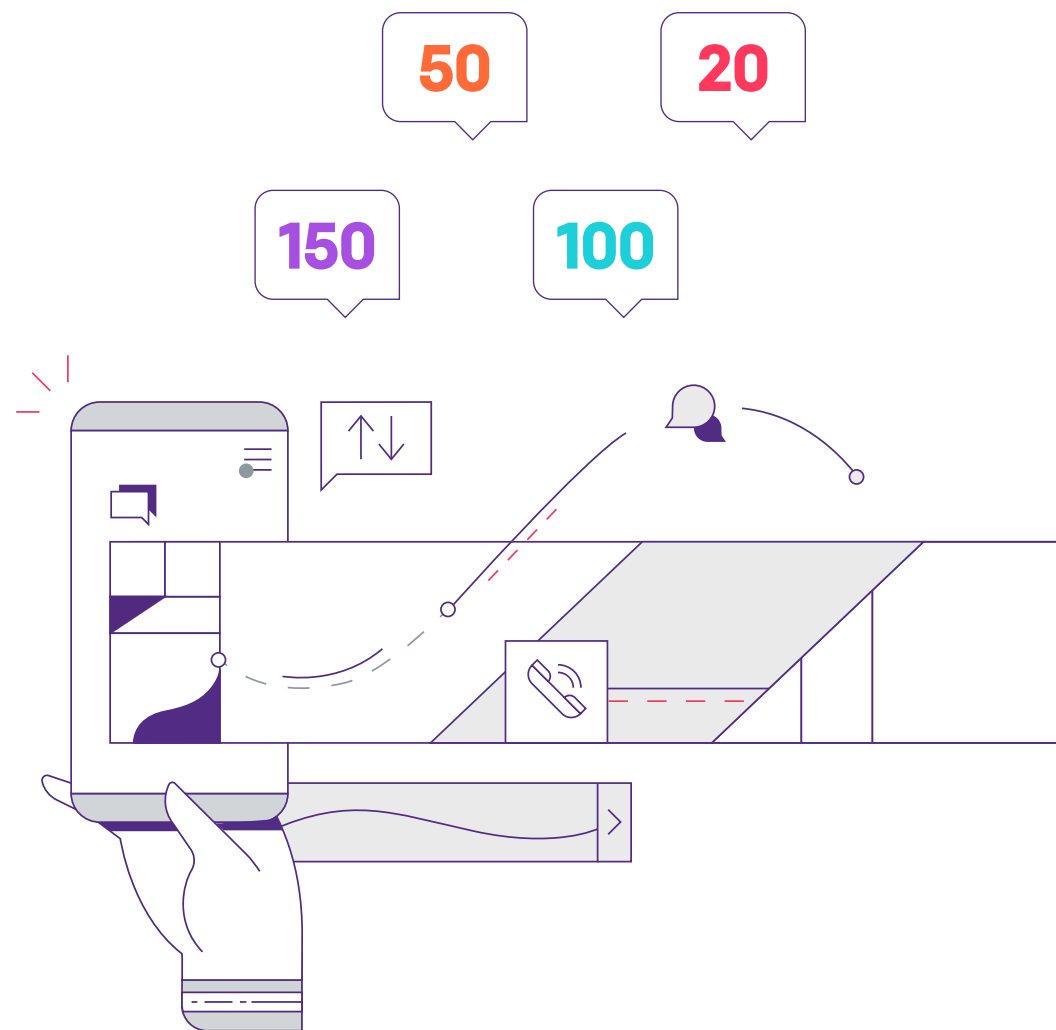
Sheer flexibility:

Easily upgrade and downgrade any time. Add-ons and recharge vouchers work too.

Smart business:

Combines the best benefits of a postpaid corporate plan and a private prepaid one.

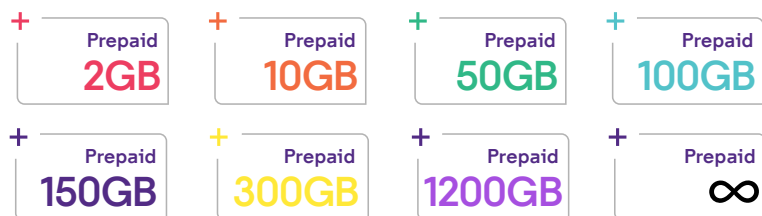
The prices:[link](#)



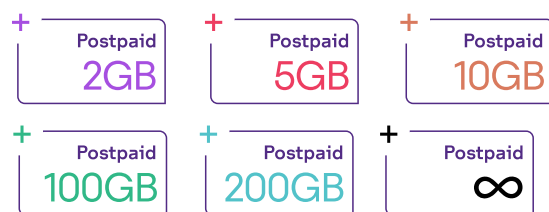
Business Quicknet (4G & 5G)

For a connected and convenient business experience want to hit the ground running and start connecting online with colleagues and partners right away? Business Quicknet 4G requires no more setup than inserting a SIM card and recharging it. For a better experience, Business Quicknet 5G! can bring you a faster connectivity to empower your organization to do more.

4G Prepaid (sim packages)



4G Postpaid (sim packages)



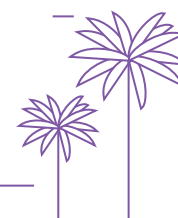
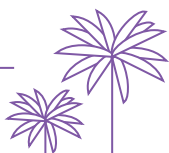
5G Postpaid



The prices: [link](#)

Terms Related to Business QuickNet:

1. In accordance with the provision of this service, the company is not responsible for the user to download any software containing viruses, trojans, or any software with malicious code on mobile or fixed devices.
2. When the customer subscribes to one of Business QUICKNET packages (1 month, 6 months, 12 months), the customer shall be bound by the contract term and is subject to cancellation by penalty as cancellation fees.
3. When the customer cancels Business Quicknet (6 months, 12 months) before completing the contract, the customer is obliged to pay the penalty as cancellation fees.
4. QUICKNET is established for personal use and customer may not give or assign to third parties without the company's consent or dispose of it in an irregular manner and promise to cancel it when it is not needed.
5. Upon subscription of QuickNet packages, If Client breaches the minimum commitment period of the contract, the client will be subject to a cancellation penalty:
6. • Penalty formula = remaining device charge + 2 Monthly recurring charge
7. All terms, conditions and penalties for Business Quicknet contracts have been read and approved.



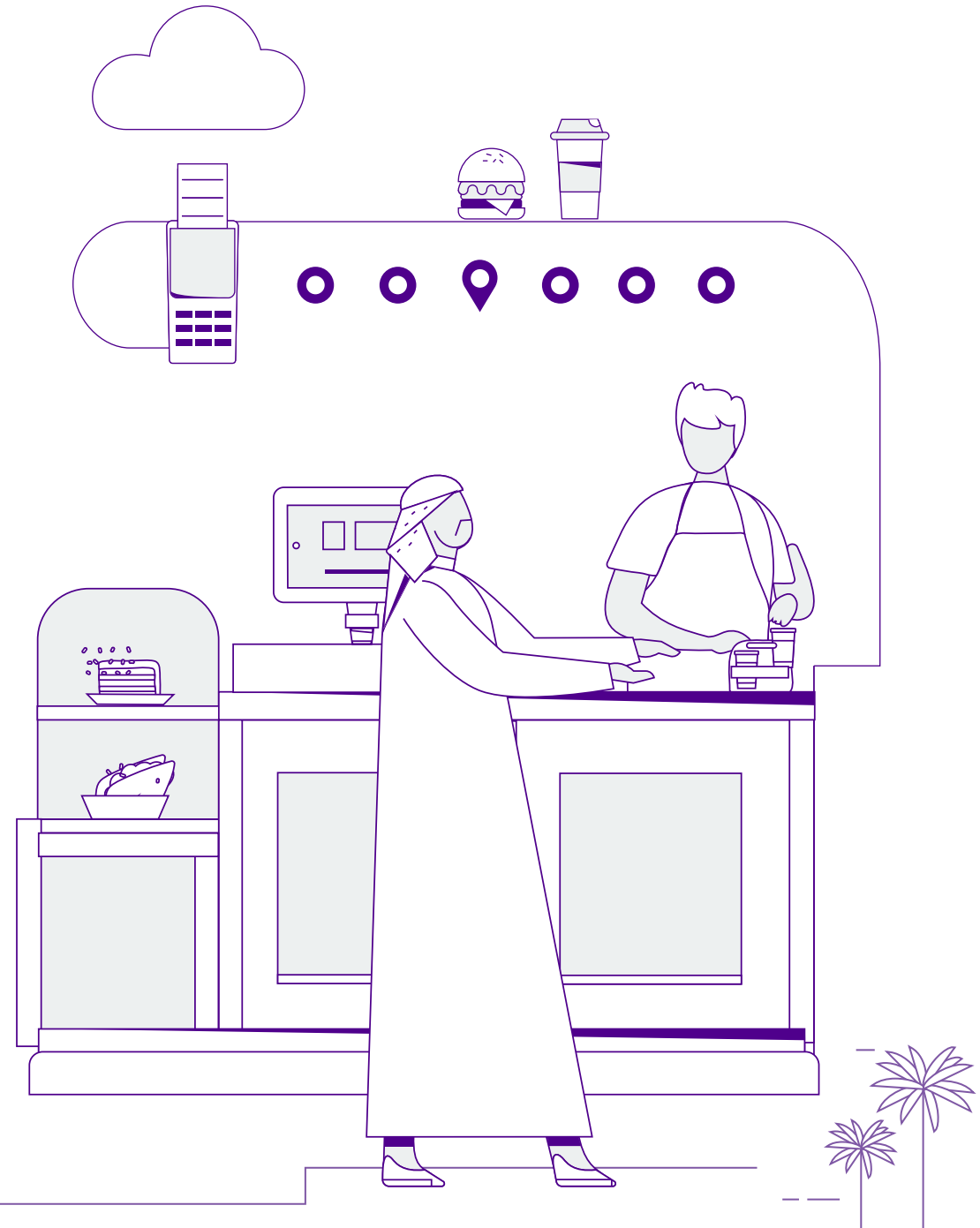
Foodics Packages

We designed Foodics Packages to increase your revenue and manage your business at any time and from anywhere by the cloud cashier and multi applications that works on an IPad with 5G router, Printer and Cash drawer on our monthly installments packages.

Features:

- Supports Arabic and English.
- Secure cloud system, synchronizes the data automatically if the WiFi was off.
- Works with delivery applications.
- Managing & monitoring the business from any device, at any time and place.
- Barcode reader through Bluetooth.
- Supports global accounting systems ERP.
- Multiple payment methods, like stc pay.
- 24/7 Technical support.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch.



Addons

Cell on wheels:

COW service is a Cell on Wheels service, used temporary to extend Mobile Network coverage (2G, 3G, 4G, 5G), and serve remote locations and temporary events.

Data Roaming

Pick the Data Roaming Package that just suits you, and rest assured our reliable service will always be by your side.

Other Add-ons

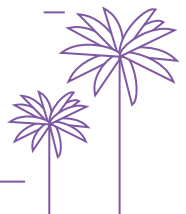
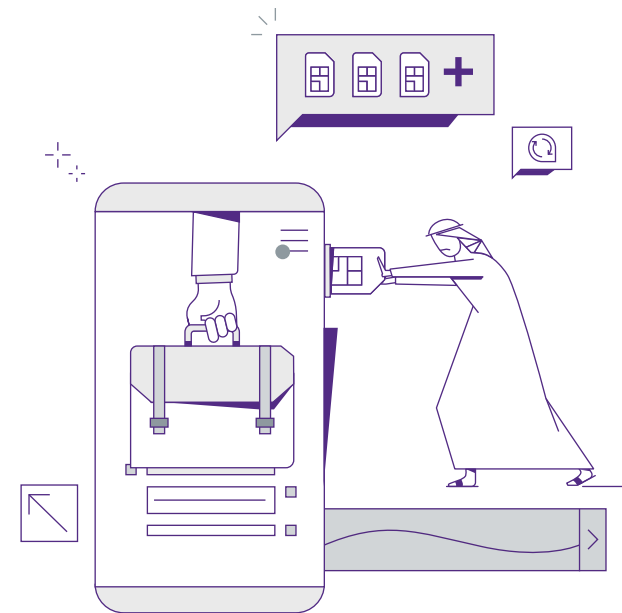
- Jawalnet packages
- Extra minutes
- Extra messages
- International Minutes
- Devices
- Spam SMS Limitation Controls
- Barring services.

The prices: [link](#)

GCC and Global Roaming

Get discounted roaming rates, free calling minutes and free messages with weekly and monthly subscriptions. The GCC add-on provides coverage across GCC countries and Global add-on will be your best travel companion worldwide.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch.



Smart and Rugged Devices

Browse our wide range of devices to match the right plan for your business needs. Whether you're looking for affordable or premium devices, or smart devices for specific field operations that withstand the elements, check out our selection of devices on our website or at your nearest business branch

Honeywell Rugged Devices

Features:



Rugged
Devices



-20 C to +50 C



8-12 Hours



Exclusive
Prices



1D & 3D
Barcode
Reader

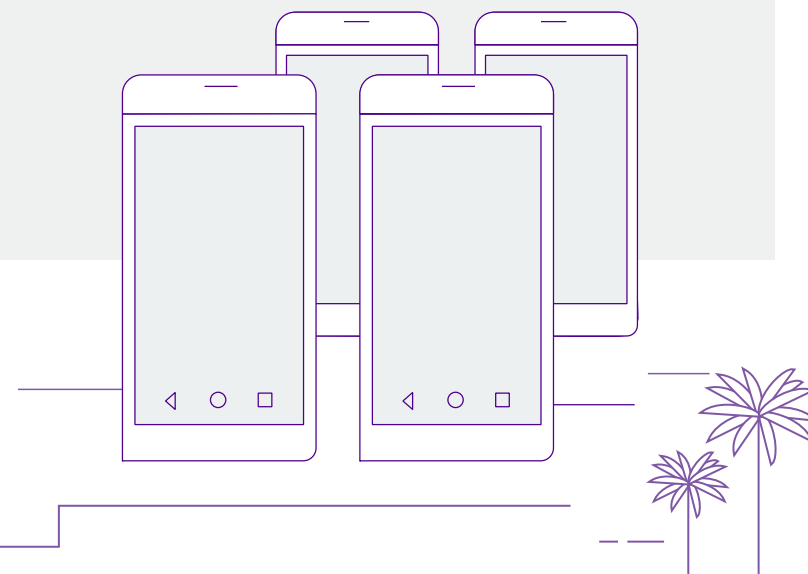


3 Years
Warranty

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..

Special Terms for Smart Devices Packages:

1. The Client acknowledges that the device purchased under this Contract is subject to the STC's marketing offer. In the event of Client request to stop this offer before the completion of the Contract (whether canceling the line, canceling the package or moving to another operator) the Client shall be subject to additional charges to STC, and STC is entitled to use the methods it deems appropriate to collect the amount.
2. In accordance with the provisions of this service, STC is not liable for the user to download any software containing viruses, Trojans, or any software with malicious code on mobile or fixed devices.
3. The provision of the Service shall be subject to the provisions of the Telecommunications Law, its regulations and the related terms of service issued by STC and approved by the Communications and Information Technology Commission.



Messaging

Regular Bulk Messaging Service

Get in touch with your customers at a moment's notice and reach every mobile phone, guaranteeing you the widest outreach possible.

Golden Bulk Messaging Service

Sending and managing bulk messages doesn't have to be difficult or time-consuming. Make the most out of premium features, from message prioritization to retries and sending multiple messages in a single shot and more.

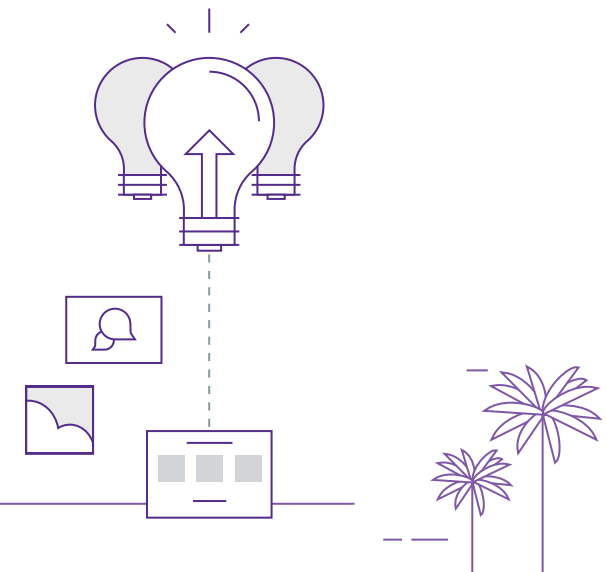
- Send large number of message in one go.
- Prioritize messages for guaranteed transmission .
- Easily modify the validity period of undelivered messages .
- Automated resending.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..

Bulk Messaging via Internet

Send a single or multiple messages using our dedicated and convenient portal , and reduce your costs while enjoying the convenience.

- Online access to save you connection line costs.
- Online encryption to ensure the utmost privacy and security.
- Arabic and English service interfaces.
- Reminders for unsent messages.
- Access from any device with an internet connection.
- Schedule multiple messages in advance.
- Create one message and send it to multiple recipients.



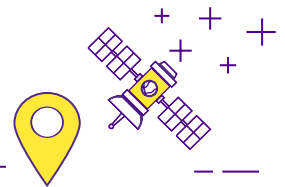
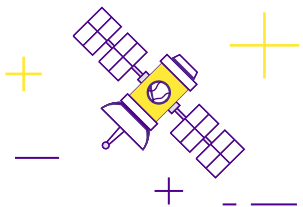
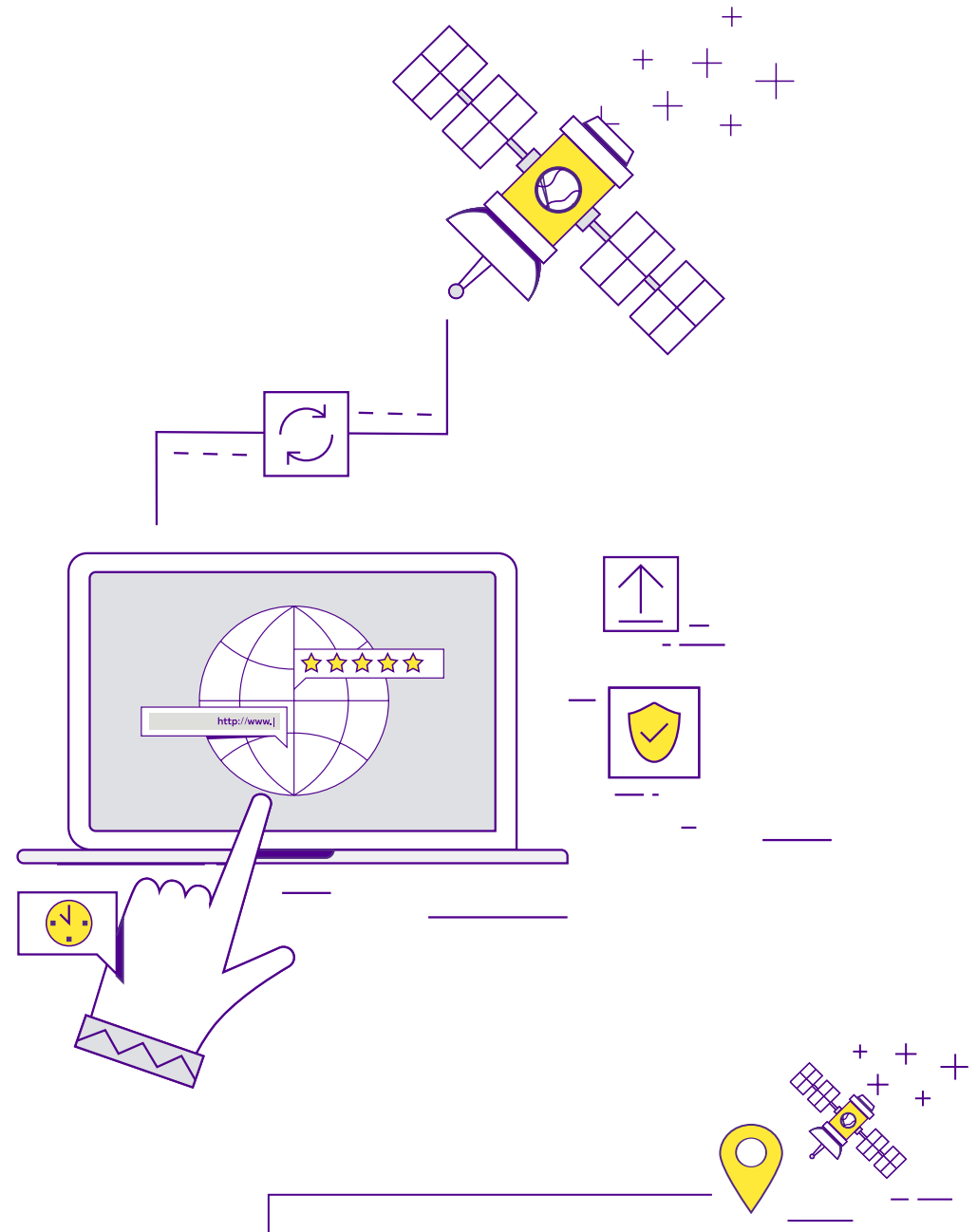
Satellite

- SAT Net
- SAT net Pool
- SAT IP
- SAT IP Pool
- SAT PtP
- SAT PtMP
- SAT Mobility
- SATBackup
- SAT MHz

The sky's truly the limit.

Some operations require connectivity that reaches anywhere, independent of the terrestrial infrastructure and with high availability. Whether it is IPVPN, Internet, PtP or Backup connectivity, satellite services offer secure, reliable and high-speed connectivity solutions, even when you're on the move and your business is mobile. With different packages, you will surely find an offering tailor-made for your business need.

The prices: [link](#)



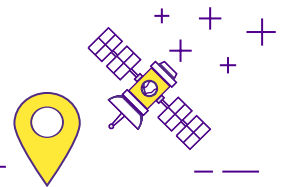
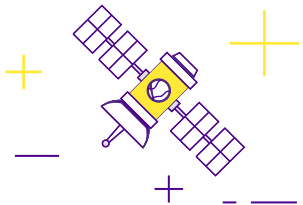
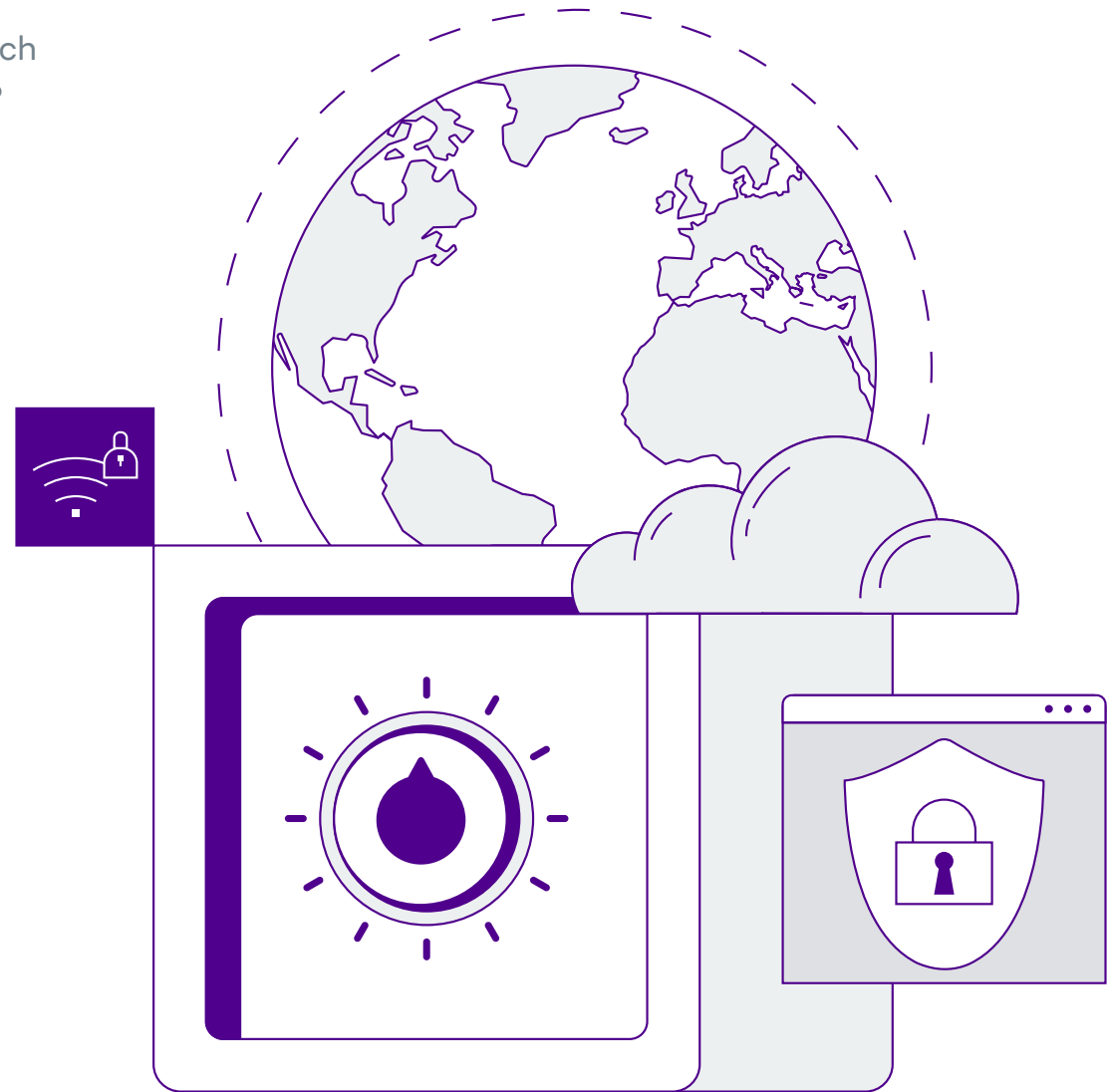
SAT IP

Leverage the coverage of satellites communication reach to have IPVPN everywhere regardless of location. SAT IP utilizes the latest VSAT products and technologies to connect your locations to stc MPLS.

Benefits:

- Data encryption.
- Seamless and customizable.
- Secured.
- Different bandwidth options.

The prices: [link](#)



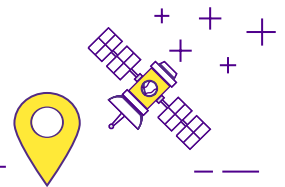
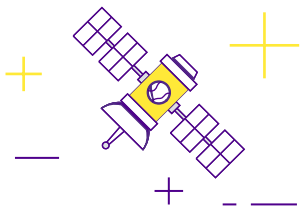
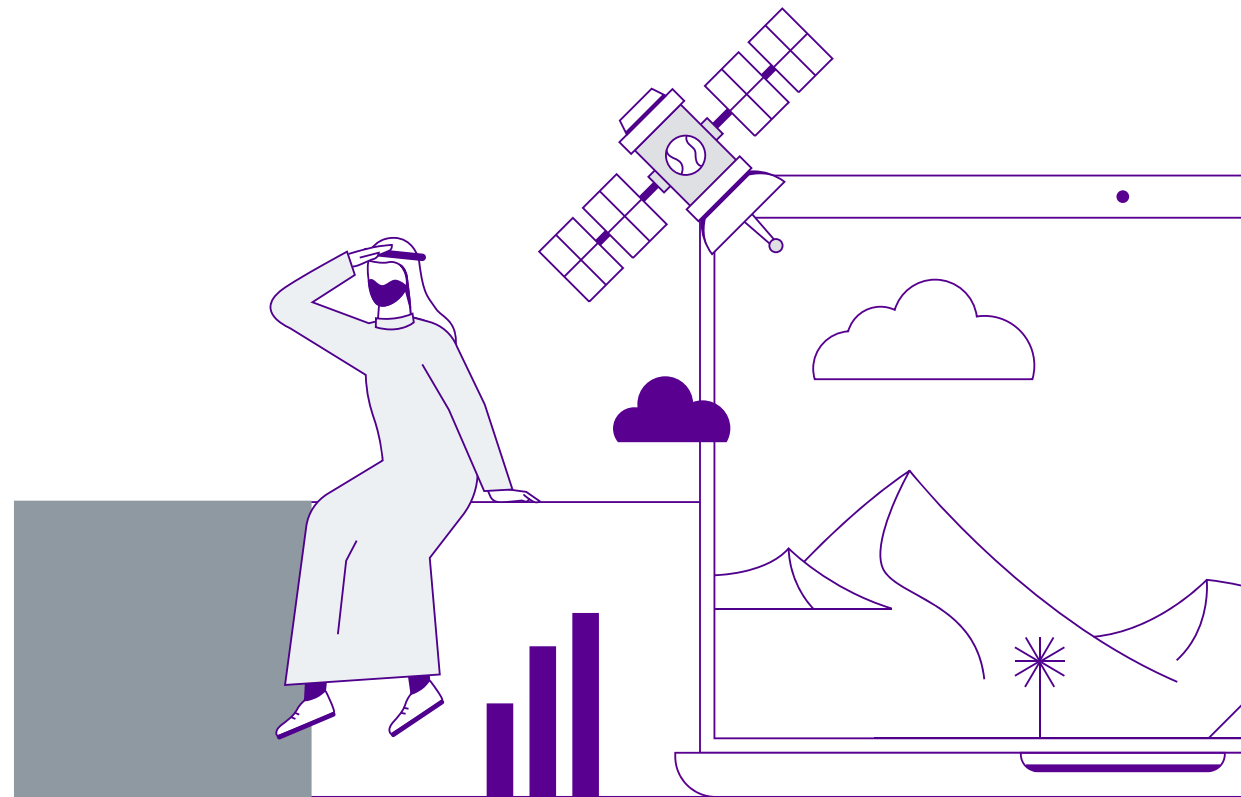
SAT NET

Allows access to Internet through satellite technology (VSAT) to provide high-speed communication solutions.

Benefits:

- Ideal for customers who have remote locations but need high-speed internet access.
- Works through an enhanced Digital Video Broadcasting technology (DVB-X2).
- Different bandwidth packages available, up to 200 Mbps

The prices: [link](#).



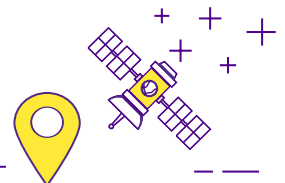
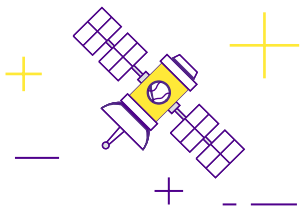
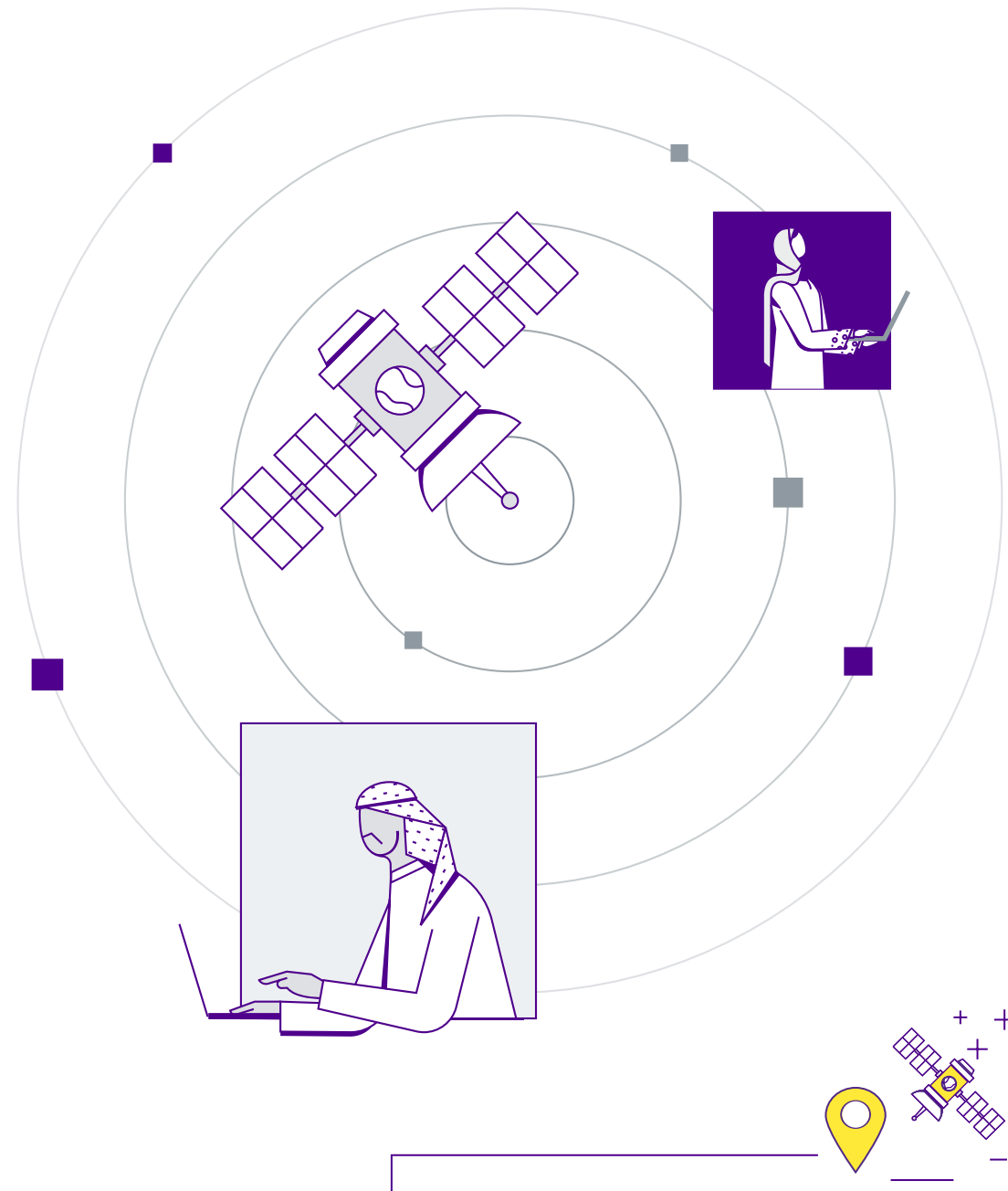
SAT PtP

SAT P2P provides point-to-point connectivity between two locations using satellite.

Benefits:

- Suitable for BW sensitive applications and real-time applications with high users
- Dedicated leased Line Provides dedicated bandwidth between two sites
- Offered with multiple two-way symmetrical bandwidth option for up to 50 Mbps

The prices: [link](#)



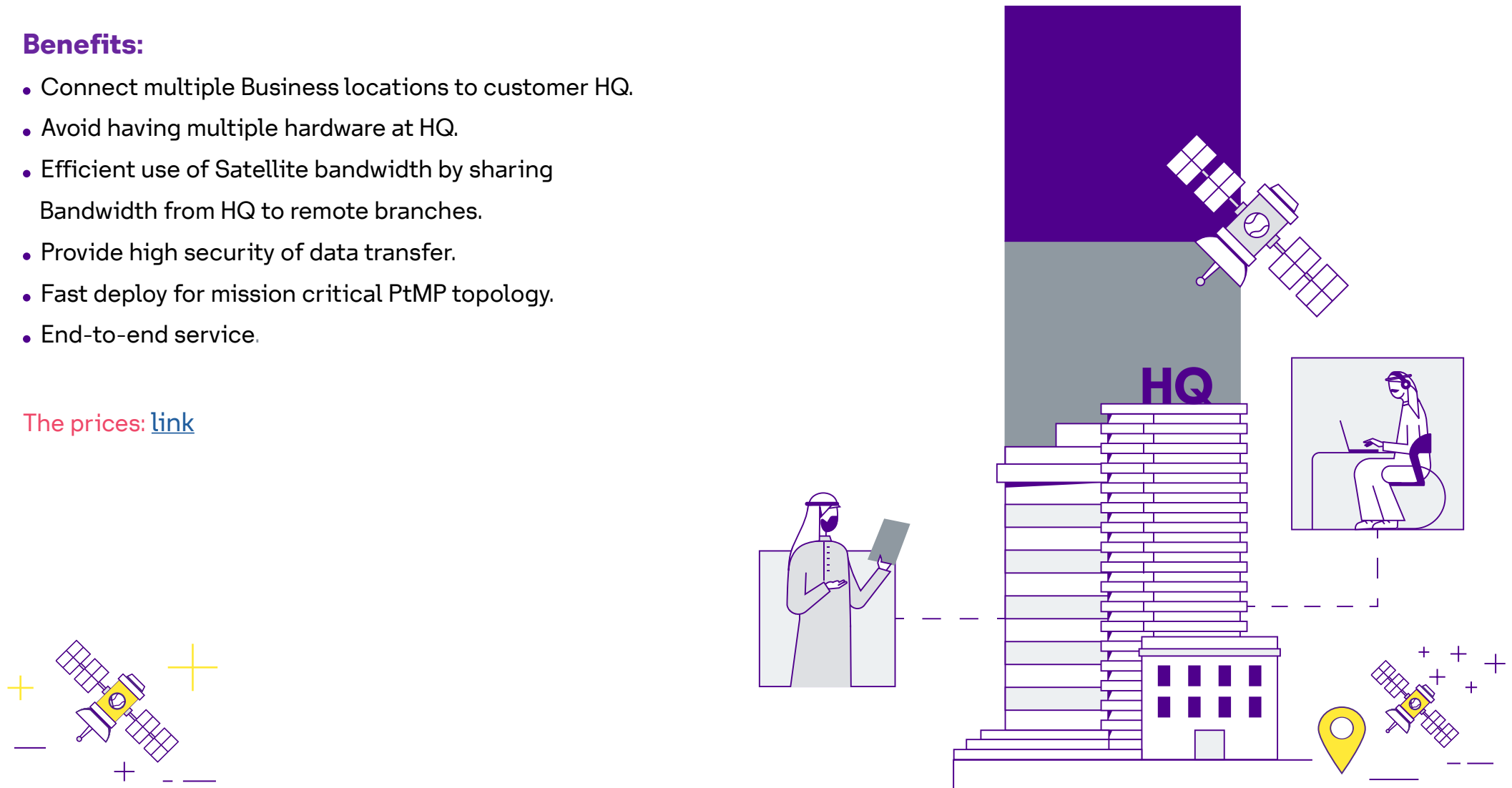
SAT PtMP

SAT Point to Multipoint allows connecting your HQ to your remote locations using secure Star architecture over Satellite without passing through any terrestrial network.

Benefits:

- Connect multiple Business locations to customer HQ.
- Avoid having multiple hardware at HQ.
- Efficient use of Satellite bandwidth by sharing Bandwidth from HQ to remote branches.
- Provide high security of data transfer.
- Fast deploy for mission critical PtMP topology.
- End-to-end service.

The prices: [link](#)



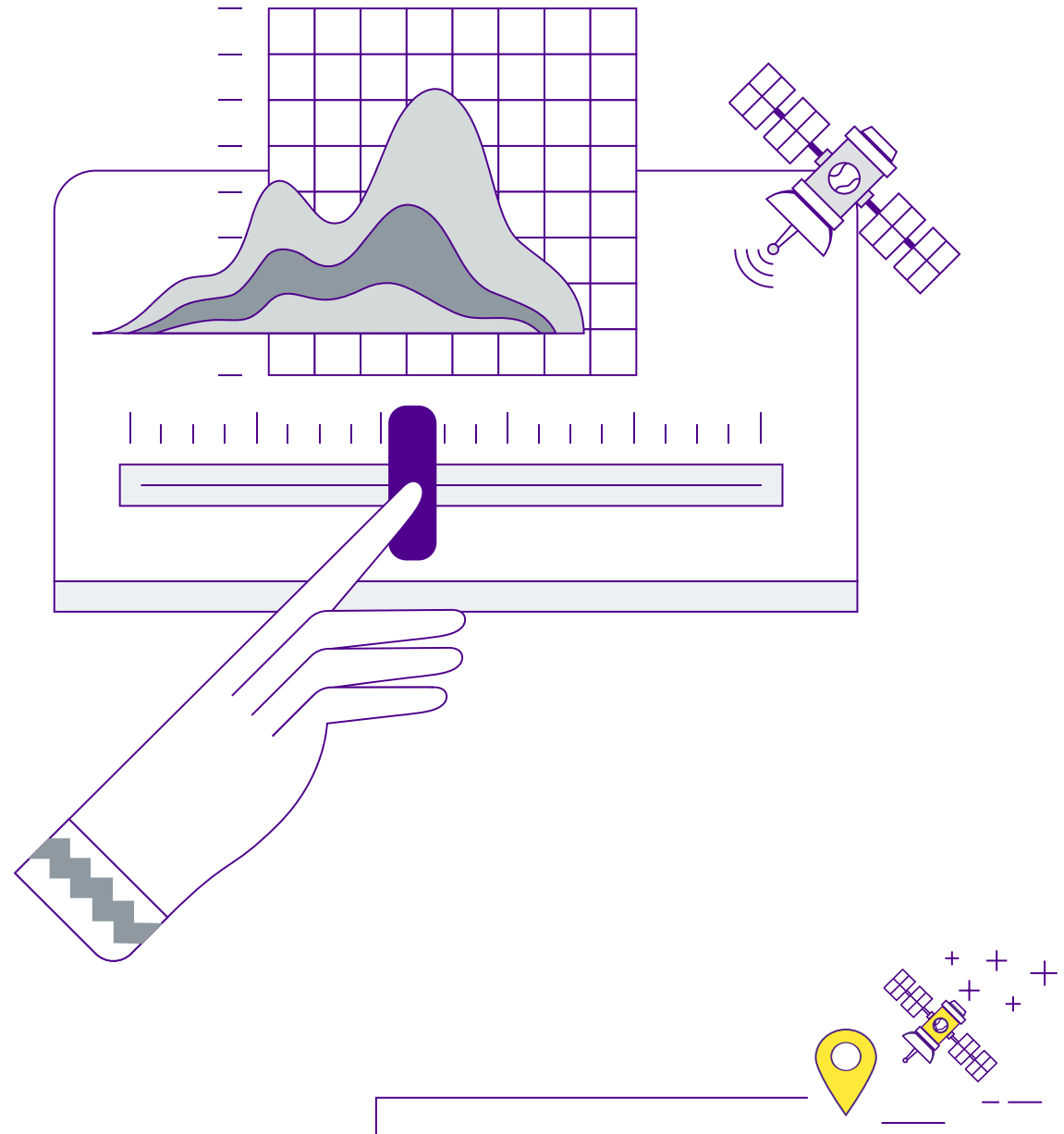
SAT MHz

SAT MHz allows you to contract Ku Band Satellite capacity (in MHz)

Benefits:

- Customizable
- 5MHz to 72 MHz in 1MHz step
- Can be built by client
- Optionally, stc can provide hardware and services.

The prices: [link](#)



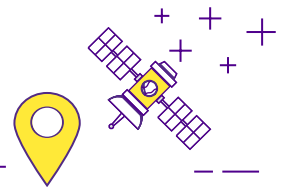
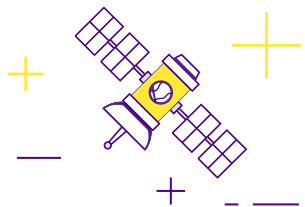
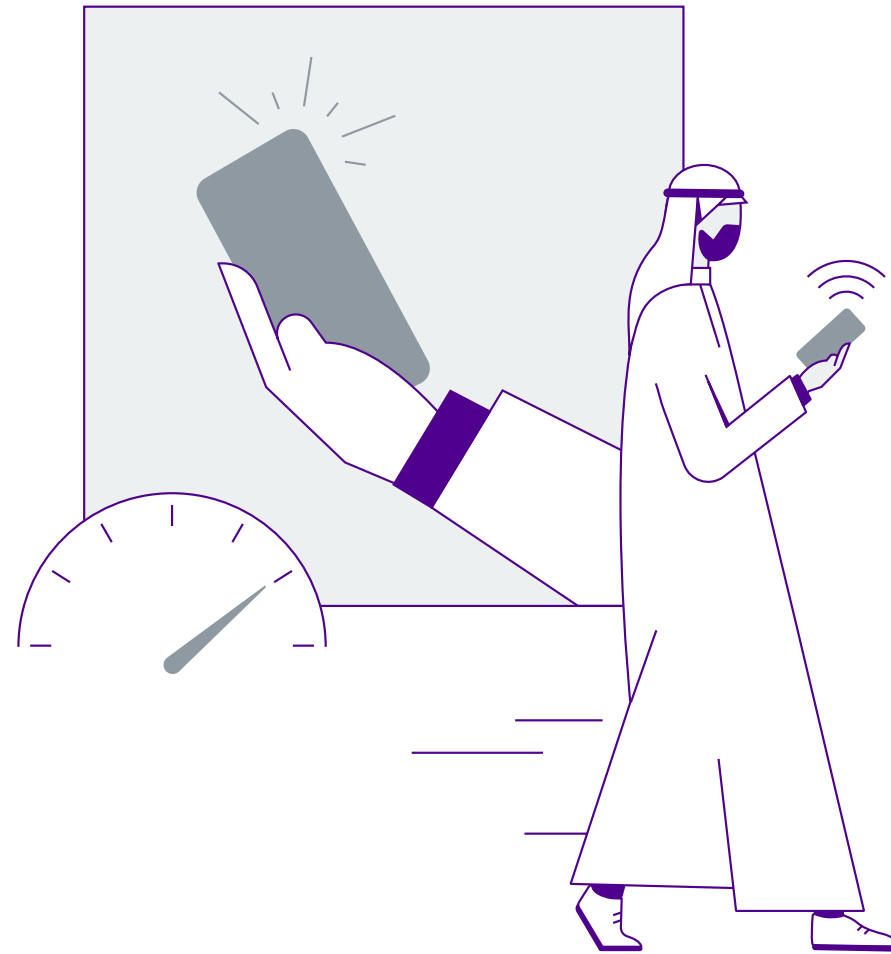
SAT Mobility

A mobile Satellite hardware which enables you to connect anywhere by using latest technology.

Benefits:

- Manpack, Driveway, Flyaway, On-The-Move, Maritime Auto-pointing antenna.
- Supports high speed connectivity.
- Easy transport and deployment.
- Works under severe conditions.

The prices: [link](#)



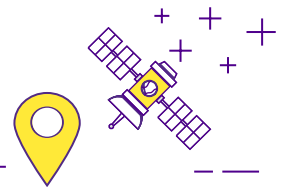
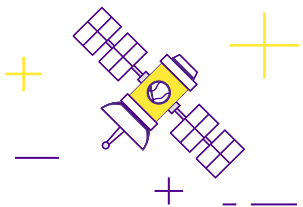
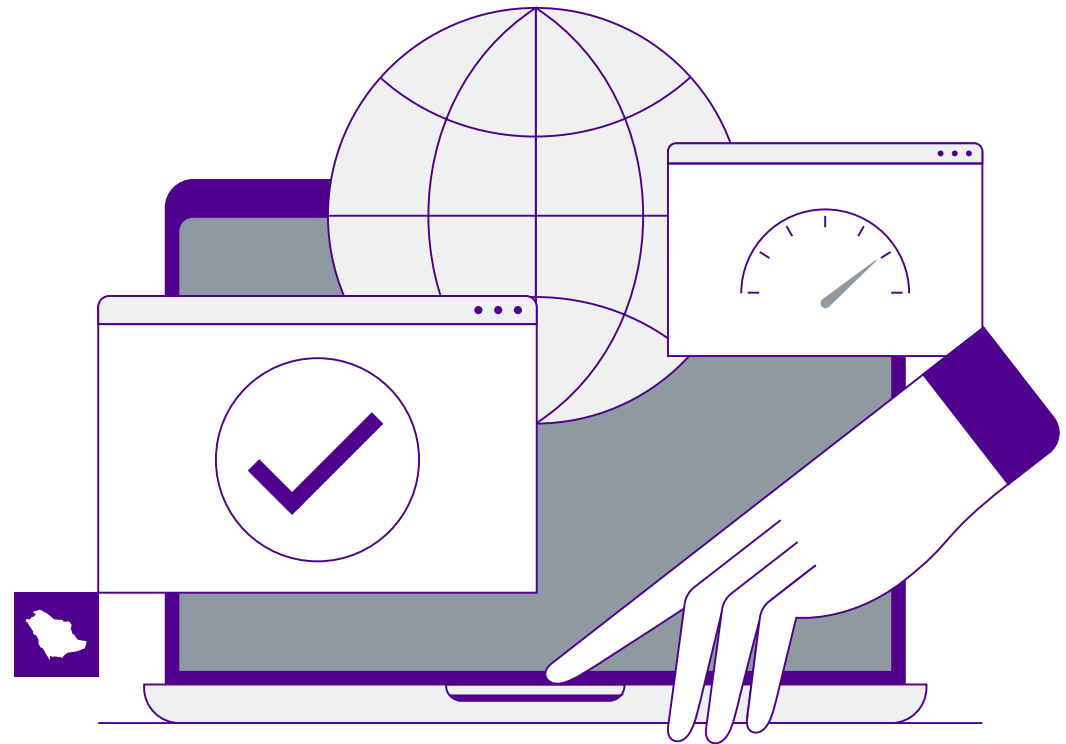
SAT IP Pool

Provides IPVPN Service over Satellite anywhere in KSA with dedicated bandwidth pool.

Benefits:

- Define priorities to sites across network.
- Utilize Satellite bandwidth more efficiently.
- Connect Business locations anywhere in KSA.
- Increase availability of business applications.
- End-to-end service.
- Fast deploy of IPVPN connectivity.

The prices: [link](#)



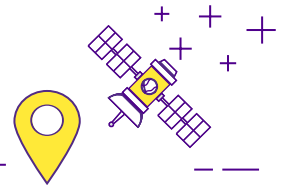
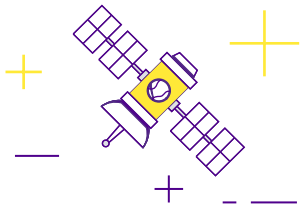
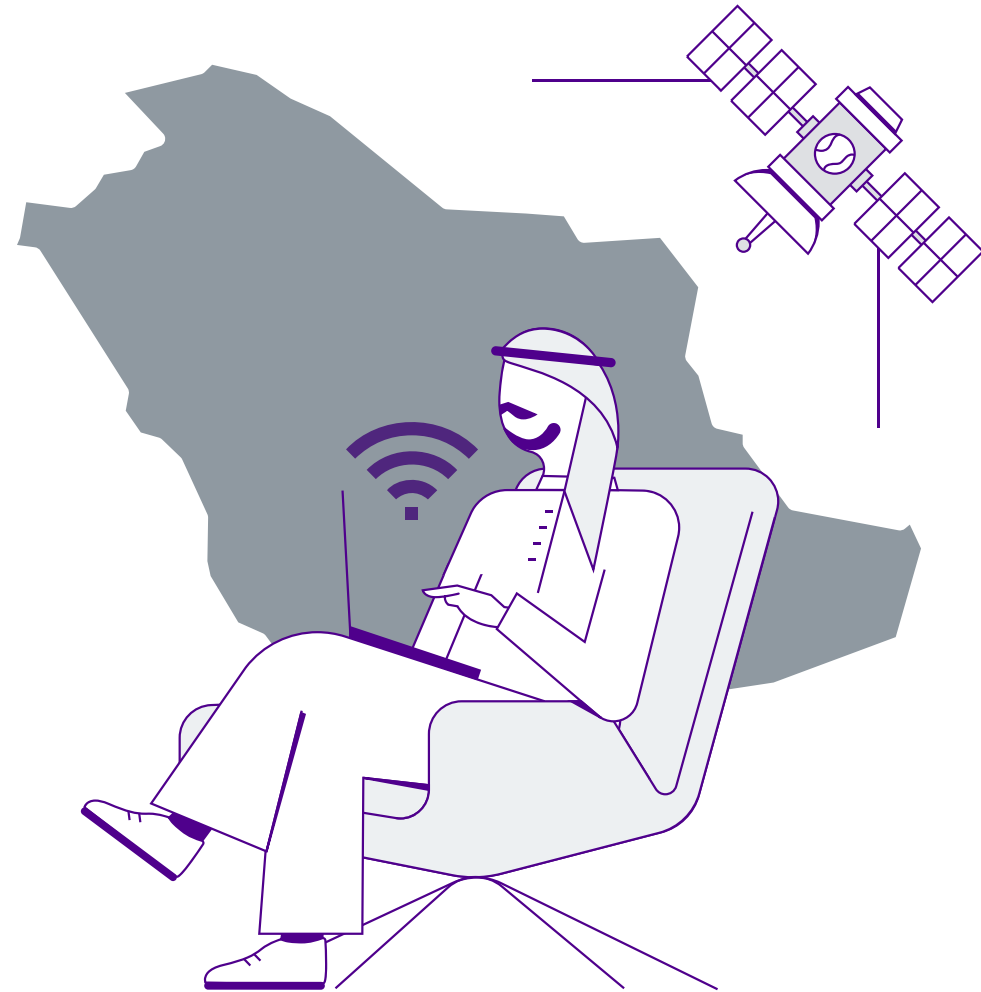
SAT Net Pool

Provides Internet Service over Satellite anywhere in KSA with dedicated bandwidth pool.

Benefits:

- Utilize Satellite bandwidth more efficiently.
- Define priorities to sites across network.
- Fast deploy for Internet Connectivity.
- Connect Business locations anywhere in KSA.
- Increase availability of business applications.
- Optimize costs and improve performance.
- Enhance Business Continuity One-Stop-Shop end to end service (Device + Installation + Service + Support).

The prices: [link](#)



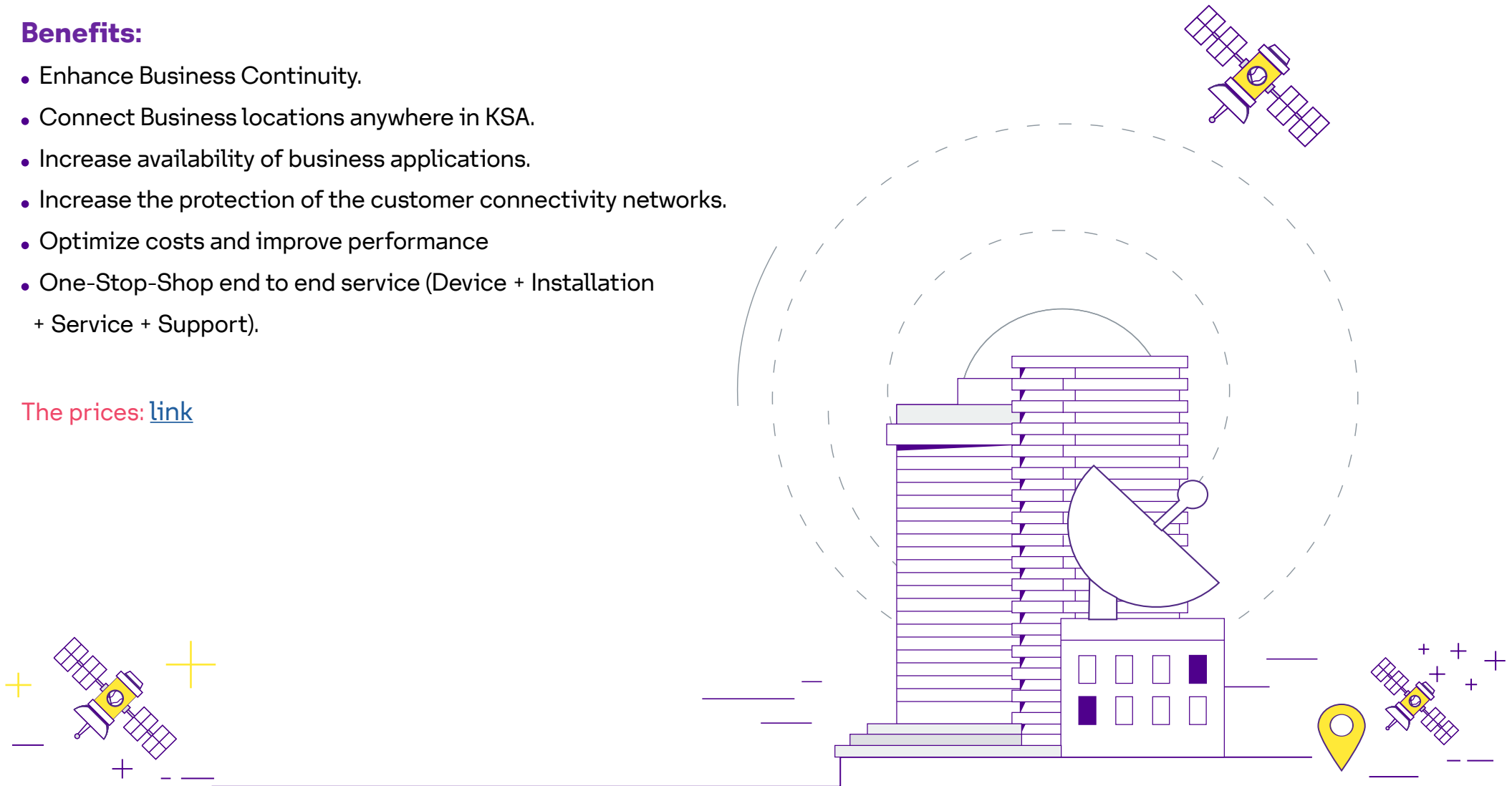
SAT Backup IP

Provides a solution to use when your primary network is down. The service gives an alternate data communication link, over Satellite, which can be used to keep your business in operation.

Benefits:

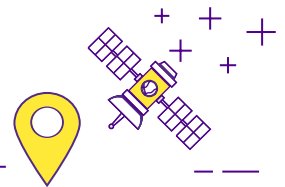
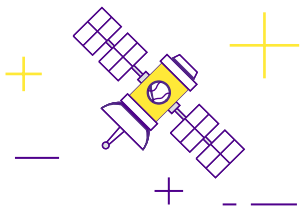
- Enhance Business Continuity.
- Connect Business locations anywhere in KSA.
- Increase availability of business applications.
- Increase the protection of the customer connectivity networks.
- Optimize costs and improve performance
- One-Stop-Shop end to end service (Device + Installation + Service + Support).

The prices: [link](#)



Terms and conditions specific for Satellite/VSAT Services (SAT family)

1. Device One Time charges (OTC) will be according to speed (bandwidth).
2. Speed Upgrades policy: Bandwidth upgrade within same group of package will not apply new OTC, whereas any upgrade going to higher bandwidth group will require full device price & installation OTC.
3. Speed Downgrade Policy: No fees if Client wants to downgrade bandwidth.
4. If Client wants to dismantle the Satellite equipment, there will be dismantled fees applicable per each site. No fees if Client just wants to cancel the service without dismantling of Satellite equipment. Except for SAT PtP where for disconnection, dismantling charges would be applied for both the sites.
5. Condition to order SAT IP, main IPVPN circuit must exist for the same client
6. SAT PtP: in case if Client requests to disconnect the service before completing the minimum commitment period, a penalty of one-month MRC applies.
7. For SAT Net : Dynamic private IPs will be provided by VSAT Modem for users at sites
8. The client must provide proper indoor and outdoor location for Satellite equipment including suitable rack space for Satellite Modem and suitable line of sight along with UPS power supply for equipment.
9. Proper path to be provided for routing IFL cable between indoor Satellite modem and outdoor satellite antenna.
10. All Satellite services CPEs are with one-year standard warranty against manufacturing fault in the device. Warranty doesn't cover any damages might occur due to Client site issues like power, physical disturbance, electrical outages, force measure conditions.
11. For relocation of services, two times the amount of installation will be billed for each site, as this will have dismantling at old location and installation at new location. This will have service downtime during activity
12. Civil work; Power, grounding, lightning protection, or any extra civil and electrical work is the Client's responsibility.
13. Service Suspension is charged at full price on VSAT Services, whether based on client request or forced due billing.
14. The Client acknowledges that the purchased based on this form is a joint product of STC & STCS wherein STC is selling and is responsible for Satellite bandwidth with availability and STCS is selling and is responsible for Installation services, SLA, Internet for SAT Net, devices and STC will be acting as a collection agent for the services on behalf of STCS.
15. Each party is responsible for [damages/ default/ malfunction/ down time], as per scope of work as defined in above clause.



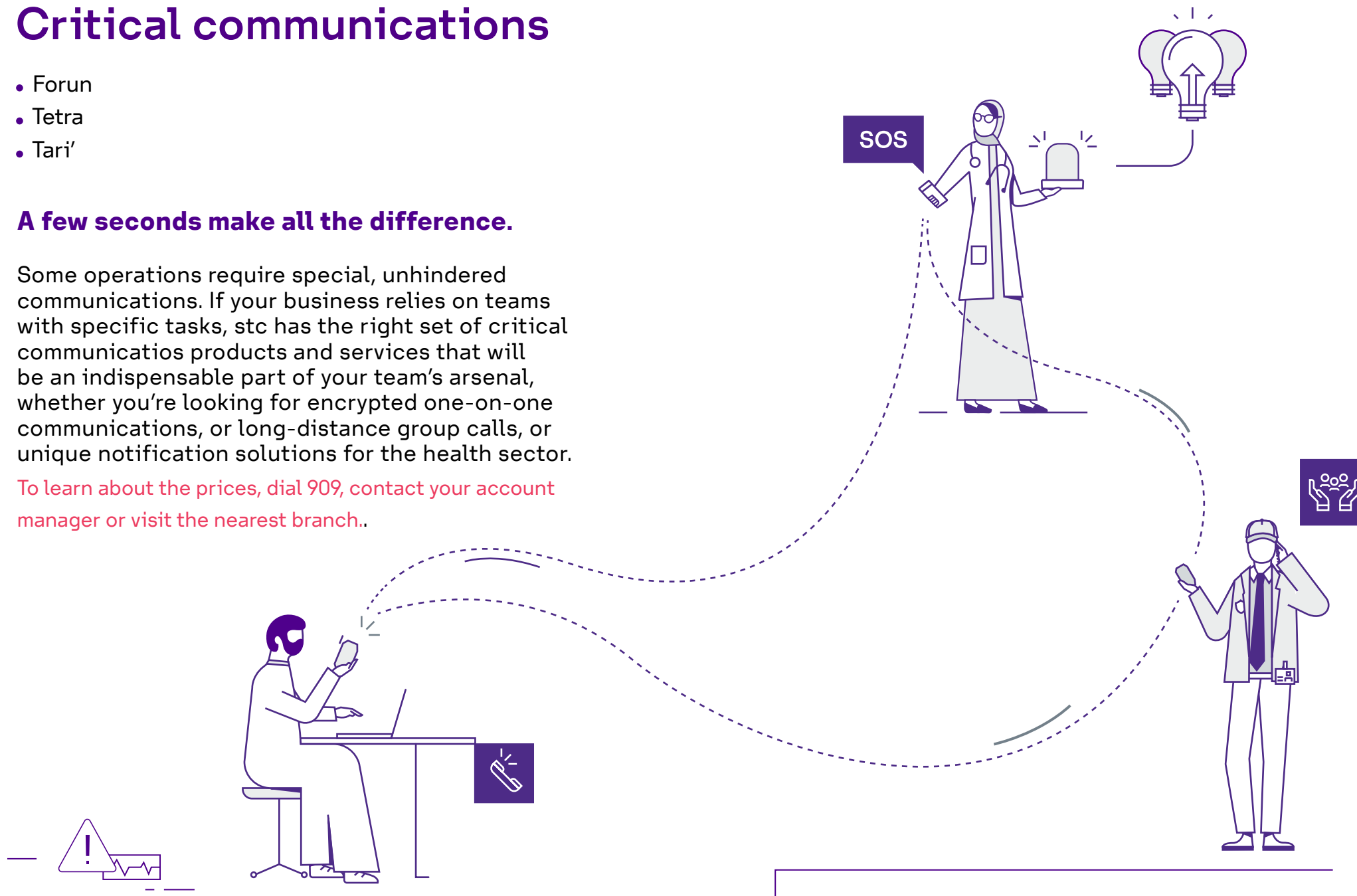
Critical communications

- Forun
- Tetra
- Tari'

A few seconds make all the difference.

Some operations require special, unhindered communications. If your business relies on teams with specific tasks, stc has the right set of critical communications products and services that will be an indispensable part of your team's arsenal, whether you're looking for encrypted one-on-one communications, or long-distance group calls, or unique notification solutions for the health sector.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



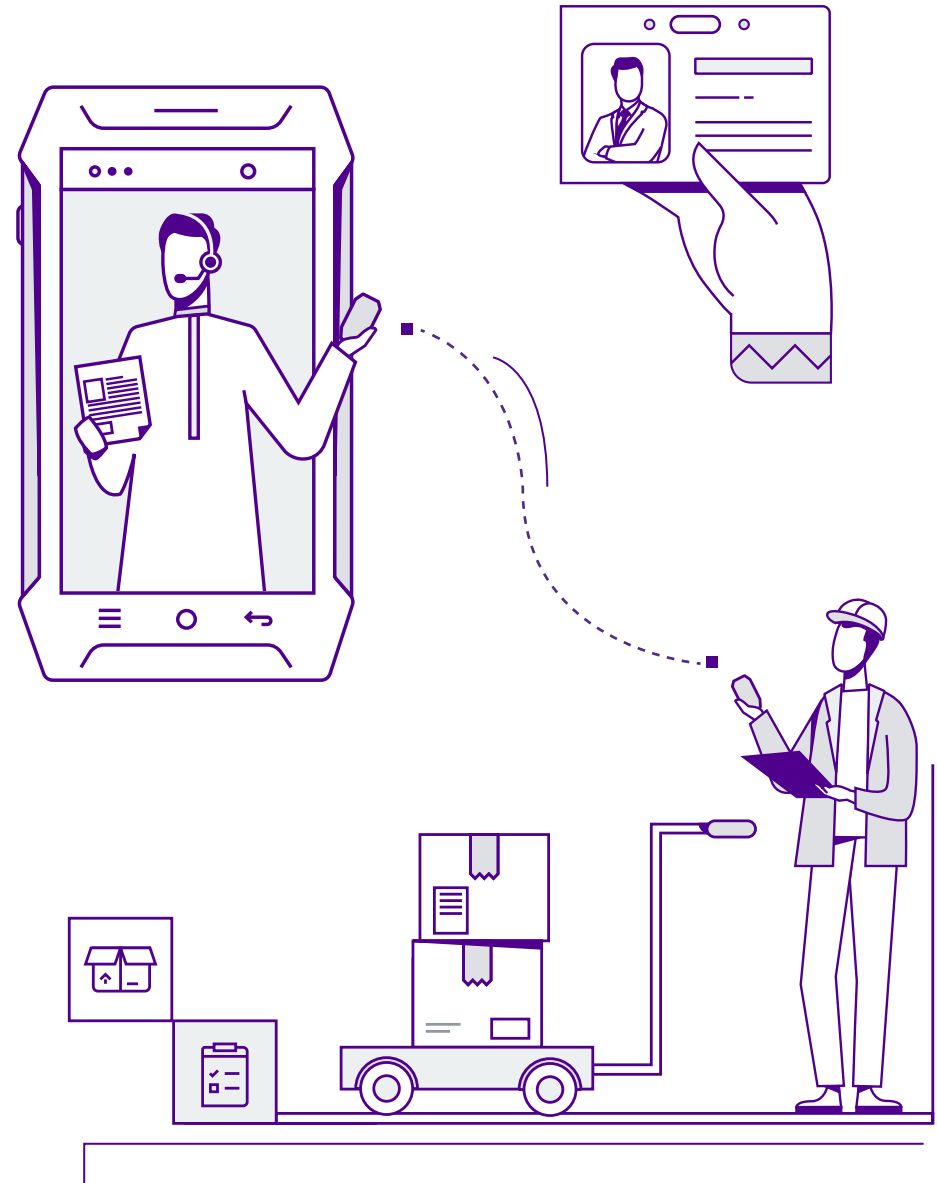
Forun

Forun is the next generation mission critical push to talk (MCPTT) service with high availability, reliability and encrypted communication between teams at low costs, and compatible with the regulations adopted in Saudi Arabia.

Benefits:

- Managing field resources.
- Wide network coverage.
- 24/7 customer support.
- Certified.
- High scalability and performance.

The prices: [link](#)



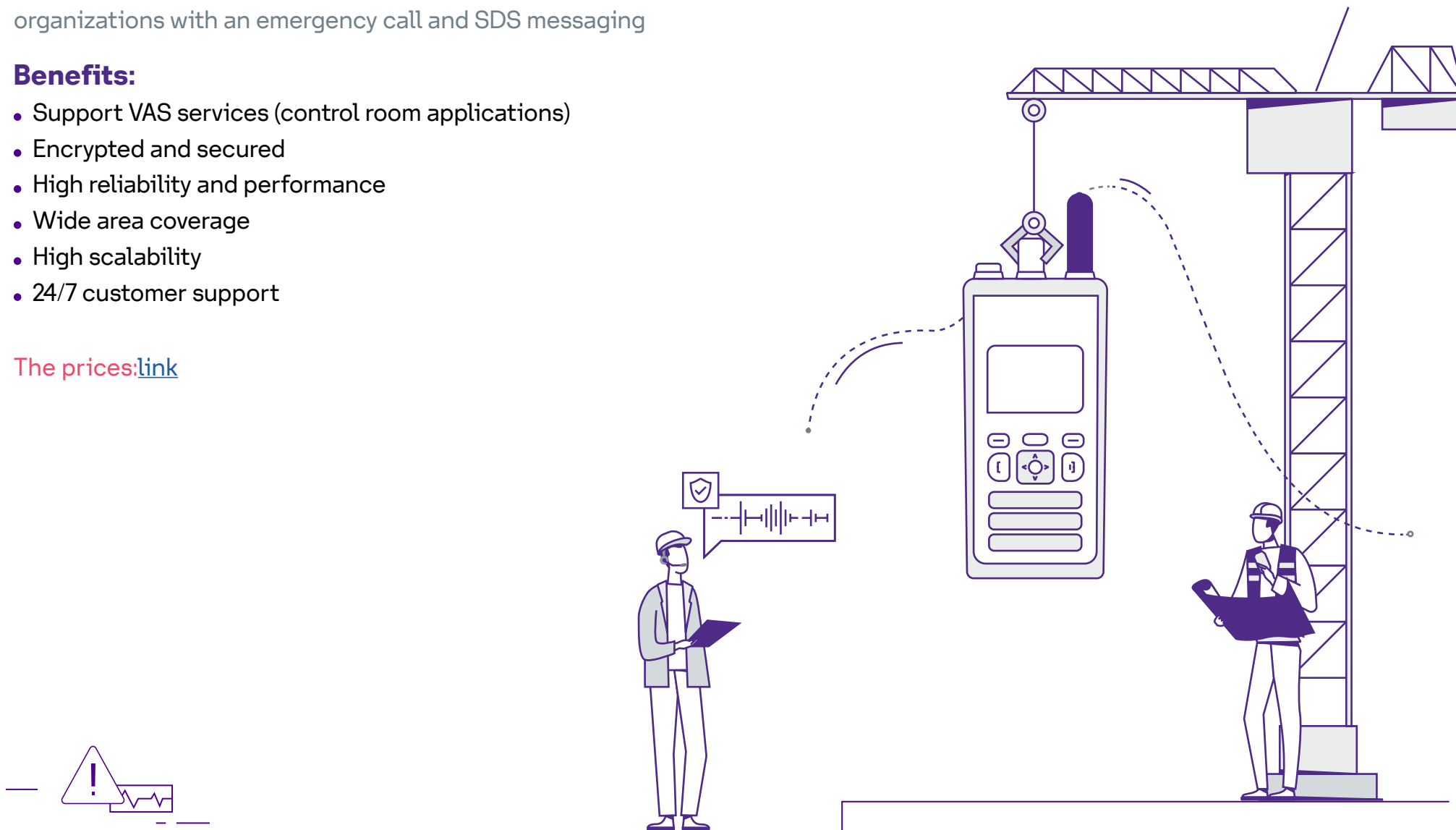
Tetra

Terrestrial Trunked Radio (TETRA) is a digital trunked mobile radio standard developed to meet the needs of traditional Professional Mobile Radio (PMR) user organizations with an emergency call and SDS messaging

Benefits:

- Support VAS services (control room applications)
- Encrypted and secured
- High reliability and performance
- Wide area coverage
- High scalability
- 24/7 customer support

The prices:[link](#)



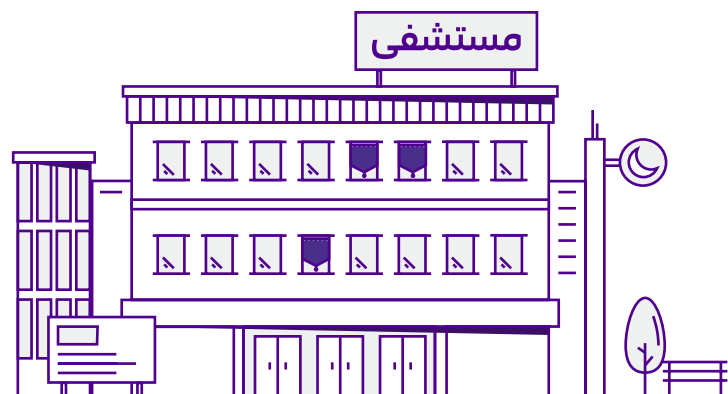
Tari'

The next generation critical alerts and messaging solution for fast and effective communication over mobile networks and Wi-Fi, and combines different communication channels to ensure reach. Tari is secure, reliable and valuable for critical events and emergencies and compatible with smart phones and traditional web browsers.

Benefits:

- Saves time and operational resources.
- Enhances and organizes workflow.
- Cost effective.
- Enhances alert delivery and reliability.
- High scalability and performance.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..

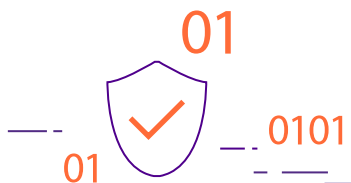


Cyber Security Service

- DDoS Protection
- Managed SOC
- Web Security
- Sayen
- Vulnerability Assessment
- Compromise Assessment
- Managed Firewall
- Email Security

With great powers come great threats.

Cybersecurity technologies are vital for every organization. Our service enables you to provide the security team with a holistic understanding of their assets' security status, as well as gather security data from all critical network assets to present them as actionable information via a single interface. Stay protected with our world-class digital protection services for peace of mind and business continuity with 24x7 monitoring and support.



Compromise Assessment

Sophisticated cyber-security attacks are increasing with stealth and persistent techniques. And for your business to Go Further, and to increase your confidence in you company's security posture, we offer you the Compromise Assessment (CA) service by stc.

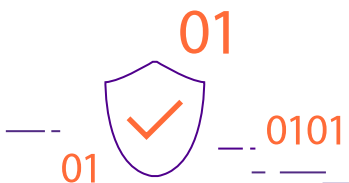
The Compromise Assessment Service is:

- A comprehensive cybersecurity assessment for the company's systems and networks.
- Unveil any indicators of compromise or malicious activities.

Service Benefits:

- Uncovering previous or current breaches.
- Reduce dwell time.
- Assess the security posture of the company.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



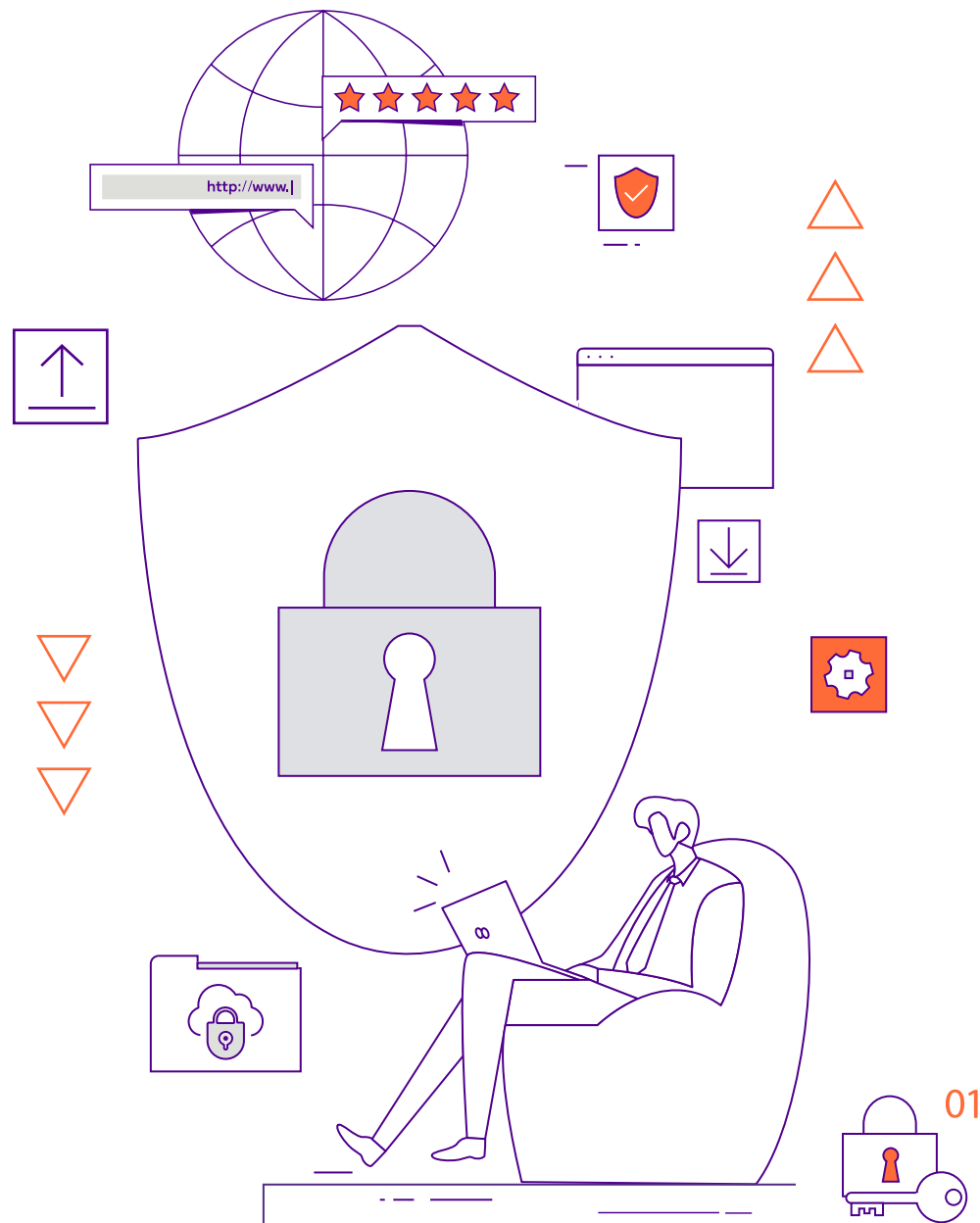
Distributed Denial of Service Protection Service (DDoS)

As organizations continue to incorporate the Internet as a key component of their operations, the global cyber-threat level is increasing. One of the most common types of cyber-threats is the Distributed Denial of Service (DDoS) attacks - an attack preventing users from accessing a system for a period of time. Recent DDoS attacks have left prominent and large web sites inaccessible to customers, partners and users for hours or days, resulting in significant financial, reputational, and other losses.

Why choose us?

- Protection against volumetric attacks in cloud to maintain your business continuity.
- Blocks only malicious attack traffic without interrupting legitimate traffic to your network.
- Proactive monitoring and protection of customer network against DDOS attacks.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



Managed Security Operations Center (SOC)

SOC is a solution that is managed, monitored, and maintained by experienced security analysts who act as an extension of your in-house IT team and are available 24/7 to provide constant vigilance for your perimeter security. This service is the Industry's best practice to ensure a high level of network access, information accessibility, integrity, and privacy. Also, you'll obtain weekly, monthly and quarterly advanced reports as an integrated functionality to better manage any real-time threat.

Service features:

- Highly skilled locally based SOC - Team
- Three working shifts to cover 24x7 operation
- Automated MSSP platform
- Qualified Response to the security Incident in less than 30 Minutes

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..

- Pay Per Use. Service subscription option leading to Cash Flow Improvement.
- Flexible offerings and packages can be chosen according to customer needs
- Outsourcing of Security Incident Management to reliable company with local presence and support
- Service reliability and optional redundancy solution
- Rapidity of deployment & Ease of Management
- 24/7 proactive monitoring and management with Service Level Agreements
- Online customer portal for monitoring, visibility and notifications of security incidents
- Support in compliance with standards like ISO 27001, and security requirements of SAMA and Yesser program
- Our team holds worldwide certificates e.g., CISSP, CISA, CRISC, CGEIT, CISM, ISO 27000, and SABSA



Web Security

With stc Managed Web Security, organizations can now secure their digital communications channels in central and remote offices, view corporate Internet activity across the globe through a centralized reporting portal, and instantly create and deploy granular web-based policies. This solution will help you monitor and prevent malicious traffic and data from entering, or even leaving, an organization's network.

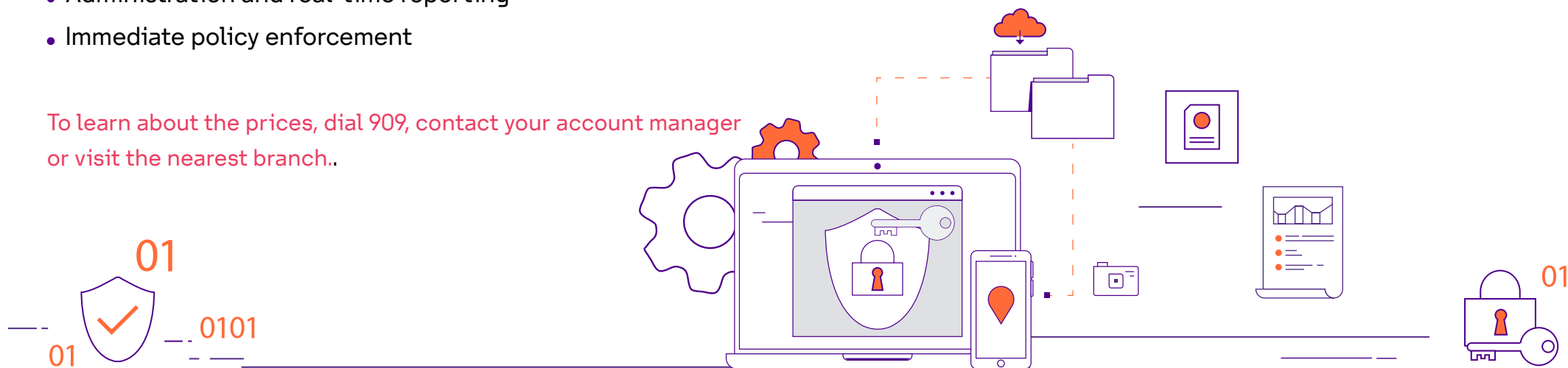
Benefits:

- Cost savings. No hardware or software needed.
Pay as you go, without upfront costs
- Simplified IT.
- Better security. Real-time intelligence stops unknown threats.
- Administration and real-time reporting
- Immediate policy enforcement

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..

Service features:

- URL Filtering - Granular policy by user, group, location, time and quota
- Policies follow the user no matter where and when the user connects
- Reporting and Logging - Report on web transaction
- Inline Anti-Virus & Anti-Spyware - Signature based anti-malware and full inbound/outbound file inspection
- File Type Controls - for Uploads/Downloads True file type control by users, groups and destinations
- SSL Inspection - Full inspection of all SSL traffic, with granular exclusion policy



Vulnerability Assessment

Managed Vulnerability Assessment is a cloud service powered by Qualys, and provides an automated dashboard to display an overview of your security posture and access to remediation details. This solution provides you with an accurate view of your network and web applications, identify vulnerabilities, ensure regulatory compliance and prioritize remediation according to business risk, with no infrastructure to deploy or manage.

Service features:

- The only provider who hosts Managed Vulnerability service on a local cloud, complying with the regulations of National Cyber Security Authority (NCA)
- 24/7 customer service and real-time monitoring and management
- Largest and fastest network in the market
- Affordable and suitable packages for all segments

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



Sayen

Governmental entities and private corporations are increasingly digitizing their operations by establishing digital platforms that enhance their customers' experiences. However, keeping up with this transformation requires effective and safe solutions. With our new "Sayen" (Digital signature) service, enterprises can manage documents and workflow through a safe digital signature that ensures non-repudiation, integrity, as well as data and approval authenticity.

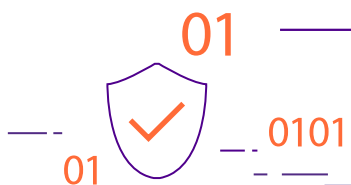
Sayen is licensed by the Communication and Information Technology Commission (CITC) and accredited by NCDC as a Digital Trust Services Provider.



Service features:

- An easy digital signature platform for sending, viewing, signing documents.
- Flexible workflow and bulk signing features.
- Document template creation and design.
- Ability to integrate with customers' business applications via APIs.
- Visible signature options.
- Cloud-based solution, no software, nor hardware needed.
- Documents can be shared, viewed, and signed on any device, anywhere, anytime, and in the way that suits a given approval process.
- Legally compliant with and binding by Saudi Law.
- Hosted and operated in KSA.
- Prevent fraud and limit business risk.
- Reduce cost and deliver fast ROI.
- Flexible packages that suit different business needs.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



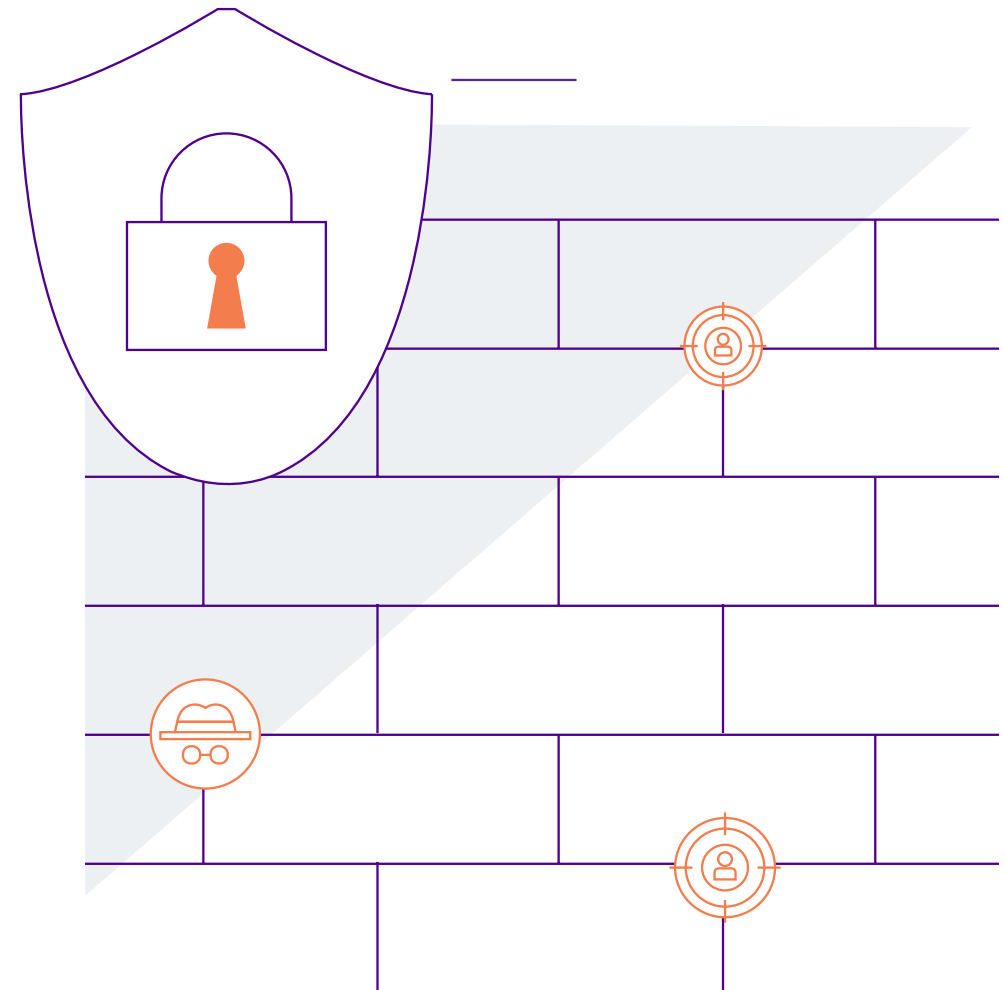
Managed firewall

Managed Firewall Service powered by “Palo Alto Networks”, addresses cyber security challenges by combining network and endpoint security with threat intelligence to provide automated protection and prevent cyber security breaches. Our platform natively provides the right security capabilities and applies them at the right place, addressing all stages of an attack’s lifecycle.

Service features:

- 24/7 customer service and real time monitoring and management
- Largest and fastest network in the market
- Affordable and suitable packages for all segments
- Guaranteed SLAs
- Partnering with top firewall vendors
- Firewall managed security service using the leading technology provider operated and managed by stc solution (IOC) team.
- Compliant with NCA (National Cybersecurity Authority regulations).

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



Email Security

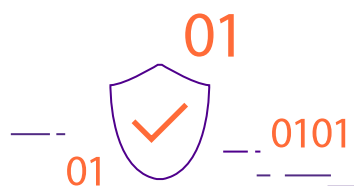
A Cloud based Email security service for enterprise customers. Email security service it's an Advanced Secure Email Gateway delivers advanced multi-layered protection against the full spectrum of email borne threats

Service features:

- Blocks targeted attacks, spear phishing, viruses & malware, spam, and bulk mail.
- Controls sensitive data and helps meet compliance and privacy requirements.
- Detects new and stealthy targeted and advanced attacks.
- Provides deep visibility into targeted attacks and accelerates remediation.
- Proactive 24/7 protection by security experts.
- Multi-tenant cloud based solution. No hardware or software needed. Pay as you go.
- End-to-end management, from detection to resolution.
- Real-time threat reports and analytics.

- Self-service customer portal.
- 24/7/365 Business continuity. Guaranteed.
- Service level guarantee based service.
- Highly skilled locally based SOC - Team.
- Three working shifts to cover 24x7 operation.
- Automated MSSP platform.
- Qualified Response to the security Incident in less than 30 Minutes.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



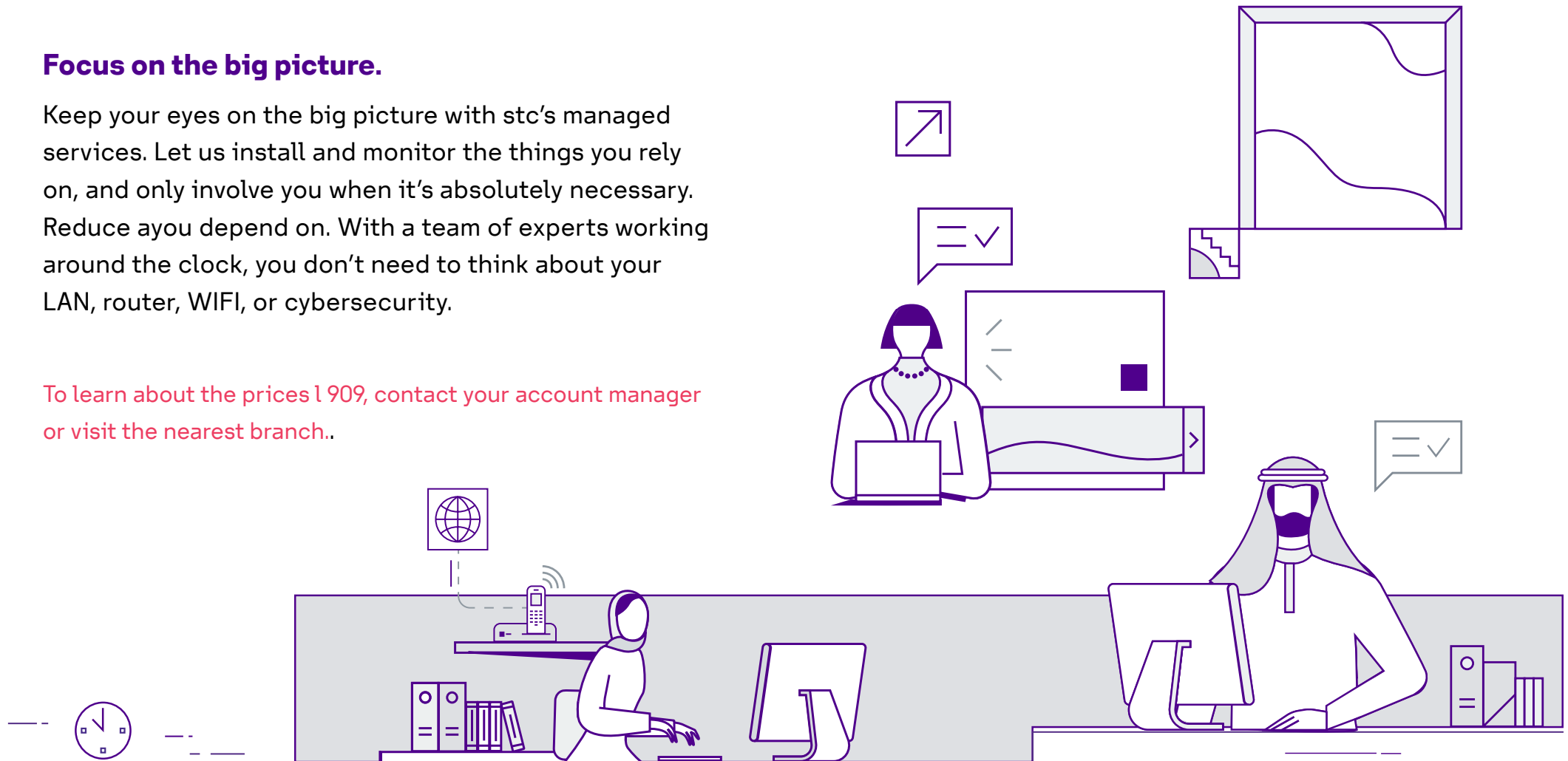
Managed Services

- Managed Router (MRS)
- Managed WiFi (Shabik)
- Managed LAN Service (MLS)
- Managed NOC
- Managed DaaS
- Modar
- Managed Endpoint
- Managed Event
- Managed APM
- Enterprise Mobile Management (EMM)

Focus on the big picture.

Keep your eyes on the big picture with stc's managed services. Let us install and monitor the things you rely on, and only involve you when it's absolutely necessary. Reduce your dependence. With a team of experts working around the clock, you don't need to think about your LAN, router, WIFI, or cybersecurity.

To learn about the prices 1 909, contact your account manager or visit the nearest branch..

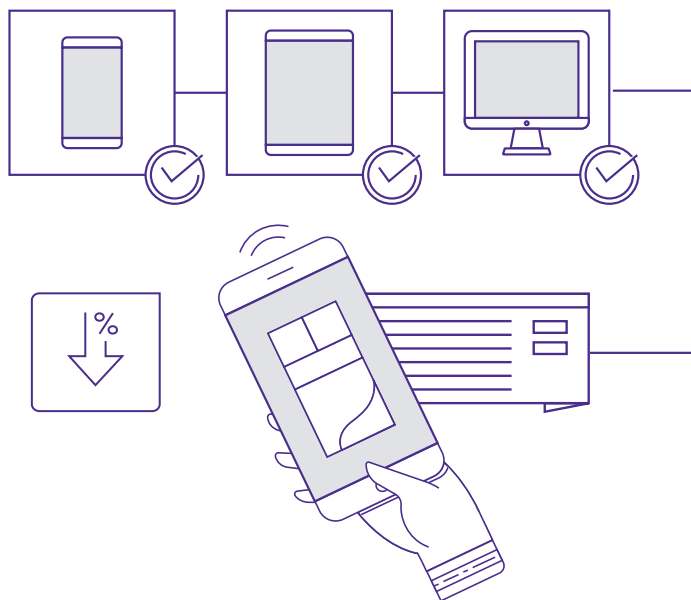


Managed Router Service (MRS)

Your enterprise router is the building block of connectivity. Managing it requires expertise, incurs substantial expenses, and ensuring it's always available is a challenge.

Our Managed Router Service is a value-added service on top of data connectivity delivered by stc to help enterprises, government entities, and data centers by having their router infrastructure managed.

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Service benefits:

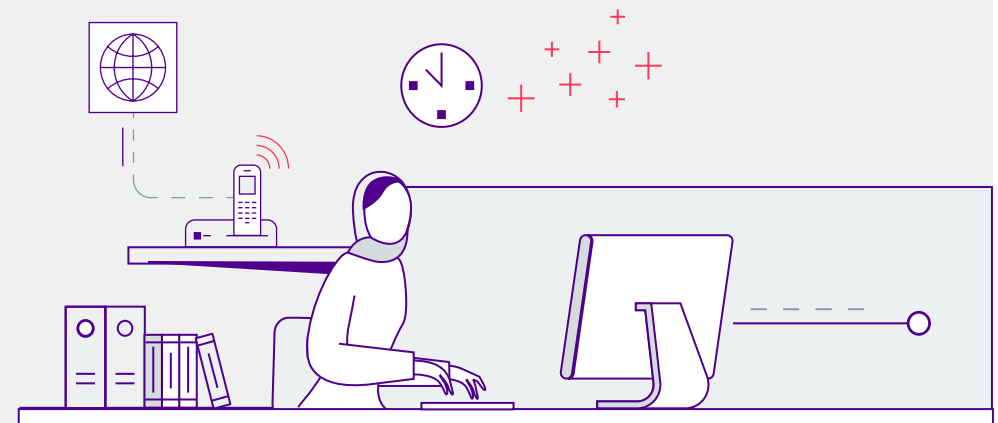
- Reduces initial investment and operating costs
- SLA-driven to ensure high performance
- Includes support with design, upgrade, and migration of legacy networks
- Enables IT resources to focus on developing value instead of running IT infrastructure
- Remote monitoring and diagnostics for routers
- Archiving of client router records, updating and upgrading of client's router.
- Replacement of damaged devices at customer's premises
- Focus on core business and reduction of capital expenditure
- Increased availability of services and reduced repair time, without the burden of contract management
- Round-the-dock remote helpdesk support, both within and outside company headquarters
- Maintenance and replacement of damaged devices
- Maintenance service level in accordance with industry standards to ensure high performance
- A comprehensive service from beginning to end, covering design, operation, upgrading and transfer of the network.



Specific Terms and Conditions for Managed Router Services:

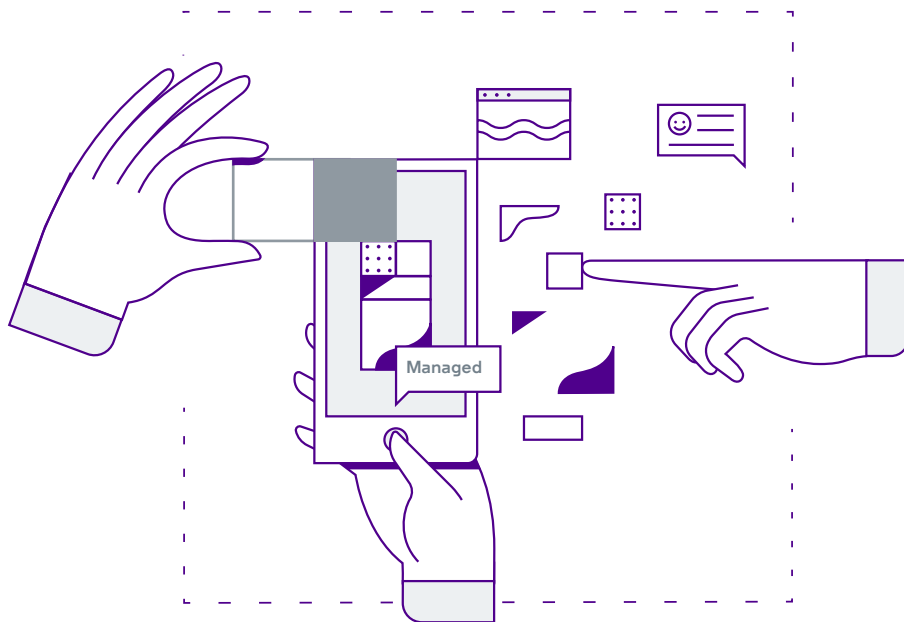
1. Minimum contract period is one year, In the event of early termination; STC shall bill the Client for the entire amount of the remaining months in the term immediately and the remaining installment of the Router device if applicable.
2. The contract will be renewed automatically for one year, unless Client notifies STC (2) two months prior end of service date of his intention not to renew or to cancel service, if Client fails to notify STC and he requests cancellation, then penalty applies
3. The Monthly Recurring Charges reflects Client Router Monitoring and Management on 24X7
4. This form is an official request to order Managed router service on top of the connectivity service and the STC team will communicate with the Client to do a site survey to capture all the requirements from Client location including all additional services, as a result of that the Client will receive a clear proposal for MRS Service.
5. For remote visits over 100km from main cities, there will be an additional charge of 650 SAR per site visit.
6. STC standard is providing cable up to 30 meters from STC cabinets to Client CPE.
7. Extra charges will be applied if exceed 30 meters or Client request internal wiring add-on service.
8. All router devices provided by STC will be sold with the benefit under manufacturer/supplier warranty.

9. Client subscription for Maintenance service shall include technician visit to Client premises and will cover physical parts and labor necessary to maintain the Router in the good operating condition in accordance with the manufacturer's specifications for the router. Maintenance Repair and replacement parts may be new or reconditioned to be the functional equivalent of new.
10. The client can request to get an access to the MRS dashboard to review his managed connectivity circuits
11. Router Device price and setup fees might vary dependent on the offered Speed, Whereas any upgrade going to higher bandwidth group will require full device & installation OTC will be subject to extra charges.



Managed WiFi (Shabik)

stc Managed Wi-Fi provides secure and smart wireless internet access for your guests and employees. By eliminating the on-site controller, the solution is scalable from a small site to a large site without the need of additional hardware or licenses. Stay focused on your business and stc will manage the Wi-Fi network on your behalf.



Location Analytics

- Analyze capture rate, dwell time, and new/repeat visitors to measure the impact of advertising, promotions, site utilization, etc.
- Example: Traffic patterns, Number of Visitors Dwell Time in every branch



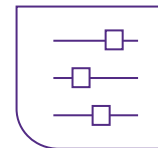
Managed Service & Reporting

- Remote support
- Customer Dashboard
- Daily/Weekly/Monthly Reports



Guest Wi-Fi

- Manage and Customize your guest Wi-Fi login settings.
- Add a splash page for login with your logo and branding
- Example: Enable Facebook Login to boost your social media presence.



Visibility and Control

- Prioritize key business applications & Monitor usage so you can track traffic and make smart marketing decisions.
- Example: Who is the top user for video applications? Block or limit Video per user

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Managed LAN Service (MLS)

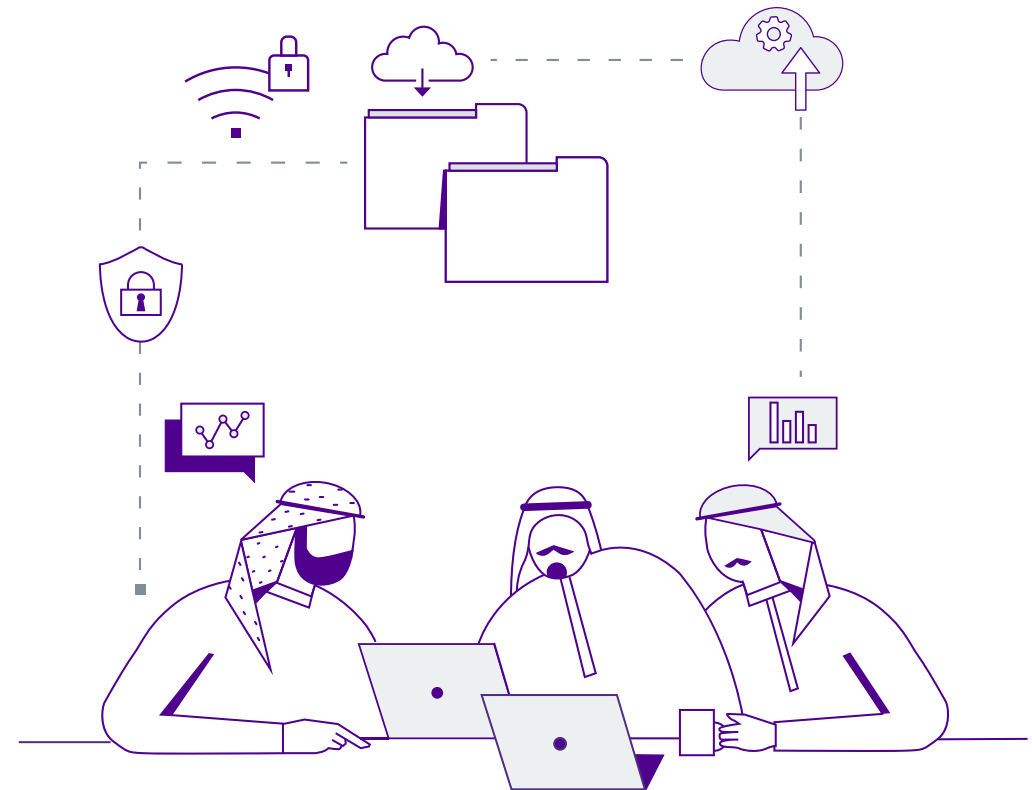
Managed LAN Service enables your business to grow and optimize we manage and monitor your network performance, giving visibility and agility to your network and ensuring your business growth.

Business Benefits:

- Control Operating Costs of Entire IT Network
- Proactive Network Maintenance and Issue Prevention
- Enhanced Network Security
- Enables a High Level of Network Availability
- Improved Quality of Service (QoS)
- Maximized Performance and Increased Productivity

Service/Product Advantage:

- Managed Network infrastructure
- Switch ports Monitoring and Management
- 24x7 network monitoring and dedicated business help-desk



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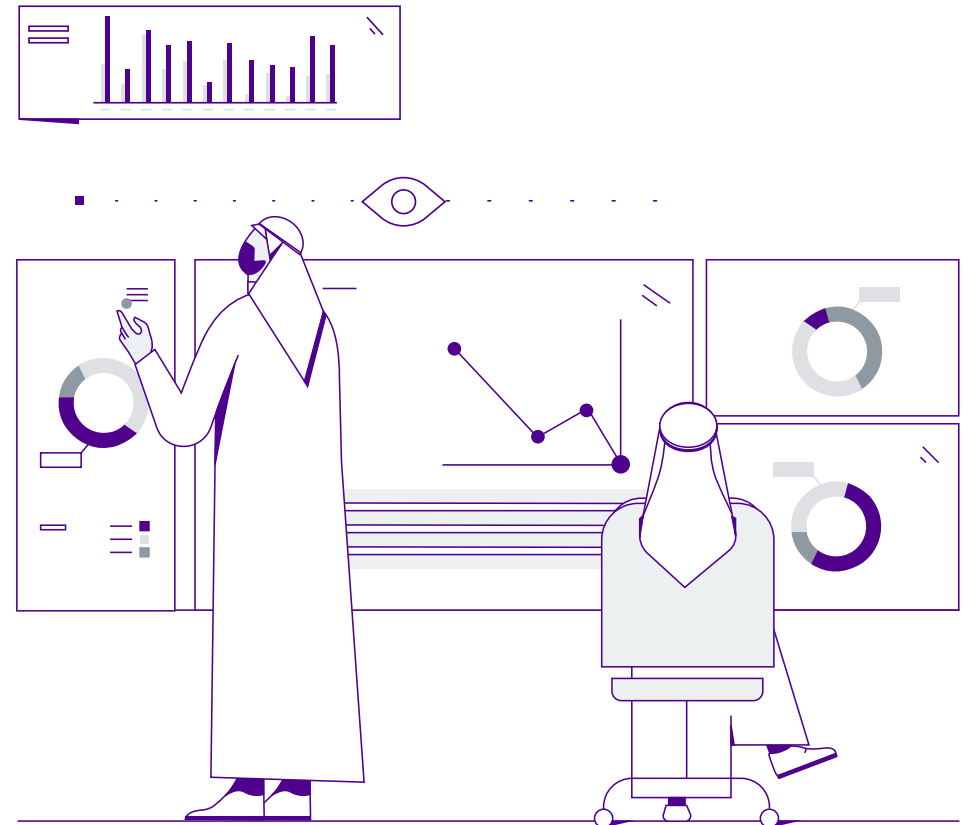
Managed NOC

Managed NOC as a Service (NaaS) Provide IT Operation Managed services of all verticals within KA, that can be swiftly deployed, allowing them to monitor and Managed a critical business service and to facilitate root cause analysis of outages from a single monitoring dashboard providing E2E visibility across all the service components, periodic reporting and instant alerts so they can cut costs and reduce business service downtime Services Powered by AIOps.

Why choose us?

- 24x7 network monitoring and dedicated business help-desk
- Easy Integration and scalable
- Pay-as-you-go Managed service Model
- Intelligent Managed Services Powered by AIOps
- On-prem and Multi-Cloud Management Platform
- 24/7 Operational SLA
- NOCaaS is supported by highly skilled technical support teams.

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Managed DaaS Service

Simplify your initial deployment configurations and provide you with a streamline, ongoing DaaS operations and management.

why choose us?

Cost and complexity redefined

Reduce upfront costs with stc cloud and pay as you grow.

Digital Workplace Experience

Securely access digital workspace content anytime, anywhere, on any device.

Flexible Plans

Configure the VDI environment to your unique needs choosing from standard desktops up to 8 vCPU and 16 GB vRAM with scalable storage.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



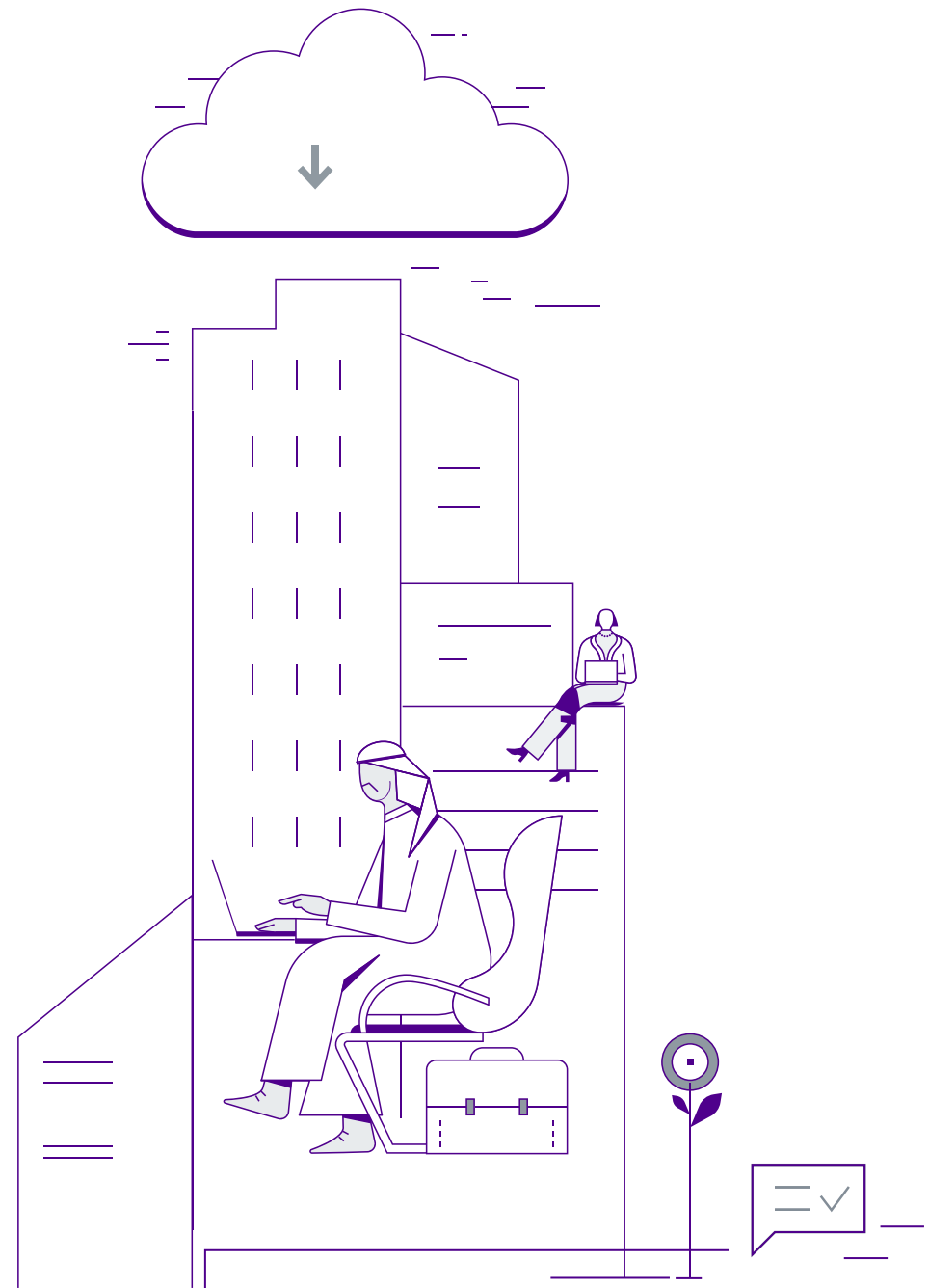
Modar

With the enormous growth in upper-layer services and data, networks require additional nodes to be deployed. In settings such as enterprise offices, shopping malls and supermarket chains, and educational institutes, building a wireless network could require deployment of hundreds or thousands of APs. Traditional local deployment mode and management by a team of dedicated IT professionals would incur extremely high OPEX.

Why choose us?

- **Fast Deployment:** Automatic network planning and deployment on the cloud shorten the network deployment period from months to days.
- **Diverse Applications:** Cloud platforms supporting Big Data analytics and open APIs provide enterprises with diverse applications, and offer optimal service experience and network VASs to users.
- **Simplified Operation:** On-demand network services are provided, slashing enterprise OPEX.
- **Generate monthly network reports to the customer via email.**

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SD-Edge service

An open edge-computing device operated on the customer premises to improve performance and lower latency and make the customer network ready for the agility, flexibility and expandability.

SD-Edge is a proximity to the end-customer application ensures low latency, low cost, and creates scalability, Open multivendor and deployable at scale.

Features:

- Virtualized and serviced chained on a single hardware footprint.
- Virtualized Network Function (VNF).
- Simplified operational deployment, fewer SKU, common MOPs
- Common management and support.
- Rapid deployment of services, no longer tied to hardware, simply push a VNF.

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Benefits:

- Faster time to deploy new network functionality- by enabling network functions to be added and changed on-demand.
- SD-Edge helps reduce complexity and drive down costs for customers business.
- SD-Edge Network puts responsibility of managing applications by keeping the service running smoothly and provide detailed reports on the service on the stc DC who proactively manages customer's performance.
- Zero Time to deploy.
- Provide customers with flexible deployment options.
- Shared Resources from Large Library of 3rd party VNFs.
- Reduce cost and complexity refined by Low cost with pay as you grow system.
- Increased availability and scalability.
- On demand service available via instant activation on stc Cloud marketplace.
- Available via instant activation on stc Cloud marketplace.
- Move functionality between hardware platforms for increased availability and scalability.



Managed APM

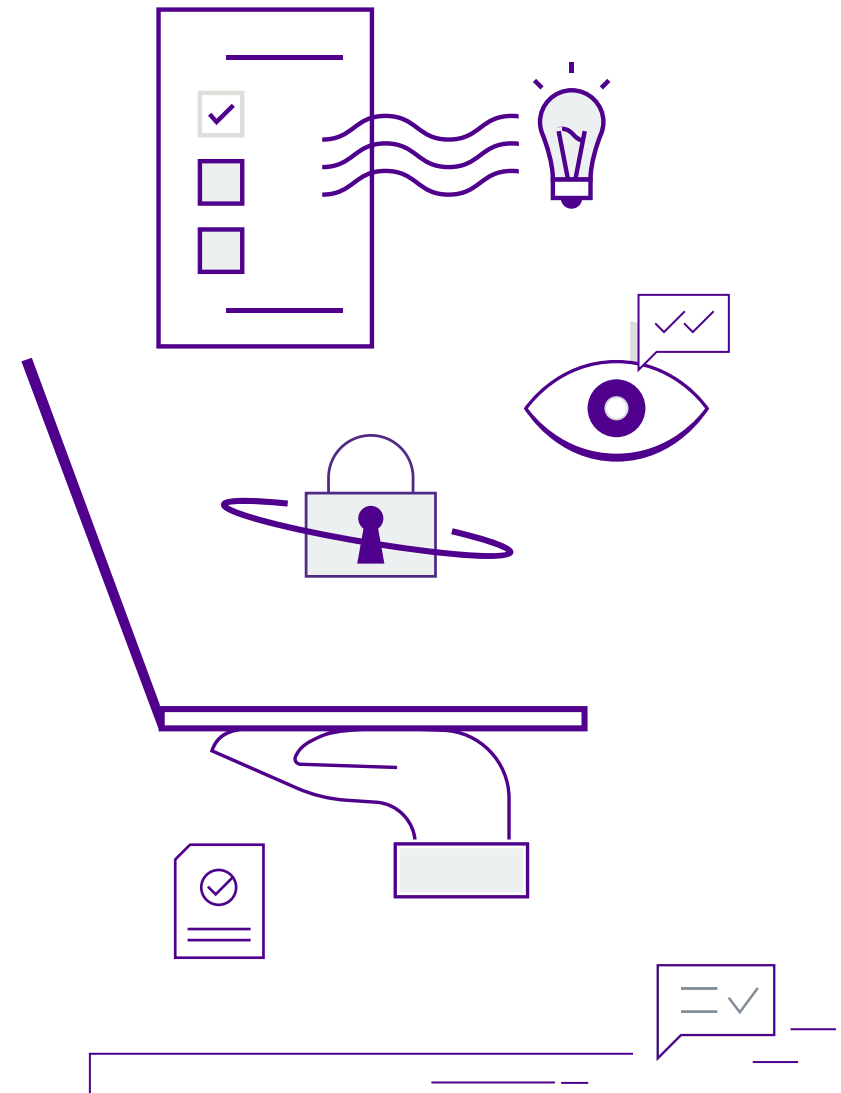
A set of managed, cloud-based and On-premises offerings powerful and unified Application Performance Management (APM) solution.

Managed APM helps you visualize your entire application environment with our industry-leading Application Performance Monitoring (APM) solution. Provide powerful APM Managed Services solution, real-time application monitoring, automated anomaly detection, and end-to-end visibility into the entire application stack.

Features & benefit:

- Full-stack observability through the lens of business impact.
- On-prem and Cloud base Management Platform solution
- Fix anomalies in real time.
- Manage hybrid environments.
- Observability across your entire business application ecosystem.
- Actively monitor, analyse and optimize complex application environments at scale.

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Managed Endpoint (MES)

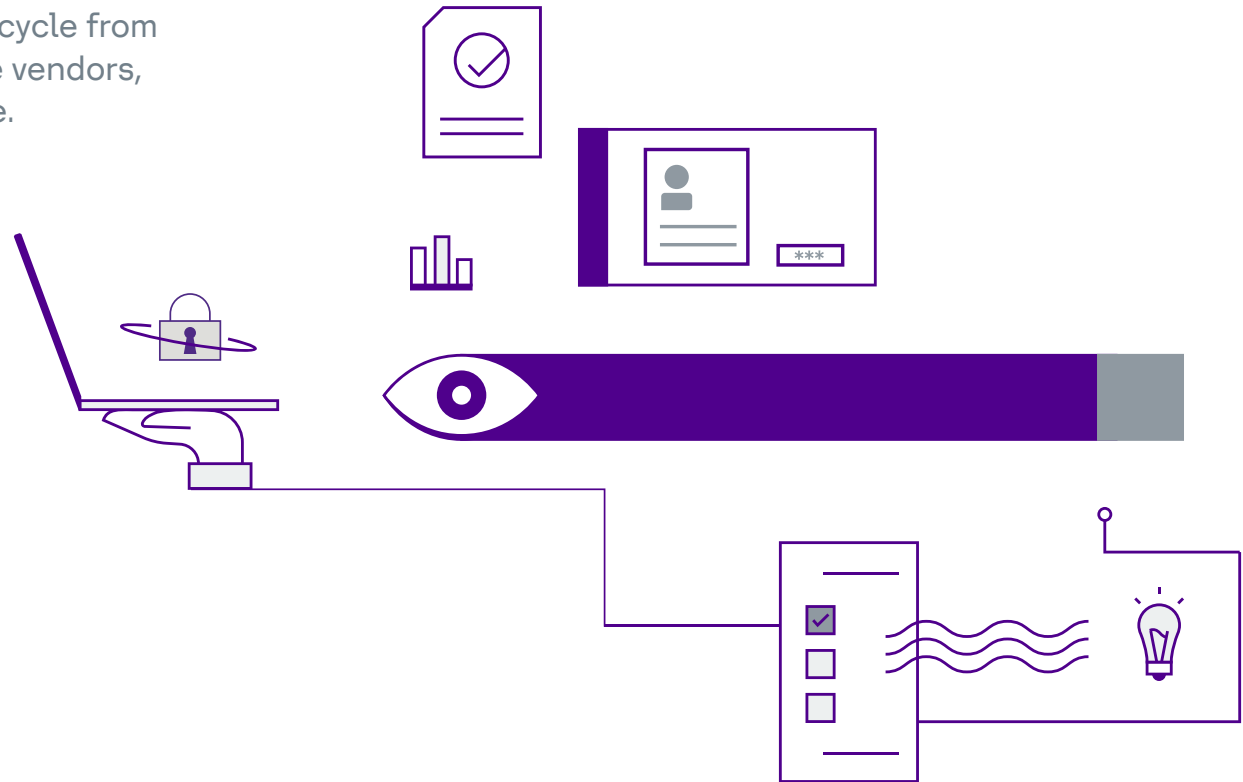
A set of managed, cloud-based offerings that enable modern and scalable management of a diverse set of Desktop devices.

This service helps IT department in; discovering and collecting inventory about hardware and software, monitor software licensing, patch management, remote control, Software distribution and protect endpoints.

It also helps Managing and optimizing IT asset lifecycle from purchase to disposal and provide a tool to manage vendors, contracts, track IT spends and address compliance.

Features & benefit:

- Devices Discovery and Inventory.
- Software License Monitoring.
- Patch Management.
- Software Distribution.
- Remote Control.
- Power Management.
- Asset Life-Cycle Management.
- Vendor Management.
- Contract Management .
- Procurements Tracking .
- Dashboards.
- Periodic Reports.



To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



Enterprise Mobile Management (EMM)

Manage all company devices, including personal and smart devices, safely and remotely.

Notable features



Mobile Device
Geo-fencing



Mobile Apps
Management



Mobile Device
Management



Access to
Corporate
Content

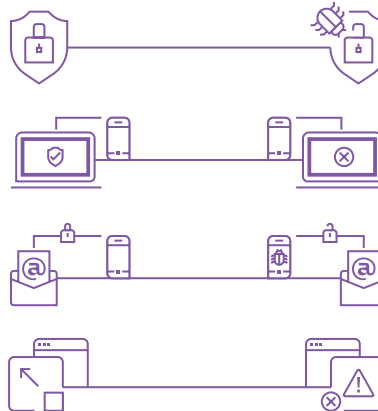


Business/Personal
Segregation

Benefits of subscribing to EMM for enterprises

An enterprise subscribed to EMM

- **Impenetrable** information systems
- **Option to expand** safety settings and apply them to remote devices
- **Secure access to internal enterprise devices** via employee personal devices anywhere in the world
- **In accordance** with digital transformation



An enterprise not subscribed to EMM

- **Susceptible to remote invasions** of the information systems
- **Safety settings cannot be applied** to remote devices
- **Unsafe access to internal enterprise devices** via employee personal devices anywhere in the world
- **Not in accordance** with digital transformation

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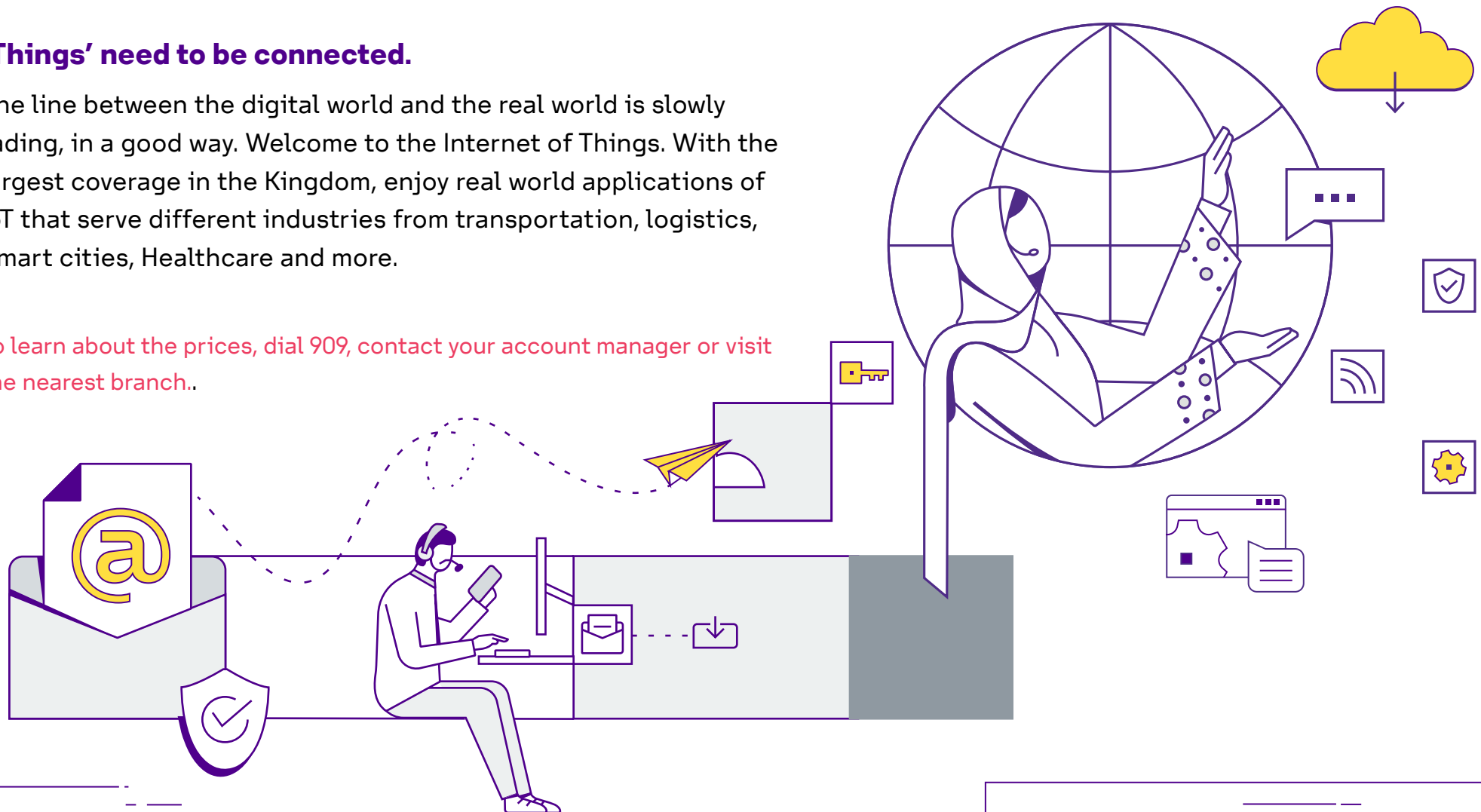
Digital Products

- Machine to machine (M2M)
- Fleet Control (FCS)
- Video Surveillance System (VSS)
- Virtual Clinic (VC)
- Medical Voice Recognition (MVR)
- Point of Sale (POS)

'Things' need to be connected.

The line between the digital world and the real world is slowly fading, in a good way. Welcome to the Internet of Things. With the largest coverage in the Kingdom, enjoy real world applications of IoT that serve different industries from transportation, logistics, Smart cities, Healthcare and more.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



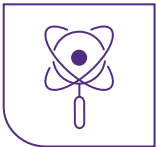
Machine to Machine (M2M)

A powerful and flexible platform which enables you to manage the complete lifecycle of the SIMs from ordering to activation until termination. Machine-to-Machine (M2M) SIM is designed with machine connectivity and business scalability in mind, and are ideal for a broader range of (IoT) applications.

Benefits:

- Data Availability
- Operation Efficiency
- Time/Cost Efficiency

M2M Use Cases



Industry and Energy

- Industrial automation and control
- Real-time monitoring
- Smart grids
- Smart meters and telemetry
- Environmental monitoring



Automotive and Logistic Services

- Fleet control
- Connected car
- Assets tracking



Retail and Financial Services

- Point of Sales.
- ATM.
- Vending Machines.
- Supply Chain Management



Healthcare

- Remote patient monitoring.
- Hospital equipment monitoring.
- Telemedicine.



Security

- Video Surveillance
- Remote Alarm systems.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



Fleet Control Service (FCS)

Fleet Control Service enables organizations to monitor their assets, whether it is a vehicle, truck, or any other transportation assets. It provides readings to many information such as speed, truck load, location, temperature, and other parameters.

Benefits:



Increase Productivity

FCS increases fleet utilization and helps to organize your fleets



Reduce Cost and Fuel Management

Utilize Fuel alert Fuel coupons benefits and help you to optimize your fuel consumption through optimal route



Real Time Visibility and location Management

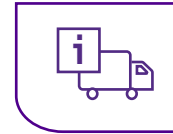
- Enable to real-time monitoring for your fleets and the vehicle's position.
- Define a safety zone for each vehicle/ driver.



Reduce Theft and Abuse

Our alert system will notify on any abnormal incident helping you to prevent any attempted theft.

Features:



Maintain and track vehicle information such as

Model, Registration Number, Expiration date.



Driver Management

Driver Information, Driver Violations
(Speed limit, Seatbelt, driving during non-working hours)
Driver behavior (Acceleration / Harsh braking/ turning)



Report Management

Get a report for (driver behavior/scoring, vehicle performance, fuel consumption, ...etc.) and the ability to analyze the reports information.



Incident Management

- Real-time notifications about any abnormal situations.
- Provides the closest vehicle to the incident's location.



Maintenance Management

- Organize preventive and repair maintenance information.
- Monitor in real time the vehicle's performance



Alert Management

Escalation Engine will perform real-time or scheduled delivery of SMS and E-mails and Early alert for insurance and license expiration.

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Use Cases of Fleet Control Service

Cold-chain

Cold Chain involves the transportation of temperature & humidity sensitive products along a supply chain and the logistical planning to protect the integrity of these shipments.

Features:



SFDA Registration

We will register your company, warehouses and fleet to SFDA platform.



Warehouses Management

Register your warehouses and inventories to keep track of temperature and humidity levels.



Truck Management

Register into the platform such as truck brand, Model, year, etc.



Driver Management

Register drivers into the platform by filling information such as driver name, mobile number, Date of birth, etc.



Alert Management

Set alerts to receive notification on your phone, SMS or email such as high temperature or high humidity, overspeed, engine idle, working hours, and other more setups.



Location Management

Monitor your trucks from the map, and hover the mouse over the trucks to get live information such as speed, temperature, humidity, driver, address, .. etc."



Geofence Management

Setup restricted areas to manage your fleet positions, so when a truck passes By a restricted area, you will be notified.



Maintenance Management

Get alerts about your fleet maintenance such as oil change, and receive alerts 500 km before the truck reaches the mileage you entered.



Report Management

Generate more than 30 reports designated to your warehouses and fleet, which helps you make better decision. You may also schedule reports to be sent periodically to your email.

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Use Cases of Fleet Control Service

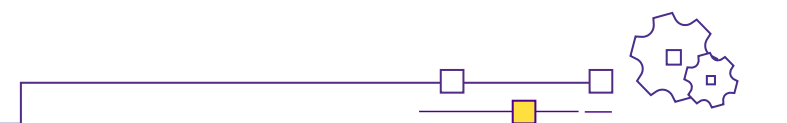
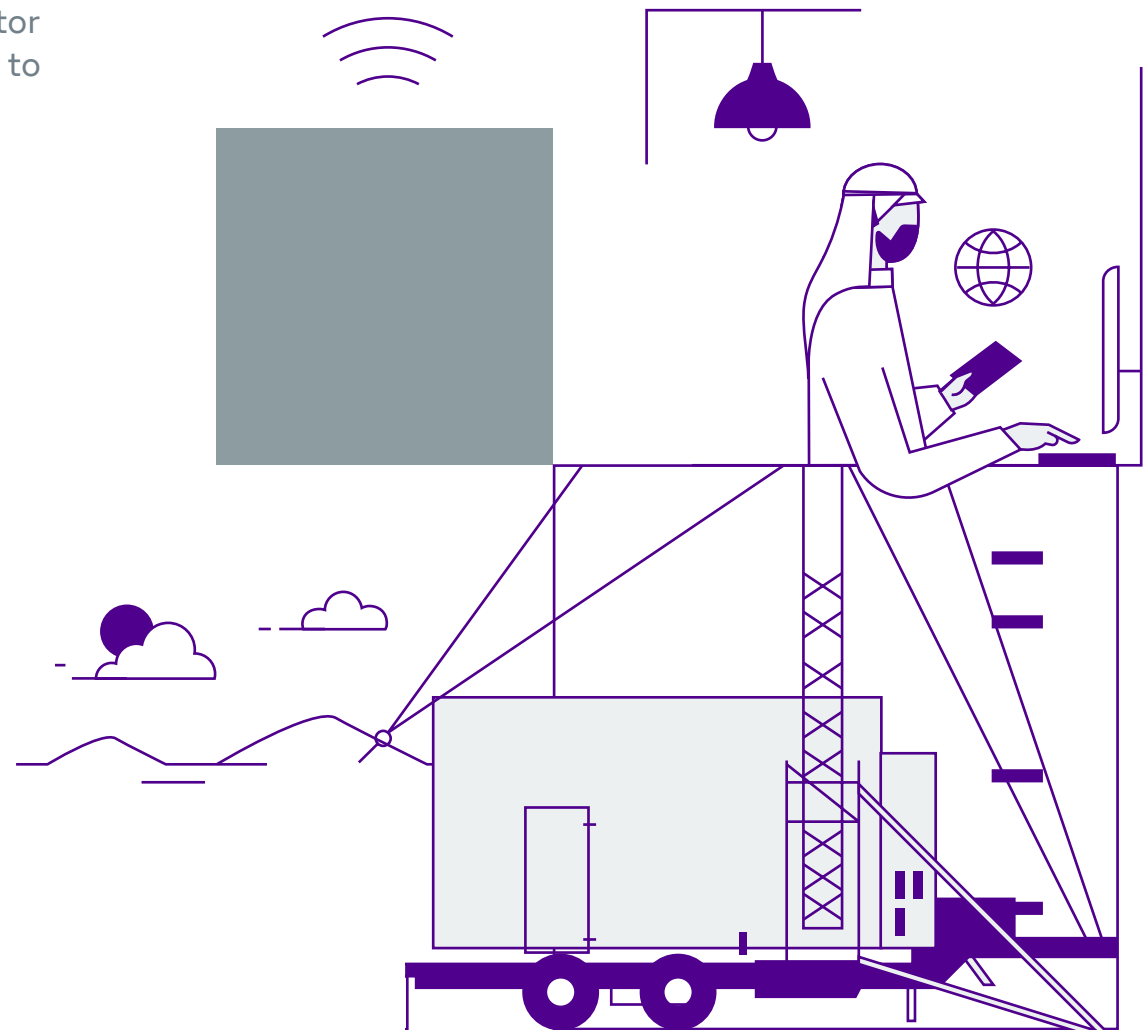
Truck Monitoring

Truck Monitoring service enables organization to monitor their trucks load, location, speed and other parameters to be transmitted to WASL platform.

Benefits:

- Helps organization manage their fleet behavior.
- Monitor illegal driver actions such as overloading and over speeding.
- Allows organization to renew and issue the truck operation license from the Ministry of Transportation.

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Video Surveillance System (VSS)

A video surveillance service that enhances security by efficiently managing cameras remotely through an application, web browser, or a local screen display

why VSS?

Mol Compliance

Compiles with and provides certificate for the business owner

Security

Ensuring footage safety with the cloud storage and encryption

Monthly Subscription

Manageable subscriptions (consumption based billing)

Easy Access

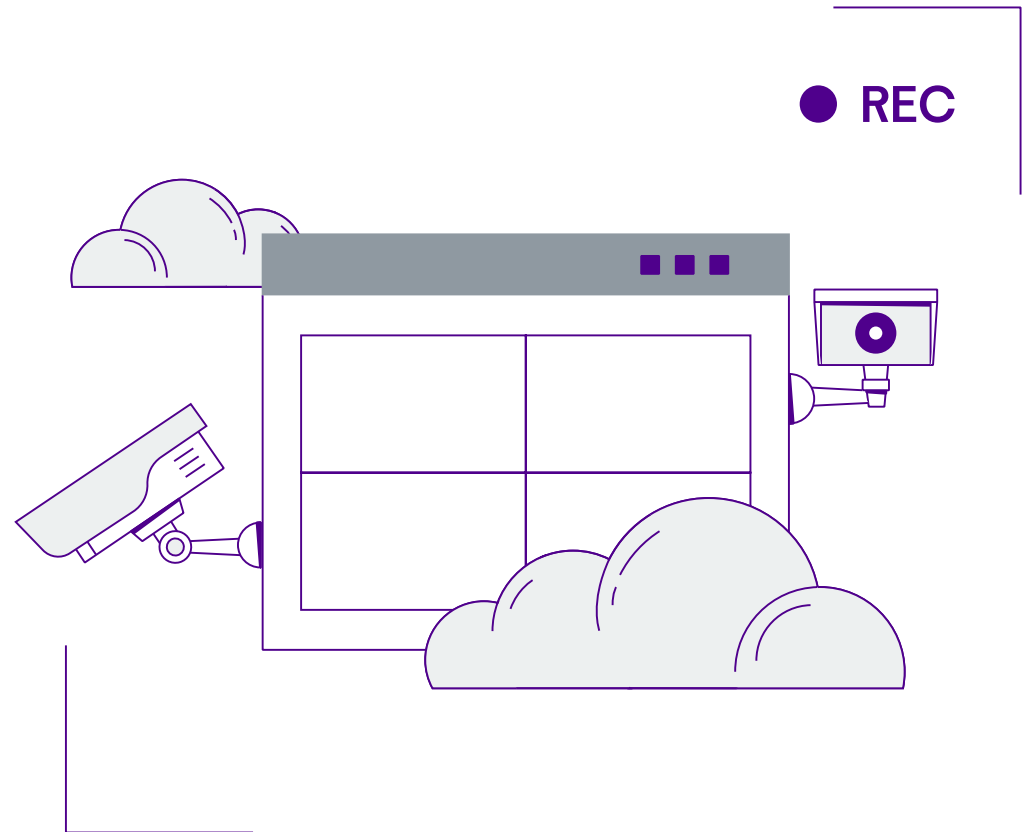
Easily accessible through a user friendly application or a web browser

Support & Maintenance

An included service and support program to provide peace of mind

Benefits:

- Real time watch list
- Classification
- Saudi license plate
- Thermal CCTVs
- Object engagement /place/remove /count
- Virtual fencing
- Facial recognition



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Virtual Clinic (VC)

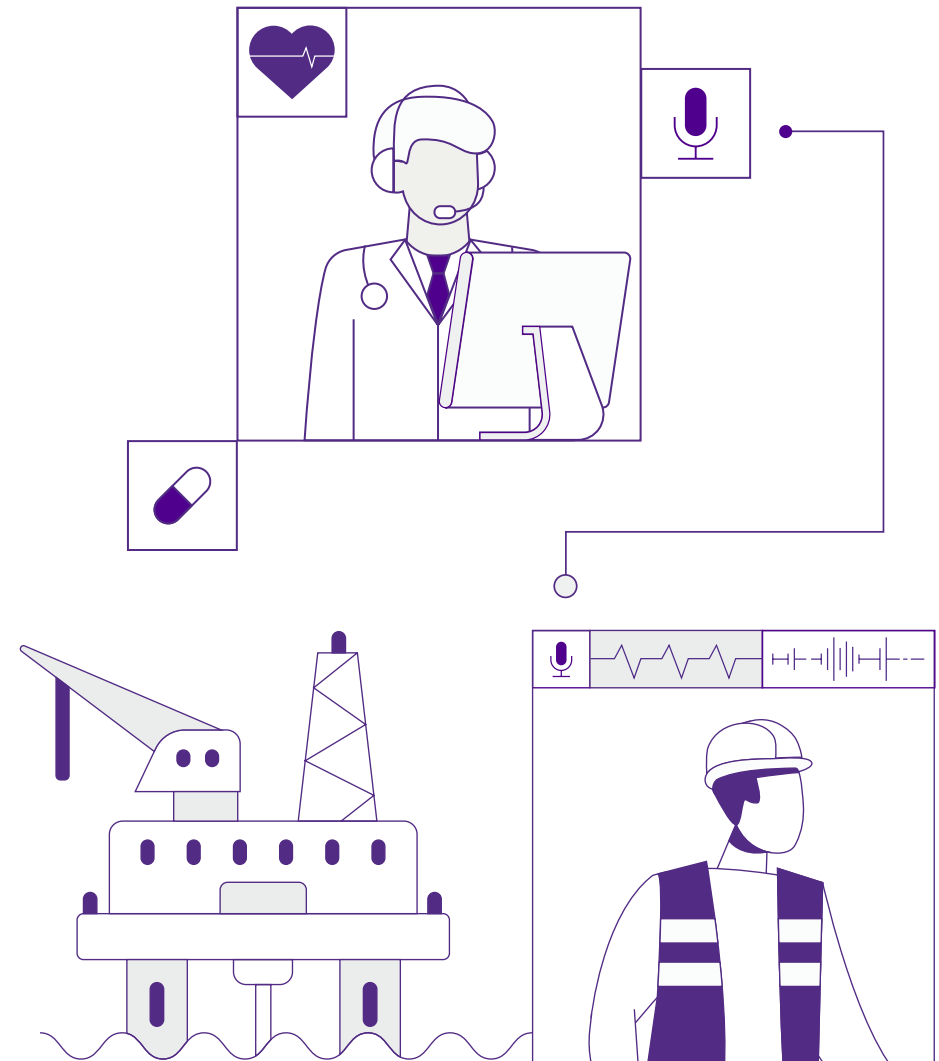
Virtual Clinic Solution virtually connects physicians with their patients, regardless of the distance between them through a certified portable medical kit at the site of the patient

Benefits

- Video conferencing and simultaneous viewing of vital signs, cardiopulmonary data and medical images.
- Virtual Clinic devices are FDA 510k Class II certified and Saudi FDA certified.
- Medical exams, consultation and patient monitoring with the same clinical accuracy of an in-hospital exam.
- Extend clinical care to the most at-risk patients
- Connects Physicians and patients to enable medical assessment anytime, anywhere.

Why choose us:

- Built in secure digital cloud environment that is HIPAA compliant.
- Fully managed service offering easy management in the healthcare provider facilities.
- Virtual Clinic is a cloud based offering a very effective solution with high efficiency and availability.
- Supported by highly skilled technical and medical support team.



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Medical Voice Recognition (MVR)

Documenting complete patient story has always been challenging for healthcare providers, where healthcare personnel spend a significant portion of their time on the computer to type in & correct the documentation errors. Medical Voice Recognition service, helps physicians and other clinicians in securely document complete patient care in the Medical Records, by simply dictating into their microphone, which converts their voice into text in real time with better accuracy. Medical Voice Recognition increases documentation efficiency and quality, as well as satisfaction of health professionals while accomplishing clinical documentation, where physicians get more time in diagnosing the patient rather than focusing on typing & correcting.

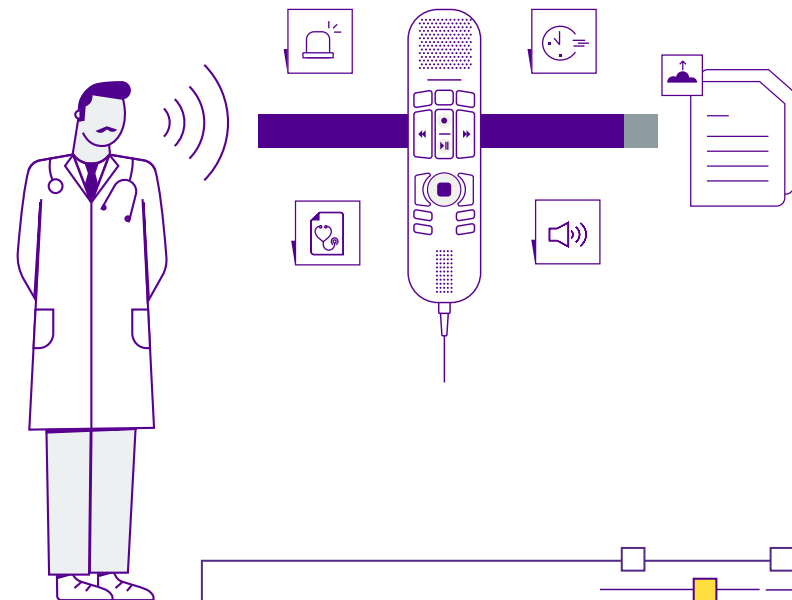
Benefits:

- Reducing turn-around time in clinical reporting and documentation.
- Helping healthcare organizations save Operational costs by automating the documentation process while.
- Improving clinician satisfaction which allows them to spend more time with patients.

Features:

- Supply and installation of devices with competitive prices.
- A single voice profile across platforms and devices.
- Improve quality of data means improved analytics.
- Medical vocabulary, specialty language models and accent Support.
- Support individual clinician preferences and workflows.
- Shortcuts/templates.
- Ease of dictating, navigating, reviewing, and editing speech Recognition generated documentation.
- Free text dictation within HER.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



Point of Sale (POS)

POS service enables Banks to process a payment transaction via stc payment gateway anywhere in Saudi Arabia through PoS Devices

Benefits:

High Availability

- Mobile POS enables payment transaction kingdom-wide over GPRS, or 4G signal.
- mobile POS offers advanced redundant solutions to avoid transactions queue.
- Provides POS management application to manage and control your POS device.

Fast Transaction

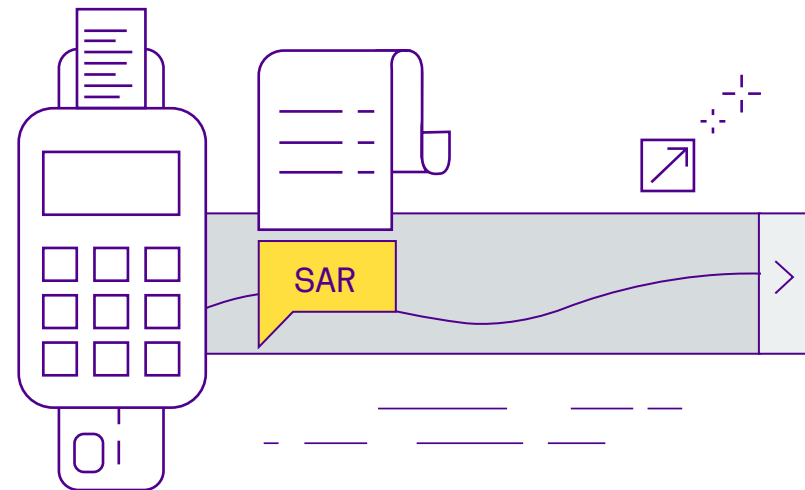
stc POS Gateway is processing fast payment transactions with an average speed of 3-5 seconds.

High Security

POS Gateway offers security and controllability over misuse of the device.

POS End users:

- Local banks serve as a gateway for retailers.
- Hotels and restaurants.
- Delivery services (Home, post, etc...).
- Gas stations.
- Limousine service.
- Occasional trading/shopping exhibitions.
- Gold and jewelry "VIP site sales."
- Online pharmacy services.
- Tourist and shopping festivals.



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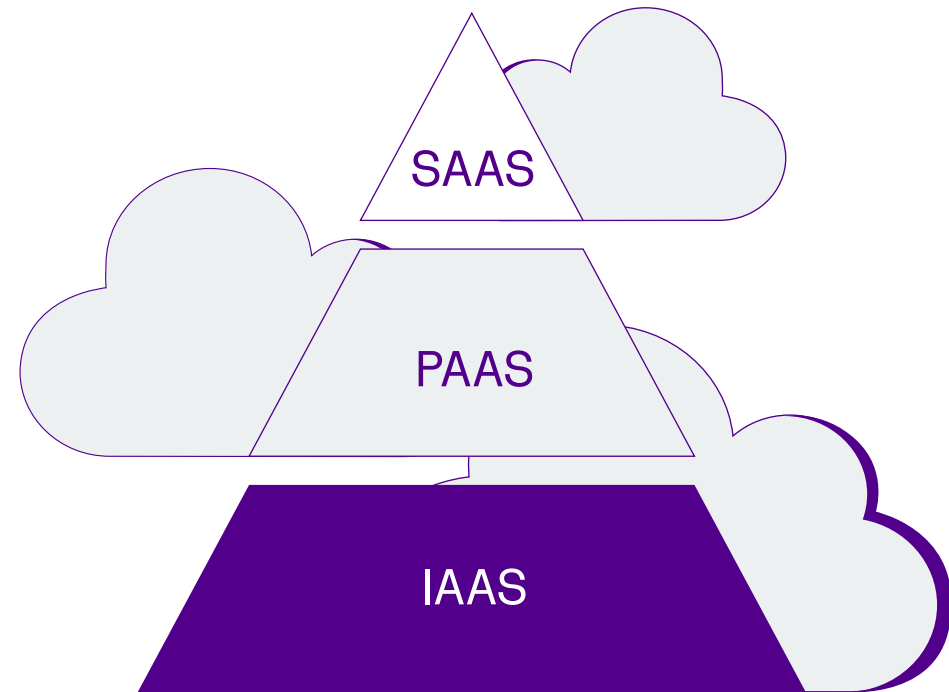


Cloud & Data Center

- **IaaS**
 - Colocation
 - Disaster recovery as a service (DRaaS)
 - Virtual Data Center (VDC)
 - Object Storage
 - Public Cloud by (VMWare)
 - SDDC Flex
 - Backup as a Service by (VMWare & Veeam)
 - Firewall as service (FWaaS)
- **PaaS**
 - Openshift Dedicated Platform
 - F5 Local Traffic Manager (LTM)
 - F5 Web Application Firewall (WAF)
 - Cloud DNS
- **SaaS**
 - Desktop as a Service (DaaS)
 - Business Collaboration
 - FileVault
 - Correspondence management systems (CMS)
 - Saudi Domain Name Registration Services (DNRS)
 - Managed DaaS

Reliable. Secure. Saudi.

The most secure and reliable Saudi cloud service is ready for you to take your digital assets and business to the next level. Whether you're looking for hosting services or SaaS, IaaS, and PaaS, stc cloud has got you covered. Reap all the benefits of owning a data center without bearing the costs of ownership, maintenance or operation. stc cloud is secure, Saudi-based, and is monitored 24/7 monitoring by qualified engineers.



To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



Co-Location (1-2)

A variety of special services to host your IT infrastructure in a safe environment.

Key benefits

- Multiple secure hosting options for your IT infrastructure
- High availability
- Compliant with international regulations and best practices
- Highly advanced technologies and top of the line infrastructure
- 24/7 professional support

Data centers

Riyadh

Tier 4 certified data center at ITCC compound with high-end facilities to ensure high availability. The most advanced data center in the region, with fully redundant sub-systems. Most suitable for mission-critical infrastructure.

Jeddah

Tier 4 certified facility with redundant sub-systems for your mission critical infrastructure needs.

Virtual Data Center (vDC)

stc Cloud Virtual Data Center is a form of cloud computing that provides virtualized computing resources over the Internet that offers highly scalable resources which can be adjusted on demand.

Key benefits:

- Time to market: Create virtual data centers in minutes
- On-demand resources: pay as you go model, scaling up and down based on business needs
- Allows customers on the business applications and innovation
- Highly advanced technologies and top of the line infrastructure
- OPEX model, no capital investment in infrastructure is necessary

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Disaster recovery as a service (DRaaS)

DRaaS (Disaster Recovery as a service) is a trusted secure DR solution to support your business continuity strategies. We maintain the maximum level of availability for your services against any kind of disaster using VMware VCloud availability by providing you the capability to failover your VMs to one of our data centers available in Riyadh and Jeddah.

DRaaS provides Flexible off-premises, cloud-based disaster recovery to cloud, and between clouds, covers needed hybrid scenarios designed specifically for your VMware environment.

Why choose us?

Cost Effective:

DRaaS to cloud is much cheaper to manage than trying to create a disaster recovery platform yourself, you don't have to purchase the target hardware and software, and you rent what you need based on usage.

Simple to Deploy & Use:

Deployment is a simple replication virtual appliance. Connect to the Virtual Data Center target endpoint we supply then start replicating and protecting.

Quick to Protect:

As it is based on vSphere there are no agents to deploy and no host firewall changes, unlike Zerto and other products such as Azure Site Recovery (ASR).

Suitable:

DRaaS is a VMware mid-tier solution, suitable for most, if not all workloads including mission critical. It supports up to a 5-minute recovery point objective which is typically good enough when looking at the criticality of most workloads.

Supportable:

Your operations teams don't need to learn a new product, it is very intuitive and works inside your existing vSphere-based solutions. You are in charge of our DRaaS solution to cover your business needs

DR Testing:

Backups and DR can be worthless if organizations don't perform regular validation to ensure they'll work right when needed. Reduce risk with fast, clean simulated DR testing in minutes that enables regularly scheduled testing required for proper DR planning and validation without impacting your ongoing DR activity or your IT staff.

To learn about the prices, dial 909, contact your account manager or visit the nearest branch..



VMWare Public Cloud

A self service cloud infrastructure, built to meet the dynamic business needs of customers. Designed to support a variety of workloads, it allows you to create virtual data centers that combine computing resources. stc offering include multiple service levels that are designed to optimize cost and advance features.

Key benefits:

- Multiple service levels that are designed to optimize cost and advance features
- Improved service with full automation
- Increased security and compliance
- Simple deployment
- Native VMware monitoring tools
- Increased operational efficiency
- Superior experience for end users
- Native DR solution
- Better utilization of IT resources for more strategic projects

VMware Private Cloud (SDDC)

VMware on STC Cloud enables you to run a fully-featured and dedicated Software Defined Data Center (SDDC) securely from stc's award winning data centers.

Key benefits:

- Complete private cloud solution. Pretested, predefined, prebuilt.
- VMware validated design
- Hosted on Tier 4 data centers
- Dedicated physical nodes
- Scalable
- OPEX model
- One dashboard to access all resources
- Ease of migration to cloud

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Object Storage

A storage architecture that manages data as objects, as opposed to other storage architectures like file systems, which manage data as a file hierarchy or block storage which manages data as blocks within sectors and tracks.

Key benefits:

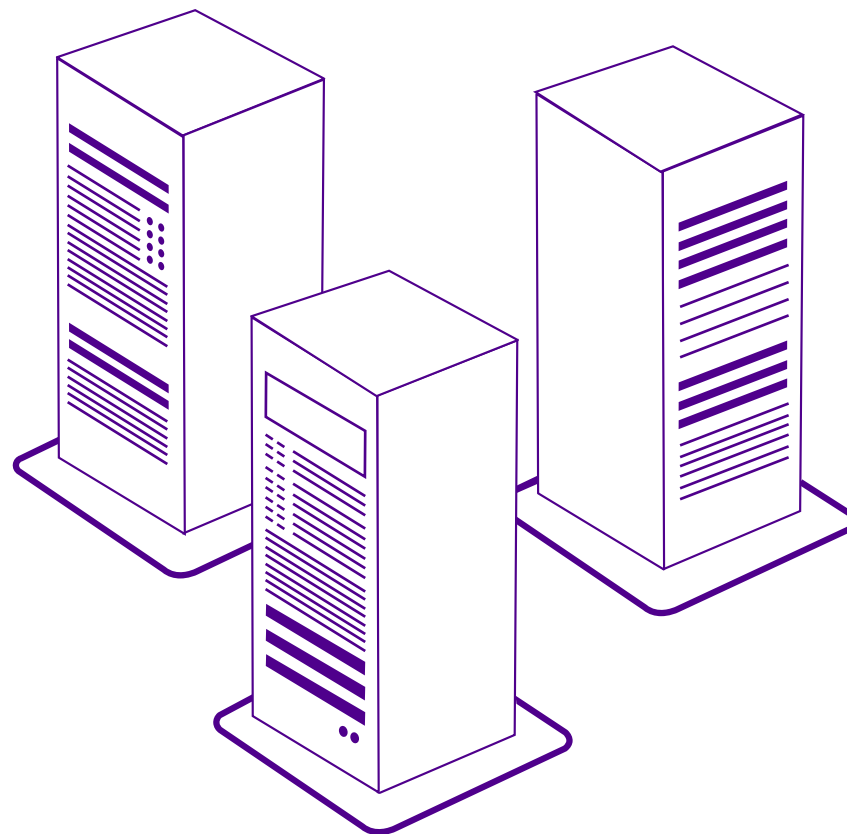
- High availability: 99.995 % up time guarantee
- Fast data retrieval
- Flexible
- API-based

Backup as a Service by (CommVault)

BaaS enables provides reliable and secure backup and recovery without any of the complexity and costs of procuring the technology or managing the associated systems and processes.

Key benefits

- Fast and secure
- Cost effective
- Reduces risk of loss of informational assets
- Protects and manages data.



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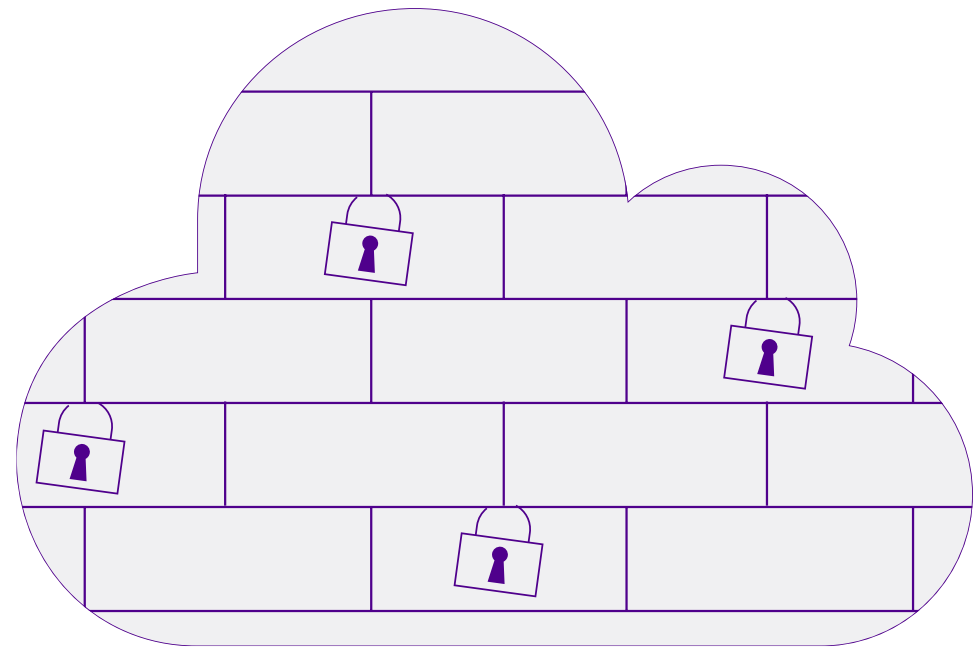


Firewall as service (FWaaS)

Firewall is a service that enables customers to protect their workload on stc cloud with Palo Alto next-generation security features. It offers a unique combination of visibility, control over customer's applications and data, and protection against both known and unknown threats.

Service Value:

- Identifying and controlling applications, granting access based on users, and preventing known and unknown threats.
- Segmenting mission-critical applications and data using Zero Trust principles to improve security posture and achieve compliance.
- Centralized management policies across both physical and virtual firewalls to ensure consistent security posture.
- Centralized management policies across both physical and virtual firewalls to ensure consistent security posture.
- Cost reduction converting CapEx to OpEx.
- Automatic deployment and scaling.
- Consistent best-in-class network security for all your apps.
- Centralized management for all your cloud needs.



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F5 Web Application Firewall (WAF)

WAF protects web applications from a variety of application layer attacks such as cross site scripting (XSS), SQL injection, and cookie poisoning, among others.

Key benefits

- Protects web apps by filtering, monitoring, and blocking any malicious traffic traveling to the web application
- Prevents any unauthorized data from leaving the app
- Improves operations
- Reduces risks
- Reduces traffic
- Improves users experience

Cloud DNS

A fully self managed, reliable, authoritative Domain Name System (DNS) service featuring high scalability and availability based on geographic location.

Key benefits:

- OPEX model
- Self-service provisioning
- High-availability with multi-region data centers
- Secure
- Round the clock performance and service status monitoring.



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F5 Local Traffic Manager LTM

LTM is a virtual load balancer which manages and distributes network or application traffic across a number of VMs.

Key benefits

- Ensures your applications are fast, available, and secure
- Increased capacity and reliability of applications
- Decreases the load on VMs
- Improves application performance

OpenShift Dedicated

OpenShift Dedicated is a container application platform hosted on stc cloud, boasting high availability Kubernetes clusters, and optimized for improved productivity and innovation of application development deployment.

Empower your developers

Speed up application development and let your developers innovate with a wide range of technologies to streamline workflow.



Desktop as a Service (DaaS)

A cloud hosted virtual desktop and application solution that delivers seamless desktop experience to any device anywhere from one control panel to enable customers to use high performance applications.

Key benefits

- **Cost and complexity redefined**

Reduce upfront costs with stc cloud and pay as you grow.

- **Digital Workplace Experience**

Securely access digital workspace content anytime, anywhere, on any device.

- **Flexible Plans**

Configure the VDI environment to your unique needs — choosing from standard desktops up to 8 vCPU and 16 GB vRAM with scalable storage.

- **Managed Service**

Simplify your initial deployment configurations and provide you with a streamline, ongoing DaaS operations and management.



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Business Collaboration

A complete enterprise file sharing and synchronization platform that empowers both administrators and users and offers complete control, total unmatched security, data isolation, and ownership.

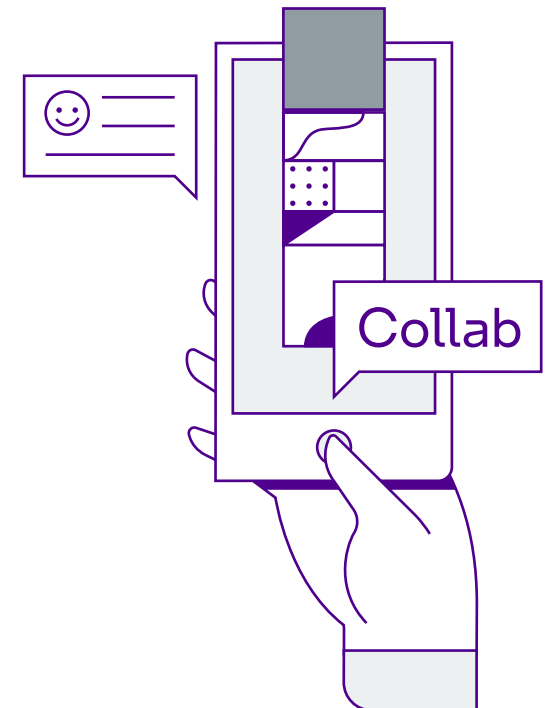
Business Collaboration Plus

Provides management services that support your collaboration solution infrastructure with continuous monitoring and management. Designed for Enterprises with 250 Users and above with subscription model Per user Per month. Business Collaboration Plus can help you customize the technology to meet your specific needs to make sure you get the best value for your investment and remain in control of your network

Key benefits

- Full suite of collaboration, all in one with cost effective PUPM subscription
- Simple and fast provisioning
- OTT (runs over the internet), no need for MPLS/L3VPN
- Compatible with multiple devices (Cisco Desktop Phones, Jabber Client)

- WebEx Teams
- Voicemail
- IP Fax Server
- Advanced Queuing
- Auto Attendant
- Call Recording
- Call accounting & billing
- Budget Control
- Gadgets for Jabber
- Mobile Apps



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FileVault

A complete enterprise file sharing and synchronization platform that empowers both administrators and users and offers complete control, total unmatched security, data isolation, and ownership.

Key benefits

- **Access easy-to-deploy encrypted cloud storage**

FileVault encrypts and stores your files on stc cloud in no time with encryption and file synchronization running seamlessly in the background.

- **Secure collaboration**

With FileVault, collaboration is safe and hassle-free. You can share any stored file, internally and externally, via links with several security options. Plus, you can set up dedicated folders for different teams and control who accesses, edits, and shares files in that folder.

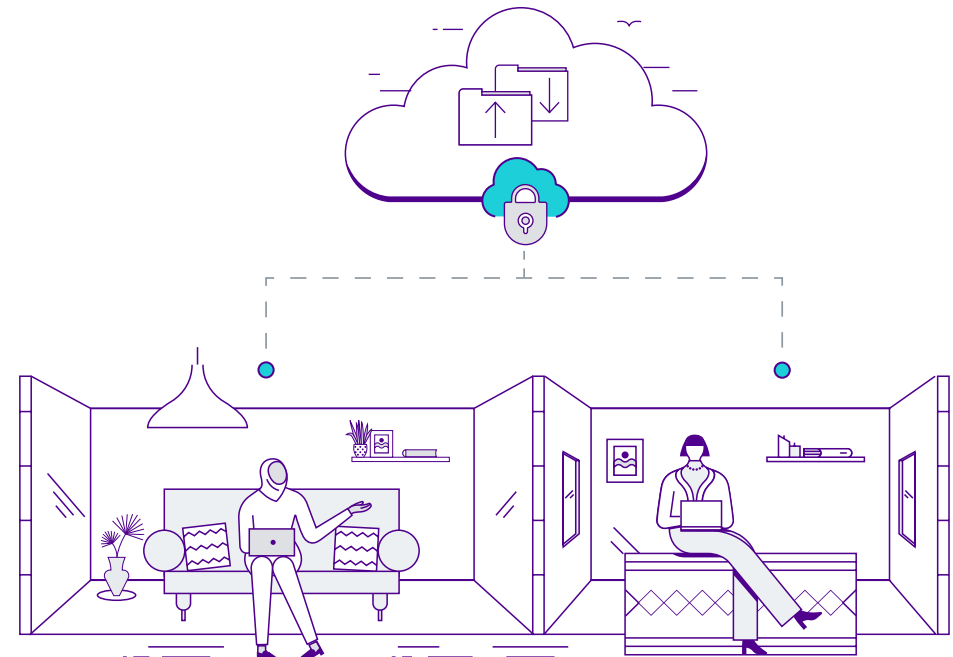
- **Seamlessly switch to remote work**

FileVault integrates easily with existing IT Systems so your team can quickly start working from home without interruption.

- **Keep control of your data**

Enables total control, privacy, and security. Through the Admin Center you can track all files and set up policies for different users and groups. You can also protect critical business data with passwords and access reports on how employees are managing company data.

- **99.9% uptime guarantee**



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Correspondence management systems (CMS)

The new generation of e-correspondence management systems (CMS) fully support the digital transformation, in which all operations related to documents and official transactions can be managed; whether incoming, internal or outgoing. CMS contains all features that facilitate the high work performance and improve the productivity of individuals and entities.

Why choose us?

- Paperless. All work can be done electronically.
- Supports digital signature (Sayen) approved by National Center for Digital Certification (NCDC).
- Cloud ready maintaining the new trend in the software world to create a digital environment, and use cloud sync technologies to protect information from loss.
- Work on-premises as well; in case cloud was not an option.
- Advanced security features to protect your correspondence, reducing document leaks and protecting confidentiality by using modern technologies.


- Improves employee productivity through ease of access and control of correspondence.
- Support for Yesser Murasalat Hub for inbound and outbound correspondences electronically between government agencies.
- Applicable for large Agencies "Enterprise application". Suited for small and medium agencies.
- Easy integration with other systems

Saudi Domain Name Registration Services (DNRS)

The service enables customer to search and register "reserve" a name on the Internet for one year under Saudi country code (ccTLD) through STC Marketplace

key benefits:

- Obtain Domain with Saudi identity.
- Easy to subscribe to the service through STC Marketplace.
- Facilitate site creation and registration.

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