



Access to Communication Position Statement

Issued on 21.02.2023

Our commitment

stc is committed to adopting best-in-class digital and communications infrastructure, ensuring network efficiency, resilience, and reliability, while promoting universal access to affordable digital and communications services. We acknowledge the important role that mobile connectivity and internet access have on socio-economic growth in our modern-day world thus we are continuously working, to the extent possible, to promote connectivity and expand our networks to ensure digital access for all.

At stc, we strive to implement solutions to reduce the digital divide by ensuring good data coverage, particularly in rural, isolated and low-income areas. stc seeks to secure access to digital experiences and provide customers with the opportunity to take full advantage of the possibilities of technology.

stc commits to the following principles in the provision of its services:

- Availability: stc commits to deliver digital resources and services to people and communities.
- Affordability: stc commits to offer affordable rates and services.
- Accessibility: stc commits to minimizing the barriers to the accessibility of basic digital solutions and literacy.

Purpose and scope

This statement sets out guidelines for group wide implementation to improve digital inclusion and access to services. stc employees are provided with regular training to reinforce their understanding and implementation of digital inclusion.

This statement applies to all stc operations, services and personnel.

Fulfilling our commitment

- Advancing digital and communications infrastructure;
- Ensuring network coverage efficiency, resilience, and reliability;
- Ensuring universal access to affordable digital and communications services;
- Facilitating major advancements in e-learning, e-health, e-government, and e-commerce platforms;
- Implementing digital/tech literacy programs to enhance people's understanding of how to use technology effectively and improve connectivity of people;
- Promoting access to people with disabilities by providing accessible websites and web content and accessibility training to employees;
- Promoting access to services in rural areas by developing a framework that addresses the needs of customers in rural areas and building the necessary infrastructure;
- Promoting affordable services by addressing the needs of low-income segments and vulnerable communities and providing products and services to accommodate their needs.

Approvals and review

This statement has been reviewed and approved by senior management and will be periodically reviewed, taking into account any organizational, legal, or business changes that may take place. stc employees are provided with access to all company policies and ethical guidelines.



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