



Etisalat

November 2018

Etisalat Overview



HISTORY **KEY STRENGTH HISTORY** SUBSCRIBERS - ALL SUBSCRIBERS - UAE 11.6 million subscribers and 142 million **Innovation & Founded in Spread across** over 300,000 subscribers in **Deliver first-in-**1976 **16** countries **Middle East, Asia Enterprise and** market and Africa Government technologies users in UAE

Etisalat – Our Vision & Values





OUR VALUES

Customer Centricity
Empowerment
Collaboration
Agility

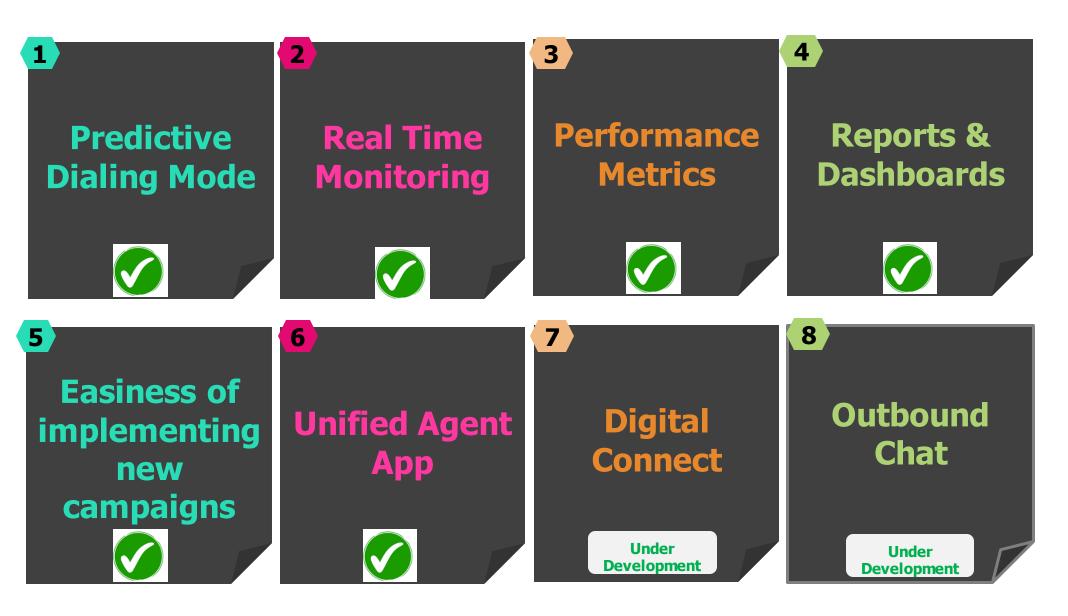
Telesales – Consumers





Altitude Outbound Dialer helps us to improve Operational Efficiencies







Thank You

Etisalat Overview



Founded in 1976, Emirates Telecommunications Corporation launch the Middle East's first Mobile network

Etisalat Group provides innovative solutions and services to 140 million subscribers in 16 countries across Middle East, Asia and Africa

Headquartered in Abu Dhabi UAE, Etisalat serves 11.6 million users and over 300,000 large, medium and small enterprise and government users in UAE

Etisalat Group's mission is to provide a best-in-class total customer experience domestically and internationally, deliver attractive returns to shareholders while investing in the long-term future of the company, and supporting economic development in all the markets we operate in.

Etisalat strives to consistently foster innovation and deliver first-in-market technologies wherever it operates.