

Carrier & Wholesale Unit

Overview

stc group's Carrier & Wholesale Unit (C&W) continued to strengthen its position as the **preferred wholesale** and digital infrastructure partner in Saudi Arabia and across the region. Through advanced solutions, strategic collaborations and a strong culture of innovation, C&W reaffirmed its leadership in enabling connectivity, driving national transformation and reinforcing Saudi Arabia's role as a **regional digital hub**. The Unit's 2025 performance reflects its alignment with **stc group's strategic objectives**: advancing next-generation technologies, improving customer experience and fostering sustainable growth. Its proactive transformation approach and disciplined execution have positioned C&W as a central player in stc group's journey toward digital leadership and operational excellence.

C&W remains at the forefront of **digital enablement**, integrating AI, IoT and cloud interconnectivity into its services. These advancements reinforce **Saudi Vision 2030**, empowering the Kingdom's economic diversification and technological transformation.

Strategic partnerships and collaborations

In 2025, C&W expanded its partnerships across multiple sectors to strengthen Saudi Arabia's digital infrastructure and advance national connectivity objectives.

FTTH activation - Khayala District (NHC)

Launched fiber-to-the-home (FTTH) connectivity in Jeddah's Khayala District, supporting smart residential communities and modern digital living.

Infrastructure integration - National Water Company (NWC)

Partnered with NWC to align infrastructure expansion, optimize execution resources and accelerate the rollout of fiber networks across the Kingdom.

Aramco digital enablement during Hajj 2025

Delivered a high-capacity, low-latency connection between Dhahran and Makkah, enabling Aramco Digital's participation in Hajj 2025 and supporting a unified national digital ecosystem.

Innovation with Huawei

Hosted a joint workshop through the newtrack initiative, focusing on active sharing, in-building solutions (IBS) and edge computing to enhance neutral-host infrastructure.

Strategic engagements with global partners

Strengthened cooperation with international telecom and technology providers, including ongoing collaborations with iBasis and global IoT leaders, to expand service diversity and coverage.

International voice and connectivity

Established a dedicated VoIP interconnect with BSNL India to optimize routing diversity and enhance seasonal traffic capacity.

Microsoft long haul and data center dark fiber projects

In alignment with the Kingdom's expanding cloud ecosystem, C&W led the implementation of Microsoft's long haul fiber and data center dark fiber projects supporting the new Azure data center region in Saudi Arabia's eastern province, scheduled for launch in 2026.

The **long haul project** established strategic terrestrial and cross-border routes connecting hyperscale facilities and landing stations, including:

- MIS Al Anwar (DMM21) - UAE border (DU Dubai).
- MIS Al Anwar (DMM21) - Yanbu CLS (MRS).
- MIS Al Wahah (DMM23) - Khobar CLS (GBI).
- MIS Al Wahah (DMM23) - SINDEAAL (Vodafone Qatar).
- MIS Al Wahah (DMM23) - Haql border (NaiTel Jordan).

Complementing **this, the data center dark fiber project** interconnected five hyperscale sites - DMM20 (stc Compound), DMM21 (Al Anwar), DMM22 (Modon), DMM23 (Al Wahah) and DMM30 (center3/ETSLEAF) - through 13 primary and protection links spanning over 200 km.

These projects deliver **low-latency, high-redundancy and sovereign connectivity**, strengthening Saudi Arabia's role as a **strategic digital hub under Vision 2030**.

Achievements

Customer experience excellence

C&W continued to prioritize customer satisfaction and service reliability as key success metrics. In 2025, the Unit **exceeded its customer experience index (CXI) year-to-date target by 3.7%**, highlighting substantial progress in responsiveness, digital accessibility and service delivery quality. This performance stems from initiatives such as the upgraded **myWholesale platform, enhanced Customer360 analytics** and streamlined operational workflows, all contributing to higher satisfaction and agility.

Industry engagements and events

C&W represented stc group in major industry gatherings, reinforcing its leadership in connectivity and innovation:

- **GCCM London 2025** - advanced regional carrier partnerships.
- **ITW 2025 (Dubai)** - shaped dialogue on MENA digital infrastructure investments.
- **ACC 2025 (Cebu)** - participated as exclusive digital enabler sponsor.
- **Formula 1 (April 2025)** - delivered global event connectivity through international partners.
- **Huawei workshop (January 2025)** - explored collaborative innovation models.



Carrier & Wholesale Unit continued

Digital transformation and innovation

- **myWholesale portal:** Upgraded with full automation for service requests, contract management and performance tracking.
- **Customer360 platform:** Leveraged predictive analytics for data-driven engagement and loyalty.
- **Website redesign:** Launched unified taxonomy and seamless navigation across service categories.
- **NG-eCall smart mobility pilot:** Implemented Saudi Arabia's first next-generation eCall emergency system with 911 integration.
- **A2G expansion (SkyFive Arabia):** Broadened inflight Wi-Fi services regionally to enhance passenger experience.
- **IoT and neutral host growth:** Accelerated smart infrastructure deployment with developers and government partners.

Operational excellence

C&W sustained robust operational performance through:

- Streamlined service delivery and governance controls.
- Network optimization and uptime improvements.
- Coordinated execution of complex national projects (e.g., Aramco Digital, Formula 1).
- Strengthened coordination between service delivery and customer care functions.

Appendix - C&W agreements and MoUs (2025)

Partnership	Partner
Connected mobility Vehicle IoT and connectivity enablement	Global Automotive Partner
Formula 1 connectivity Event infrastructure support	Global Carriers
Quantum innovation recognition National innovation contribution	KACST

Carrier & Wholesale Unit in 2026

C&W will continue its transformation journey through:

- Expanding terrestrial and subsea connectivity.
- Scaling IoT and neutral-host ecosystems.
- Integrating AI and automation across operations.
- Developing new partnerships to support national and regional digital transformation.

C&W aims to sustain growth, enhance customer engagement and solidify its leadership as the driving force of stc group's regional and global connectivity strategy.

Awards and recognitions



Awarded by
KACST



Awarded by
ACC Asia-Pacific



Awarded by
stc group

