



# User Guide

for Government and Business Customers

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# **Business Services**

# Internet Services

## Business Dedicated Internet (BDI)

Salam dedicated Internet Service provides your business with the latest technologies to offer high speed and stable Internet access to your organization. It is a High-speed internet service with reliable performance and dedicated internet provided through Service Level Agreements (SLA) and affordable prices. The service is setup on Redundant structure that guarantee business continuity with 24/7 technical support.

### Products Feature

- Symmetrical uploads and downloads.
- VLAN-based service.
- Dual Stack Network supports IPv4 and IPv6.
- Static IP.
- Access speeds up to 10 Gbps.
- Multiple last-mile connectivity technologies including fiber, microwave.

### Service Prices

Dedicated Speed (Mbps)	Installation Fee (SAR)	Price (SAR Monthly)
1	4,283	2,254
10	11,500	20,205
50	40,250	88,952
100	40,250	162,207
1000	40,250	1,098,825

Prices including VAT of 15%

## Broadband Internet (BBI)

Salam's BBI service provides broadband Internet access for your business and enables you to connect and exchange information with partners everywhere. There are various internet speeds packages that suite your needs with low contention ratio, high and reliable Internet speed & Service with affordable Prices and last-mile connectivity via fiber Technology & Microwave. BBI offer access speeds of up to 100 Mbps and provide 24/7/ professional support.

### Service Features & Benefits

- Various internet speeds packages to suit your needs
- Low Contention Ratio.
- High and reliable Internet speed & Service.

- Affordable Prices.
- Last-mile connectivity via fiber Technology & Microwave.
- Access speeds of up to 100 Mbps.
- Asymmetrical-based service.
- Salam 24/7/ professional support.

### Service Prices

Speed (Mbps)	Installation Fee (SAR)	Price (SAR Monthly)
1	4,283	460
10	11,500	4,427
50	40,250	19,550
100	40,250	35,650

Prices including VAT of 15%

## IP-Transit

Salam's IP transit service helps the largest content providers and ISPs to meet their bandwidth needs allowing them to provide clients with the highest levels of performance, reliability and scalability. This service is operated by high skilled and trained engineers focusing on monitoring and management of your systems and devices through Salam's Saudi local Next Generation SOC (NG-SOC) facility.

### Service Features & Benefits

- Direct connectivity to Salam's broadband networks.
- Direct connectivity to the global Internet.
- Cost-efficient, with minimal upfront capital cost.
- Scalable, with dedicated connections to the global internet.
- High-performance, fault-tolerant and resilient backbone with diverse east and west routing.
- Rapidity of deployment & Ease of Management.
- 24/7/ Pro-active Monitoring and Management.
- Notifies via Email and/or SMS on alerts and advisories.
- Online customer Portal for reports and monitoring.

### Service Price

Pricing will be according Customer Requirements

## Elite Internet

Elite Internet is a state-of-the-art service for your business that consists of two major services; Salam Dedicated Internet (BDI) and Salam Anti-DDoS service. This service provides your business with the ultimate

protection and the fastest internet. Your business will get tasks done faster and easier, protect your sensitive data, save your time and efforts, and keep pace with the world. Let your business grow fast and safe by Elite internet.

### Service Features & Benefits

- Achieve Business Continuity.
- Simplified service implementation.
- Proactive upgrades against new attacks.
- maintain your business continuity by protection against massive attacks.
- Smart detection of malicious attacks while allowing valid traffic to your network.
- Monitor your customer network against DDoS attacks.

### Service Prices

Dedicated Speed (Mbps)	Price (Monthly SAR)
1	2,461
10	22,275
50	95,852
100	171,177
1000	1,160,925

Prices including VAT of 15%

### Firenet

Salam offers you Firenet service which is designed specifically to help small and medium businesses to meet their needs of key services which are essential to the success and continuity of business. Firenet service provides dedicated and reliable Internet, protected with carrier grade and industry leading firewall technology. In addition to firewall's configuration and tuning service in one bundle, it offers a safe and secured business environment.

### Service Features & Benefits

- Dedicated and reliable Internet Service.
- Multiple share ratio options.
- Different speeds options.
- 24x7 business care & support.
- Service Level Agreements (SLA).
- Advanced Features to manage risks and threats.
- Mentoring and discovering of risks.
- Managing Bandwidth.

### Service Prices

Pricing will be according Customer Requirements.

### Business Bundle

It is highly recommended that you have your different services from one ICT provider in order to easily control your services costs, Salam Business Bundle is a suit of Services offering high speed Fiber internet along with ICT services to provide one-stop shop experience for all your IT business needs.

### Service Prices

Packages	Lite 60	Lite 120
Price	920 S.R	1207,05 S.R
Fiber to the Business	60 Mbps	120 Mbps
Router	1	2
Desktop or Laptop	1	2
CCTV Camera (2 Cameras 1 TB)	Yes	Yes

Prices including VAT of 15%

### Voice Services

#### Business Trunk (Sip Trunk Service)

Business Trunk service from Salam is a SIP trunk (Session Initiation Protocol) service that enables businesses with existing IP or legacy PBX systems to use Voice over IP for their external calls.

### Service Features & Benefits

- Delivered over standard Ethernet interfaces.
- Flexible number of channels as per customer's needs.
- Crystal-clear HD voice and video calls.
- Attractive local & national calling rates.
- Simple and Fast Deployment.
- Flexibility & scalability that grows with your business.
- Crystal-clear HD voice and video calls.
- Protect customers investment in their current PBXs.
- Imp/roved business continuity.

### Service Prices & Packages

Packages	Package 10	Package 100
Number of Channels	10	100
Fixed Voice Line	30	500
Monthly Recurring Charge	2,645	8050
Non-Recurring Charge		3,450

Prices including VAT of 15%

## Calls Price

Local Number of Minutes	Unlimited
External Number of Minutes	0.0575 SR/Minute
Mobile	0.2875 SR/Minute
Unified Number (9200)	0.23 SR/Minute
International Minutes	International calling rates apply

For Microwave last mile it depends upon feasibility

Prices including VAT of 15%

## Packages & Features

Package Name	Package 10	Package 50	Package 100
Local number of Minutes	2000 Minutes	10000 Minutes	20000 Minutes
Mobile Minute	8000 Minutes	40000 Minutes	80000 Minutes
Monthly Recurring Charge	1,725 SR	5,750 SR	10,350 SR

Prices including VAT of 15%

## Managed Services

### Co-location

Salam empowers business customers across a variety of industries to increase their business continuity, reduces cost and with ease of scalability through Salam Colocation Hosting service. Salam leverages on their capabilities to develop the state-of-the-art fully redundant datacenters' located conveniently in all major cities in Saudi Arabia, assuring network uptime, power availability, cooling system with enterprise class security.

### Service Features & Benefits

**Flexibility to grow and find what you're looking for**  
All hosting options are available & any combination is possible for the following options (caged, uncaged, managed & unmanaged).

#### Resilient & affordable advanced Infrastructure and Expertise

Salam's highly secured carrier-grade facilities connected to a redundant 10Gbps backbone infrastructure, controlled & superintendent 24x7x365 by our datacenter engineers and our Network Operations Center (NOC) to help your IT realize tangible and considerable savings in budget, time and resources.

**Six geographically diversified carrier-grade Datacenters**  
Salam has 6 state-of-the-art datacenters located conveniently in major Saudi cities (Riyadh, Jeddah & Al Khobar) and connected to our high capacity international gateways.

#### Maximized space utilization

Pre-existing, professionally run space of a high technical standard made available to you when you need it.

#### Prolonged hardware life

Industry standard environment.

#### Constant availability

Redundant power and cooling.

#### Permanently available expertise

No need to pay for permanent technical expertise, just call us when needed.

## Maximized security

Strong physical security (e.g. biometrics systems) for access to Colocation spaces.

## Privacy

Discretely secured private zones (caging).

## Service Price

Pricing will be according Customer Requirements.

monitoring, operations' management and ensuring the security of your on-premises or hosted routers. Operated by high skilled and trained engineers focusing on monitoring and management of your systems and devices through Salam's Saudi local Next Generation SOC (NG-SOC) facility.

## Service Prices

- Pricing will be according Customer Requirements.

## Business Continuity

A critical component of any business continuity plan is a reliable and secure contingency worksite. In the event of a disaster, relocating people and operations is crucial to getting business back up and running as soon as possible. Could your business continue to operate in the event of serious disruption such as protracted power outage, or other serious events such as fire, flood, environmental issues or other unexpected events? Salam Business Continuity Suite (BCS), located in Riyadh & Jeddah offers dedicated office space for your personnel in the event of a disaster. With Salam BCS your employees can continue working in a safe environment on your business applications. How they connect to your applications is determined by the BCS solution you choose - either via Internet or a direct connection to your IT infrastructure in the Salam colocation facility located next door.

## Service Features & Benefits

- Dedicated office space.
- Spacious cubicle.
- Separated supervisor seats.
- Necessary office supplies.
- IP phones.
- Fax and Printer.
- One-hop access to network backbones.
- 24x7x365 on-site support.

## Service Prices

- Pricing will be according Customer Requirements.

## SDWAN

Salam SD-WAN solution leverages different WAN technologies (MPLS, BDI, VSAT and broadband links) to connect your sites using Software Defined Network. Controllers (the brain of the SD-WAN network) are hosted in Salam Cloud- Data Center and managed by Salam experts. You do not need to invest on these cloud resources.

## Product Features

Salam SD-WAN solution leverages different WAN technologies (MPLS, BDI, VSAT and broadband links) to connect your sites using Software Defined Network. Controllers (the brain of the SD-WAN network) are hosted in Salam Cloud- Data Center and managed by Salam experts. You do not need to invest on these cloud resources.

## Monthly Price

- Price Depends on customer requirements.

## Managed Router

## Service Features & Benefits

Salam Managed Router Service, provide turnkey solution with the following advanced services; provisioning, configuration, change management,

# Connectivity Solutions

# National Connectivity Services

## Ethernet Layer-2 VPN

The L2 VPN Ethernet Services offer high performing, reliable and secure means of communications to customers. This mean of communication operate on the second layer of the OSI stack giving customers the comfort in certain cases that their IP addresses are transparent to the service provider. These services also handle Ethernet based protocols such as IPX/SPX as well as IP. With this we are virtually extending the customer's Ethernet based Local Area Network (LAN) over a wide and geographically disperse locations. The Ethernet network of a customer now surpasses the limitation of being deployed only in a campus and can be extend to different locations nationally and internationally

### Service Features & Benefits

- Access speeds more than 1 Gbps.
- Ethernet-based services.
- Symmetric connectivity service uploads / downloads.
- Last mile can be through various media choices including fiber and microwave.
- Resiliency through Salam's network design.
- Available locally & internationally.
- Bandwidth utilization report is available to control your bandwidth consumption.
- Dedicated bandwidth based on your needs.
- Unrivalled reliability.
- Discounted optional Backup Link.
- Optional managed router service per circuit.
- Secure & private connections.
- Easy scalability for future growth.
- Service level agreement (SLA) which guarantee the service quality.
- 24/7 technical support.

### Service Price

Dedicated Speed (Mbps)	Installation Fees	Monthly Recurring Charge
1	4.283	3,680
5	11,500	8,510
10	11,500	13,915
20	11,500	25,300
30	11,500	27,715
100	40,250	54,625
1000	40,250	283,705

Prices including VAT of 15%

## MPLS Layer-3 VPN

Salam's Layer-3 Virtual Private Network (L3-VPN) allows you to build a network that acts like an extension of your private corporate network, but runs on Salam's shared network infrastructure. The result is a fast and efficient way of making scattered and far-flung locations seem like local sites. Our MPLS-based IP-VPN service interconnects various sites to create a single, seamless company-wide communications network capable of carrying all your voice, data and multimedia applications.

### Service Price

Dedicated Speed (Mbps)	Installation Fee	Monthly Recurring Charge (SAR)
1	4,283	2,179
10	11,500	10,482
50	40,250	29,890
100	40,250	42,050
500	40,250	132,848
1000	40,250	211,726

Prices including VAT of 15%

## Storage Fiber Sync. (SFS)

### Service Features

- Ultra-fast data transmission with minimal delay to ensure Real-time and simultaneous copying of data.
- High security in data transmission
- Support all local network protocols, storage and interconnection between systems.
- Provide the option to encode the transmission of wavelength data.
- Transfer all protocols without the need to convert them.
- Unlimited bandwidth.
- Possibility and ease of upgrading connection speeds.
- Integrated network management between data centers.
- Providing quality service agreement.

### Service Price

Storage Size (GB)	Monthly Recurring Charge	Non-Recurring Charge
1	435,100	80,500
2	833,750	80,500
4	1,486,950	80,500
8	2,248,250	80,500
10	2,357,500	80,500

Prices including VAT of 15%

## Transmission Leased Line (TLL)

Salam offers domestic bi-directional point-to-point transmission capacity for data, video and voice allowing national operators and service providers to extend their business offerings beyond the services they own and operate. The service also allows business customers to reliably interconnect their branch network. Each customer is allocated a link capacity on an individual basis depending on their specific needs, complete with self-healing rings that rapidly restore communications in the event of a node failure or fiber cut.

### Service Price

Price Depends on customer requirements.

## Class of Service (CoS)

### Service Features & Benefits:

- Efficient use of your WAN bandwidth critical applications.
- Ensuring required bandwidth and minimum delays to time-sensitive multimedia and voice applications.
- Providing other non-critical application fair share of bandwidth.

Got Control over resources

- You will have end to end control over your bandwidth.

Tailored Network Traffic

- You can request traffic prioritization as per network needs.

### Service Price

Price Depends on customer requirements.

## International Data Connectivity

### Global Ethernet Layer-2 VPN

Salam Global Ethernet Service is designed to deliver high bandwidth capacity, flexible service scalability and reliable access for the evolving demands of customer networks an important asset in the quest to achieve a competitive edge in today's business world. Based on carrier-class technology, private and secure connectivity is established using standard

Fast Ethernet (100BaseTX RJ45) interface with easy and quick provisioning. Use of the same interface is retained even as the bandwidth requirement grows, allowing significant optimization of the existing network infrastructure. The service is ideal for customers on different continents to expand their local area networks to metro or wide-area networks. Salam Global Ethernet service provides secure point-to-point Ethernet connectivity. The service enables a more flexible and cost-effective wide area networking solution than alternative legacy solutions, with scalable speeds.

### Service Price

- Price Depends on customer requirements.

## Global MPLS Layer-3 VPN

Salam's MPLS offers a highly flexible and cost-effective scalable solution for businesses inside Saudi Arabia seeking domestic and international connectivity as well as businesses outside Saudi Arabia seeking connectivity into the Kingdom. Salam's MPLS offering helps carriers, service providers and businesses interconnect geographically disperse offices in the Kingdom of Saudi Arabia and abroad. All your branches will be served on one network irrespective of the geographic location and the access media.

### Service Features & Benefits

- Inherent security within the MPLS technology that helps preventing unauthorized access and network intrusion by segregating the traffic of different customers.
- Flexible bandwidth capacity options that cater for your business requirements available from 128 Kbps up to 1 Gbps.
- Easily upgrade your links and expand your network by simply adding more branches.
- Multiple topology support for domestic networks in KSA (Point-to-Point, Hub-and-Spoke, Full Mesh).
- Our carrier-class IP network has a redundant architecture with an availability of 99.99% .
- Service Level Agreements (SLA).

### Service Price

Price Depends on customer requirements.

## International Private Leased Circuit (IPLC)

International Private Leased Circuit (IPLC) is a reliable, point-to-point connectivity service for both service providers and business customers. The IPLC solution supports a wide range of bandwidth options and interfaces, from E-1 to STM-64. Salam's IPLC solutions provide high-quality, cost-effective and efficient communications. We offer both protected and unprotected service and diversity options provisioned over a facilities-based network with extensive reach.

### Service Features & Benefits

- Extended reach and flexibility through seamless connectivity over international submarine and terrestrial fiber cable systems, enabling you to build your international connectivity and operate confidently, supported by our technical teams.
- Optional route diversity
- Short delivery time with a large range of capacities
- Cost Efficiency. Relief from large capital spending of laying submarine cable and operational cost
- Wide range of connectivity speeds.
- Wide coverage within KSA and globally.
- Short path connectivity through two distinct international gateways (one connected to the east through Khobar gateway and another connected to the west through Jeddah gateway).

### Service Price

- Price Depends on customer requirements.

## Satellite Services (VSAT)

### I-SAT

#### - SATCOM-I

It is a high-end dedicated satellite internet service in areas where terrestrial networks either are not available or not capable of meeting customer's specific requirements or as a backup.

### Service Features & Benefits

- Coverage across KSA.
- Dedicated Internet services.
- SLA based service
- 24 X 7 technical support

### Service Price

Package	Download (Mbps)	Upload (Mbps)	Premium 1:1 (S.R)
Package-1/ 0.5	1,024	512	11,130
Package-1/ 1	1,024	1,024	16,261
Package-2/ 1	2,048	1,024	22,006
Package-3/ 1	3,072	1,024	27,752
Package-4/ 2	4,096	2,048	44,013

Prices are based on customer contention ratio chosen

Prices including VAT of 15%

#### - SATPOOL-I

Salam provides "Sat Pool I" which is a Shared Pool Service connection to serve customers' needs for "Internet". The Internet Bandwidth defined in that pool will be shared by the client individual sites links.

### Service Features & Benefits:

- Coverage across KSA.
- Flexibility BW pool sharing as per customer requirements.
- Flexible download / Upload speeds
- Centralized NOC at Riyadh/Jeddah with 24 X 7 supports
- Supports video streaming and video on-demand
- Provides data and video streaming
- SLA based service
- 24 X 7 technical support.

### Service Price

Package	Download (Mbps)	Upload (Mbps)	Premium 1:1 (S.R)
Package-1/0.5	1,024	512	11,130
Package-1/1	1,024	1,024	16,261
Package-2/1	2,048	1,024	22,006
Package-3/1	3,072	1,024	27,752
Package-4/2	4,096	2,048	44,013

Prices are based on customer contention ratio chosen

Prices including VAT of 15%

### SATCOM

#### - VSAT MPLS

It is similar Service with (SATCOM-C) that is high-end dedicated satellite connectivity P2P" symmetrical and asymmetrical circuit configurations to deliver data, voice or digital video signals. The service provides L2VPN or L3VPN dedicated connectivity in areas where terrestrial networks either are not available or not capable of meeting customer's specific requirements or as backup.

## Service Features & Benefits

- Coverage across KSA
- Dedicated service
- Extension of corporate networks over multiple sites
- Supports commercial video conferencing business
- Supports video streaming and video on-demand
- Appropriate access in remote and rural locations

## Service Price

Price Depends on customer requirements.

### - SATPOOL-C

Sat Pool-C is a dedicated Service connection to serve customers' needs for "Connectivity". The Bandwidth defined in that pool will be shared by the client individual sites links.

## Service Features & Benefits

- Coverage across KSA.
- Flexibility BW pool sharing as per customer requirements.
- Flexible download / Upload speeds.
- Centralized NOC at Riyadh/Jeddah with 24 X 7 supports.
- Supports video streaming and video on-demand
- Provides data and video streaming
- SLA based service
- 24 X 7 technical support

## Service Price

Vsat Internet				
Packages	Download (kbps)	Upload (kbps)	Premium (SAR)	Economic (SAR)
1/0.5	1,024	512	9,678	4,839
1/1	1,024	1,024	14,140	7,070
2/1	2,048	1,024	19,136	9,568
3/1	3,072	1,024	24,132	12,066
4/2	4,096	2,048	38,272	19,136

Prices are based on customer contention ratio chosen

Prices including VAT of 15%

# Cloud Services

# Infrastructure and Storage Services

## Virtual Private Server

Cloud service virtual private servers provide you with high-caliber server solutions, without the costly outlay commonly associated with physical dedicated servers. Executive Cloud is committed to keep zero or low contention rates across all of our virtual private servers, to ensure you are receiving the service you are paying for.

### Service Features & Benefits

- Data is Hosted locally within Saudi Arabia.
- Service offered from the state-of-the-art platform.
- "Pay as you grow" model, on demand increase or decrease of resources.
- 24/7 Monitoring and Support.
- One stop-shop for all services.

### Scalable & Flexible

- You can keep track of your VPS' resources via dashboard displays and email alerts.

### Reliable & Resilient

- Executive Cloud's clustered architecture supports automatic failover.

### High Performance

- Improve your business with our centralized storage area network (SAN).

### Access Anytime

- With full remote control you can manage every aspect of your server from anywhere in the world.

### Absolute Security

- Isolated environment, where other virtual servers cannot access your files or memory space.

### Secure Executive

- You don't have to worry about the safety and security of your business information.

### Hosting locally

- Your data is Hosted & secured locally within Saudi Arabia.

### Localized team

- Arabic technical support team: available at all times 24/7/365

### ISO Certified

- IT Service Management System (SMS) and Information Security Management System (ISMS).

### SLA

- Guaranteed quality and scope of the service.

### Customers trust

- Trusted by +80% of top Saudi companies as well as prestigious governmental and Multinationals organizations.

### Active & Responsive Team

- Agile in advanced solutions development, dedicated to achieving your business objectives.

### Independency

- Independent state-of-the-art infrastructure owned by us

### Service Price

- Price Depends on customer requirements.

## Backup as a Service (BaaS)

Cloud service Backup as a Service helps you better protect ever-growing data volumes, efficiently manage information assets, and quickly find, recover and access data. With a truly unified and innovative data management solution you can transform your approach to data protection, allowing you to transcend the limitations of traditional backup.

### Service Features & Benefits

- Unlimited Scalability without the upfront capital expenditure.
- Optimize your operating environment with new levels of insight and advanced reporting capabilities across all data.
- Enable the convergence of backup, archiving and reporting with a single scan which saves time.
- Ease of recovery through single control panel.
- All managed data resides within a safe, efficient, intelligent and accessible virtual repository of all corporate data.

### Take Control

- Through a single pane of glass, you can view, manage, and access all functions and all data across your enterprise

## Simplify Management

- Protect and manage data from virtual and physical servers, applications, NAS shares, cloud-based infrastructures, and mobile devices, simply and easily.

## Automate Key Processes

- Enable policy-based automation, while role-based access ensures secure management. It also provides built-in alerts and reporting

## Work Smarter

- Integrate with nearly all of the top storage arrays.

## Streamline Operations

- Backup, archive, and report built-in a single platform.

## Service Price

- Price Depends on customer requirements.

## Microsoft Azure

Microsoft Azure is an ever-expanding set of cloud services to help your organization meet your business challenges. It's the freedom to build, manage, and deploy applications on a massive, global network using your favorite tools and frameworks through Microsoft-managed data centers. Microsoft Azure is a secure platform to optimize business in the cloud, boosting the customer experience, dealing risk management, build innovative apps, hybrid cloud agility, real-time data insight, instant disaster recovery, cost-effectiveness, and market trends adaptability.

## Service Features & Benefits

### Pay-as-you go

- Azure offers a payment plan that allows businesses to have better control over their IT budgets since they purchase only what they need. Using Azure to take advantage of SaaS applications also reduces the costs of infrastructure, maintenance, and management of your IT environment.

### Scalable

- Azure can scale up or down to meet the volatile needs of your business. Azure makes it easy to change the level of computing power needed with a simple mouse click.

## Advanced security

- Microsoft provides some of the most advanced security technology in the industry so you can be confident your data is safely protected.

## Flexibility

- Azure is flexible in it allowing you to do a hybrid deployment. This way you are able to take advantage of your on-premise resources as well as the benefits of the Cloud.

## Deployment

- Deploy and run Windows Server and Linux virtual machine.

## Migration

- Migrate applications and infrastructure.

## Customized security

- Security in Microsoft Azure is built in at different levels and can be customized per customer requirements.

## Backup and Disaster Recovery

- Azure storage integrates directly with your BCDR (Business Continuity/Disaster Recovery) strategy with options for Backup and disaster recovery.

## Management panel

- Single panel of management to gain visibility and insights into what is happening with your infrastructure.

## Service Features & Benefits

- Pay as you go
- Prices Depends on customer requirements.

## Azure Stack

- Salam provides Azure Stack Services that is design to help organizations deliver Azure Services from Salam Datacenter inside KSA. Azure Stack is a hybrid cloud computing software solution developed by Microsoft based on the Microsoft Azure cloud platform with the ability to build your own environment that uses the same tools and solutions as the Microsoft Azure public cloud. Azure Stack combines infrastructure-as-a-service (IaaS) and platform-as-a-service (PaaS) services in a software stack that spans on-premises datacenter environments.

## Hosting & Collaboration

### Services Features & Benefits

#### Consistent hybrid application development

- Maximizing developer productivity by empowering them to build and deploy applications the same way, whether they run on Azure or Azure Stack.

#### Simplify your IT environment

- Build modern apps and integrate legacy apps using a consistent set of Azure Services and DevOps process and tools.

#### Latency

- Azure Stack serves as an extension of Azure enabling the intelligent Azure cloud ecosystem to come to you. This significantly reduces latency risks, simplifies connectivity and provides cloud services locally.

#### Purpose-built systems for operational excellence

- Focus on delivering high application service levels with integrated systems that provide consistent Azure innovation in a predictable, non-disruptive manner.

#### An extension of Microsoft Azure platform

- Azure Stack helps you implement same capabilities that Azure public cloud offers, within Salam data center. It is the safest way to have security and control over your business-critical data.

#### Scalability

- Azure Stack provides you the scalability to increase resources per your needs, on demand.

#### Security

- Azure Stack provides some of the most advanced security technology in the industry so you can be assured that your data is safely protected.

#### Attractive price

- Attractive OPEX price model for Microsoft Azure Services.

#### Service Price

- Price Depends on customer requirements.

### Hosting Services

In today's challenging economic times, organizations need to cut costs wherever possible without reducing capabilities. The web hosting service is a type of Internet hosting service that allows individuals and organizations to make their website accessible via the World Wide Web.

### Service Features & Benefits

#### Reduced IT needs

- Those businesses that opt for a managed hosting service can save money by not having to hire a full-time, in-house web-master.

#### No learning curves

- Those organizations that are constantly training staff on how to manage new hardware don't have that burden with Web hosting.

#### Ideal for start ups

- Most new businesses are in the black the moment they get up and running. Web hosting allows for a significant IT solution to be up and running quickly.

#### Scalability

- It is always easy to upgrade; your hosting grows as your business grows.
- Domain Registration
- Custom DNS Records
- ID Protection
- WHOIS Management.

#### Domain Parking.

- DNS Management support.
- Arabic and English Support.
- Linux based hosting.
- Windows based hosting.
- Support for Sub Domains.
- cPanel and parallel Plesk for Website Management.
- Multiple FTP Accounts support.

#### Service Price

Price Depends on customer requirements.

## Hosted MS Exchange

- Hosted Microsoft Exchange is designed to help organizations such as yours to meet common IT and operational challenges, while still offering the flexibility to meet a wide variety of needs.

### Service Features & Benefits

The Table Below shows the features of Microsoft Exchange

#	Feature	Basic	Standard	Enterprise
1	Outlook Web Access features that enable the features described in this SAL	Yes	Yes	Yes
2	Messaging and personal folder access through the protocols described in this SAL	Yes	Yes	Yes
3	Internet mail protocol (Simple Mail Transfer Protocol - SMTP)	Yes	Yes	Yes
4	Post Office Protocol -POP	Yes	Yes	Yes
5	Internet Message Access Protocol – IMAP	Yes	Yes	Yes
6	Web browser access via any client	Yes	Yes	Yes
7	Personal Mail Folder (not shared with other users)	Yes	Yes	Yes
8	Personal Address List (not shared with other users)	Yes	Yes	Yes
9	Personal Calendar (not shared with other users)	Yes	Yes	Yes
10	Personal Tasks (not shared with other users)	Yes	Yes	Yes
11	Support for a single, second level domain for a single user or user organization	Yes	Yes	Yes
12	Messaging Application Programming Interface - MAPI network protocol		Yes	Yes
13	Shared Folders		Yes	Yes
14	Public Folders		Yes	Yes
15	Shared Address List		Yes	Yes
16	Shared Contacts		Yes	Yes
17	Shared Tasks		Yes	Yes
18	Shared Calendar		Yes	Yes
19	Group scheduling, including viewing free / busy times of others		Yes	Yes
20	Mobile Notification: Receive notification of events in the server software via mobile devices			Yes
21	Mobile Browse: Access the server software inbox, calendar, address book, Global Address Book and tasks via mobile devices			Yes
22	Synchronize mobile devices over networks with the server software inbox, calendar, address book and tasks.			Yes

### Service Price:

Price Depends on customer requirements.

## Office 365

- Office 365 is a cloud-based subscription service that provides users with the basic productivity applications necessary to get work done in the modern enterprise. By combining best-in-class apps like Excel and Outlook with powerful cloud services like OneDrive and Microsoft Teams, Office 365 lets anyone create and share files in anywhere on any device, and they're always up to date.

### Service Features & Benefits

#### Keep up to date

- With Office 365 Business plans (Business, and Business Premium) your company will enjoy the benefits and features of the latest versions of Office applications.

#### Responsive access

- Since Office 365 is cloud-based, it enables users to access all their business applications and work files anytime and anywhere using any internet-accessible device.

#### Collaboration

- Office 365 makes it possible for multiple team members to co-author the same document simultaneously. This real-time document editing and formatting capability enhances the collaboration process for businesses.

#### Comprehensive email management

- Office 365 users have access to the latest features on Outlook, which provides for a broad range of email capabilities. The Boomerang feature provides for comprehensive email management including reviewing and sending messages at different times, recipient reply notifications, and enhanced scheduling features through your Outlook calendar.

#### Security

- Office 365 has built-in security and continuous compliance so businesses can focus on the right things.

### Service Price

Price Depends on customer requirements.

# Cyber Security Services

## Security Information and Event Management

Increasing threat volume, sophistication and the expansion of customers' networks is driving a requirement for proactive 24x7 real-time monitoring & alerting, log collection and normalization, event correlation, analysis and auditing. Salam's real-time monitoring services address these issues on a 24x7 basis and are scalable, compliant and cost effective. Powered by the best available SIEM solution which constantly featured on Gartner's Magic Quadrant for SIEM solutions for multiple years in a row, and with proven skills and resources in MSSP NG-SOC, Salam offers a resilient, reliable and dependable SIEM service.

Salam's Security Information & Event Management SIEM service collects, correlates, analyzes and stores security events from networks, hosts, and critical applications or systems. It can ingest more than 800 types of logs from almost all IT and Network device types, augments them with Artificial Intelligence AI and Automated Workflows for the fastest incident detection and handling.

Salam's security certified experts working from 24x7 NG-SOC use all this information, to identify any malicious activity, investigate and immediately respond to threats in real time based upon pre-defined escalation procedures tailored for each client.

### Service Features & Benefits

#### 24x7 NG-SOC Service Support & Availability

- Backed by a Service Level Agreement (SLA) uptime of 99.99%.

#### Effective Log management

- by performing log analysis and big data analytics.

#### Network & Endpoint monitoring

- To monitor entire network and detect Endpoint Anomalies, Eliminate Compromised Hosts.
- User and Entity Behavior Analytics (UEBA) To detect and Respond to Anomalous User Behavior with Security Analytics and Machine Learning.

#### File Integrity Monitoring (FIM)

- Allows you to selectively monitor with granular controls and filters that can pinpoint specific files and either perform scans at desired intervals or

operate in real-time mode for continuous protection.

#### Flexible Delivery Models

- Get customizable professional products and services tailored to your security requirements with different delivery models (fully managed, dedicated or hybrid).

#### Logs Retention

- Short-term and long-term retention policies up to 12 months and beyond, should you need it.

#### Real-Time Visibility

- You get immediate visibility into your whole network and systems for the fastest actions.

#### Improved security

- Enhance your security posture and increase your internal auditing maturity.

#### Manage Compliance

- You conform with all Saudi and Global regulatory compliance frameworks, such as NCA, SAMA, CITC, etc.

#### Reduce Cost

- Free your security budget by outsourcing your monitoring to an experienced local SOC team with no upfront investment in tools and technologies licenses and vendor support.

#### Improved Availability and business continuity

- Minimize incident recovery times as it allows for immediate action upon notification from our NG-SOC.

#### Service Price

Price Depends on customer requirements.

## VA/PT Service

It is imperative for any organization to implement an effective Vulnerability Assessment and Penetration testing service to safeguard against attacks and threats in the business environment. This service is proven and agreed by information security professionals to greatly reduce attack vectors and provide a company with a much better security posture regarding its ability to defend itself from most critical attacks.

The customers can choose between the packages available in this service based on the assessment level they want to achieve, which include information gathering, threat modeling, vulnerability analysis, actual exploitation, post exploitation and reporting. Salam delivers a state-of-the-art VA/PT Service by its experienced Red Team, who go beyond the network infrastructure to test all network devices, operating systems, databases, applications, and virtual environments, cloud, mobile devices to determine the vulnerabilities on these systems.

### Service Features & Benefits

#### End-to-end testing of people

- Processes and technologies beyond just your network infrastructure.

#### Manage Compliance.

- You conform with ALL Saudi and Global regulatory compliance frameworks, such as NCA, SAMA, CITC, etc.

#### Minimize Risk

- By simulating multiple attack techniques to prove weakness entry points and allow proper remediation.

#### Improved security

- Enhance your security posture and increase your internal auditing maturity.

#### Service Price

Price Depends on customer requirements.

## Security Device Management

Keeping security devices and solutions updated, patched and well-configured besides monitoring them 24x7 is a big challenge for all organizations, large and

small.

Salam's SDM Service is designed to help organization to manage and optimize their security technology infrastructure. Through its service portal, reporting and notification services, Salam's SDM Service simplifies the security solutions management life-cycle and provides a set of flexible support options based on customer needs or to meet specific business requirements.

Salam offers an SDM service that follows industry best practice approaches to provide appropriate service fulfilment with complete maintenance, updates, rule changes, tuning and 24x7 monitoring for security devices by its NG-SOC experts. Customers will be able to enhance their multi-vendor existing technology investment. The SDM Service is delivered through our 24x7 Riyadh-based NG-SOC.

### Service Features & Benefits

Keeping security devices and solutions updated, patched and well-configured besides monitoring them 24x7 is a big challenge for all organizations, large and small.

Salam's SDM Service is designed to help organization to manage and optimize their security technology infrastructure. Through its service portal, reporting and notification services, Salam's SDM Service simplifies the security solutions management life-cycle and provides a set of flexible support options based on customer needs or to meet specific business requirements.

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## Web Application Firewall

The Web Application Firewall WAF service becomes a must-have component in the application delivery infrastructure. All the industry standard compliance frameworks mandate deployment of a WAF to keep web services stable, available and secure.

Salam's WAF service provides a turnkey solution that protects your web applications 24x7 from common web exploits that could affect application availability,

compromise security, or consume excessive resources. Salam WAF service will give the control over which traffic to allow or block to your web applications by defining customizable web security rules to stop Open Web Application Security Project (OWASP) Top 10 applications attacks including SQL injections, XML External Entity (XXE) attacks, and cross-site scripting (XSS) attacks as well as zero-day attacks. The WAF service is delivered through our 24x7 Riyadh-based NG-SOC.

## Service Features & Benefits

### Application Security

- Protects your web applications from OWASP Top 10 application attacks including SQL injections, XML external entity (XXE) attacks, and cross-site scripting (XSS) attacks.

### Reduce Cost

- Free your security budget by outsourcing management to an experienced local SOC team with no upfront investment in tools, technologies, licenses and vendor support.

### Manage Compliance

- You conform with ALL Saudi and Global regulatory compliance frameworks, such as NCA, SAMA, CITC, etc.

### Enhanced Threat Detection

- Advanced detection features monitor usage, users and sessions and intelligently assesses suspect requests to detect complex attacks.

### Real-Time Visibility

- Get immediate visibility into your web application vulnerability for fastest protection.

### Increased protection

- The Security Operations Center team can detect gaps, enhance protection and accelerate response.

### Application Attack Protection

- Stops the latest application threats with real-time updates, such as SQL injections, XML External Entity (XXE) and cross-site scripting (XSS) attacks.

### AI-based Machine Learning

- Threat Detection engines are employed to detect application request anomalies and determine if they are threats.

### Advanced Security Services

- Such as IP reputation and geolocation, malware and brute-force detection, virtual patching, Denial of Service (DoS) protection, data leakage prevention and web defacement protection.

### Management and Reporting

- For Simplified Management and Advanced Reporting.

### Flexible Delivery Models

- Get customizable professional products and services tailored to your security requirements with different delivery models (monitored or managed).\\

### Service Price

Price Depends on customer requirements.

## Virtual Firewall

Executive Cloud Virtual Firewall delivers all the benefits of the physical firewall to secure your environment with upwards of 99% uptime, without the need to deploy and manage physical firewall.

The Firewall solution with purpose-built hardware and software provides technology-leading performance for the most demanding networking environments.

Executive Cloud integrated architecture provides extremely high throughput and exceptionally low latency, minimizing packet processing while accurately scanning the data for threats. The firewall processors deliver content inspection at multi-Gigabit speeds.

## Service Features & Benefits

### Integrated security platform

- 7 key security components to provide customers the greatest flexibility and protection available in a modern security platform.

### Consistent Technology

- Provide the same leading-edge protection regardless of company size (SMB to large enterprise).

### Eliminate (CAPEX) and decrease (OPEX)

- Eliminating multiple security devices and collapsing them into one security choke-point.

### Unparalleled security and performance

- Our Virtual firewall systems perform real-time

content reassembly and analysis to deliver 4 to 6 times the performance for antivirus, grayware, IDS, encryption, content analysis.

#### Designed for modern and unknown attacks detection

- We use the latest security algorithms to take advantage of the shared information between security components providing the ability to stop malicious threats that are non-signature based.

#### Proactive security solution

- Networks protected by our Virtual firewall can stop new born threats faster than traditional «identify only» and «manual update» security solutions.

## Web Security

Salam Web Security Service is a part of massive scalable global Security (powered by ZScaler) as a Service Platform that sits in-line between your company and the Internet, protecting your enterprise from cyber threats, stopping intellectual property leakage and ensuring compliance with corporate policies and statutory regulations.

#### Product Features & Benefits

##### Advanced threat protection and security gap prevention

- Customers get advanced protection against today's sophisticated, emerging threats.

##### URL Filtering & browsing control

- Provide flexible and granular URL categories, organized in a hierarchy that enables better analysis and control.

##### Manage bandwidth usage by persons, IP address, and applications

- Allocate and optimize your Internet bandwidth based on user-ID , App-ID and Group/location.

##### Anti-Virus and Anti-Spyware

- Provide the industry's most complete, inline protection from viruses and spyware.

##### Ensure full compliance with company's policies and increase employee productivity

- By apply security and control policies to enforce all internet users to comply with organization regulatory.

#### Service Price

Price Depends on customer requirements.

## Secure Email Gateway

Cloud Secure Email Gateway delivers a cost effective, easy to manage fully inclusive email security solution with high end performance and value-added features such as encryption and archiving to help your organization remain secure whilst achieving with regulatory compliance.

#### Service Features & Benefits:

- Inbound and outbound filtering and inspection technology
- Protecting your organization against malware, phishing email addresses and other inbound and outbound threats
- Email encryption & queueing
- Comprehensive data-loss prevention with sensitive data detection
- Deep email header inspection
- Real-Time malware outbreak detection

#### Service Price

Price Depends on customer requirements.

## Anti DDoS

A Distributed Denial of Service (DDoS) attack is one of the most paralyzing threats to companies. These attacks are increasingly targeted at specific markets such as financial sectors, government entities, E-Commerce companies, E-Learning universities, colleges and institutes, ISPs and hosting providers. Such attacks can cause downtime, drive up bandwidth costs, result in customer churn, and can eventually lead to severe financial loss.

Salam Anti-DDoS is part of Salam Cloud security services. It provides a cloud- based DDoS detection and mitigation services. The great thing is that you can implement a robust Anti-DDoS service without investing in expensive hardware or professional services. Salam Anti-DDoS proactively monitors your organizational traffic patterns from within Salam Data Centers.

#### Service Price

Price Depends on customer requirements.

# Company & User Commitments

## Details, terms, conditions, & obligations of Salam and the beneficiary

- The right to know the details and features, and any restrictions or exceptions to their use, or any fees that will apply when exceeding these restrictions or exceptions.
- The right to obtain the service as agreed upon in the subscription contract, and in a manner that does not violate the Authority's regulations.
- The right to obtain an electronic copy of the service subscription contract, and the customer has the right to take a copy of it at any time upon his request.
- Considering the existence of evidence that the customer has paid the amount paid to Salam Company, indicating the type of service that was paid, the amount of payment and the date of payment.
- The right to obtain the service in all the centers affiliated with Salam Company, and not to limit the provision of some of its services to specific centers without others.
- The right to notify the user of the end of the free trial period or the time specified for the promotional offer no less than (24) hours before its end, for him to decide to continue or not.
- The right to confidentiality of the customer's contact information, as it is protected and may not be viewed, listened to, or recorded.
- The right to obtain on a regular basis clear, correct and detailed invoices, free of charge, that are sent to the customer electronically, in Arabic or English, as he chooses.
- The right to a credit limit for the service; It shows the subscription contract for the service, and the monthly bill.
- The right to request a credit limit reduction; Considering that the credit limit after the reduction is not less than the minimum value of the package, and that it is not raised except at his request.
- The right not to exceed the total invoice amount of the credit limit; Except for the last call before the credit limit is reached.
- The right to the continuity of the service, and not to suspend or cancel it; Except by statute.
- The right to obtain evidence of his request to cancel the service, and not to charge any fees for the service requested to be canceled; Starting from the date of submitting the cancellation request.
- The right to return any amounts owed to the user with Salam Company, within 10 days at most from the date of the user's request or discovery if the user

requests to transfer the amounts to his bank account, or within 5 five days at most if the user requests to add them to any account belonging to him with a company Peace.

- The right to request suspension of service for a period not exceeding (12) twelve months, provided that he pays the recurring wages for this period.
- The right not to calculate the service fee, during the period of its interruption, due to Salam Company.
- The right to file a complaint with Salam, through all possible means, whether electronic, by telephone or in person; And then get a reference number for the complaint.
- The right not to demand payment of the amount objected to, and to file a complaint about it, within the statutory period; Until his complaint is resolved, without suspending or canceling the service because of that amount, during the period of investigation of the complaint.
- The right to have his complaint addressed by Salam Company, within a period not exceeding 5 five days from the date of submitting the complaint.
- The right to escalate the complaint to the Communications and Information Technology Commission, in the event of the expiry of the period, without Salam company dissolving plaining, or dissatisfaction with the solution provided.

## Customer Responsibility

- Carefully review the terms and obligations of the service, before subscribing to it.
- Adhere to the provisions of the service and its obligations, and not to misuse telecommunications services, such as deliberately making a communication that violates the rules of public morals, or has a threatening nature, or leads to panic or disturbance.
- The user may not use the services, equipment, software or other products that he receives from Salam Company, or allow their use or modification in violation of any applicable regulations in the Kingdom or in violation of the terms and conditions of the service contract, and the user is responsible for the illegal use and its consequences.
- His responsibility for all the numbers registered in his name, and the consequences thereof.
- The user is responsible for protecting his internal network from any unauthorized penetration, whether it is hacking his calls or his data traffic.
- Verify the validity of the invoice related to his services when issued, and adhere to the statutory

period for submitting a complaint on the validity of the invoice, in the event of his objection to its validity, by submitting the complaint within 60 days from the date of issuing the invoice subject of the objection.

- Pay the amounts owed to Salam Company, within the periods specified in the invoice, in order to avoid suspending or canceling the service.

- The user is obligated - in cases where Salam provides peripheral devices at the user's site - to allow persons authorized by Salam to enter the premises and sites occupied by the user, or under his control, and to allow them to remain in those sites to the extent required to carry out an operation repair or examination.

- The user shall abide by the required licenses for the software used in the devices and equipment, including consideration of intellectual property rights, or any other rights required related to the provision of any services, or the installation or use of any equipment on his site (including communication devices and equipment) for the duration of the service provision or made available to the user.

- Before contacting Salam, the user must verify the connections and equipment for which he is responsible within his site, and this does not include connections and equipment that were installed or provided by Salam within the user's site, or were among the obligations of Salam when agreed with the user.

- More about this source text Source text required for additional translation information

## Procedures of opening account with Salam

**To open an account for government agencies and the business sector with 'Salam', the customer must provide the following information:**

- Institution Name
- Institution Type
- Company Registration certificate
- National Address
- Contact Number
- Authorized Person Name, ID, Mobile number and Email.

By providing above Information, the customer completes registration with Salam, and the system automatically creates customer number that enables the organization to request various Salam services.

## The mechanism of requesting a new service, renewal, modification, suspension, and cancellation with a specified time period

### Applying to a New Service

Customers from the government and business sectors can request a new service through Salam's various sales channels, which are phone, e-mail, website and account manager. The account manager sends a service request form for the client to fill out and choose the required service. Based on the client's request, the requests are studied and a price quotation is submitted for the service, including the technical offer, the financial offer and the time of service implementation, and it is sent to the client again for approval and then submit. The service is as agreed in the service agreement that is signed between the two parties

### Renew the Service

The service is automatically renewed according to what is stipulated in the contract, unless the customer requests not to renew the contract formally. For the government sector, in some establishments, a new certificate is issued for the continuity of the service.

### Service Modification

The authorized person sends a request to modify the service (such as (reducing or increasing the speed, reducing or increasing the credit limit, transferring the service to another place or any other modification) to the account manager of the government authority or the company from the business sector through the official channels of Salam Company and then The request is executed, the customer is informed of the duration of the request, and the papers stating the service modification are sent to the customer, and the customer must accept, sign and send them again to Salam.

### Service Suspension

The user from the government sector and the business sector requests to suspend the service through the person authorized by the company through the official channels (official e-mail) to the account manager responsible for the authority or company, and the customer has the right to suspend

the service for a period not exceeding 12 months from the date of the request.

## Service Termination

The user from the government sector or the business sector, through the person authorized by the company, submits an official request through the official channels (official e-mail) to the account manager responsible for the authority or company, asking him to cancel the service, and in the event of the contract termination, the service is terminated since the date of the customer's request. To cancel, but in the event that the contract has not expired, the user must wait for a month from the date of submitting his request until the service is stopped.

## Clarify the time required to implement the service according to its type, and clarify the service level agreement for the installation.

## Time to Provision the Service

The time for implementing the services is determined by the readiness of the user's site and the availability of the infrastructure that supports the provision of the service to him. It does not support the implementation of the service, as the duration depends on the agreement with the user, provided that each party carries out its responsibilities according to what is agreed upon in the service contract.

## General Terms and Conditions

### Service Level Agreement

Salam Company is committed to provide its services at high quality level in the Kingdom, and accordingly, the support for Salam Company's services is provided through service level agreements from the company providing reassurance to customers.

### Scheduled maintenance work.

1. Service availability can be defined as the number of hours during which the services provided for use by the customer are available in a specific location

divided by the number of hours in the calendar month and multiplied by 100.

2. The service of the circuit transmitting information about the customer, the access port and the Internet protocol connection for any site of the customer is considered included in determining the availability of the service, and any service is considered available if the network data exchange is possible when the network is on one or more contact with the customer and the service is unavailable if the ports are Client's access is down or cut off from the network, or if all site connections are down at the same time.

3. Any case of breakdown must be recorded and documented through Salam Company's call center by opening a maintenance request to notify that there is a problem, except for any exceptions or any exclusion as indicated in this document. The time of opening and closing the maintenance request with a problem will be used to provide any Compensation, if any.

4. Salam Company will be committed to ensuring the following percentage of service availability within each calendar month for each client site throughout the Kingdom through the use of Salam's primary network:

A. The service availability rate for each site connected to the Salam Company network through the individual information transmission department is 99.0%.

B. The rate of service availability for each site connected to the Salam company network through the main information transmission department and the backup department is 99.5%.

5. As for the circuit that connects the customer's site to Salam's main network, it is included in the service availability commitment calculation.

6. Service availability calculations include only cases of disconnection and network disruption in Salam company support requests with problems, and it also considers disconnection starting from the time of opening a maintenance request with a problem, as for maintenance requests for a problem that are opened due to a low level of service, such as Slow data transfer, it will not be included in service availability calculations.

7. Salam guarantees 99.98% of the operating time of the national main network, excluding times.

### IP packet time delay

The maximum delay time for transferring IP packets through Salam's public data network is 50 milliseconds (local transmission).

## Data Delay to International Destination

1. International transfer delay can be defined as the average time (measured by Salam in milliseconds, from Salam's international gateway router in Jeddah or Khobar to (international partner PE), under normal operating conditions and during a specified period of any Gregorian month. It takes a diagnostic packet with a capacity of 1024 bytes to travel and return through the international gateway to Salam Company, and specially generated delay measurement packets are used on international communication channels to monitor the level of service in order to measure the level of international transport on a regular basis.
2. The following table shows the average guaranteed response time between SAM routers and the nearest International Partner (PE) router based in different destinations:

	Dedicated Speed (Mbps)	Average Response Time
Salam Router	Europe	160 milliseconds
	North America	260 milliseconds
	Gulf Cooperation Council (Dubai)	80 milliseconds
	Far East (Hong Kong)	220 milliseconds

## Network flow rate and packet loss

1. The packet flow and delivery rate of the network is used to determine and identify the effectiveness of Salam's core network ability to transmit data packets on the customer's circuits.
2. The network transport packet delivery rate is the rate of successful packet receptions for attempts to transmit the transmitted packets.
3. The network transport packet flow and delivery rate guarantee excludes packets lost in entering the core network due to proactive techniques to reduce network congestion.
4. The maximum packet loss on the Salam network is less than 1%.

## Problem Solving

- Salam Customer Support provides services to all existing customers through the use of the company's products and services.
- Support requests are mostly made when a customer has an unexpected problem and contact Salam's call center for help.
- Requests that cannot be resolved directly through the call center employee, are redirected to the specialists within Salam Company for resolution.
- In all cases, the work team in the call center will

make a «support request» or «problem card» to record the customer's query, and it will record in the request the time when the request was submitted, a description of the problem encountered and the date and time the request was resolved or directed to the solution.

- Applications will be fully documented and tracked as they go through to closing through the use of advanced tracking applications and editing of scorecards.
- Requests requiring significant amount of work (mini-projects), changes in network configurations and configurations will be escalated to create an entry in the projects database available in the Field Support Department.
- The time taken to open a problem card is defined as the time between opening a problem card and resolving the problem mentioned in the card, except for the exceptions and exclusions indicated in this document.
- In cases where the support engineer responsible for handling the support request contacts the customer for further information or for confirmation that the problem has been resolved and does not receive a response within a period of three (3) days, the problem will be considered resolved. The request for support is closed, and the customer is notified of this.
- Salam Company escalates cases of "unavailability of service" and cases of customer affected in accordance with the following procedures for after closing the notification card in order to ensure that the appropriate sources are notified in the event that problems are not resolved within the framework of the established service standards.'

## Excluding from SLA

The following will be excluded from any network outage when calculating service availability:

1. Network outage due to scheduled maintenance during standard maintenance periods.
2. Network outages due to state local practices, or any national law, custom or regulation.
3. If the failure is due to any of the components, which cannot be rectified due to the inability of the Salam team to reach the customer's facilities for reasons specific to the customer or reasons beyond the reasonable control of Salam.
4. Cases of interruptions that are due to reasons outside the control of Salam Company or reasons due to force majeure incidents.
5. Downtime due to customer action or omission,

including pending problem cases for any open problem notification card, or customer delay in the installation process.

6. Cases of interruptions due to the unavailability of the customer work team to identify and/or isolate the problem, any delay or disruption due to the customer's applications or equipment.

a) Scheduled maintenance

b) Salam will from time to time need to schedule a service outage to perform maintenance and upgrade operations of the network platform, Salam will notify the Customer of any scheduled maintenance 48 hours in advance, and Salam will make an effort to schedule such maintenance at a time acceptable to the Customer.

c) Billing procedures and periods and method of payment

7. Salam company may agree with the user of the government sector and the business sector on the period of issuing bills and claims and the payment mechanisms for them.

8. As stated in the service contract between Salam and the customer.

### Maximum Troubleshooting Period and Clarification of Service Level Agreement for Troubleshooting by Service

Maximum Time for Repair	Response Time	Risk level
• 24 Hours if the Location 50 km away from the main cities (Riyadh, Jeddah, Dammam) • 24 Hours + travel time if the location is more than 50 KM away from Main cities (Riyadh, Jeddah, Dammam).	20 minutes	Critical
• 36 hours if the location is within 50 km of the main cities (Riyadh, Dammam, Jeddah) • 36 hours + travel time (3) if the location is more than 50 km from the main cities (Riyadh, Dammam, Jeddah)	30 Minutes	Main
3 Days	1 Hour	Secondary

### Maximum Time for Repair

- Maximum Repairing Time is The maximum time between a customer reporting a problem / requesting support and a Salam Business Care representative calling the customer to report that a technical team has fixed the problem and restored service.

- Response time: It is the maximum time between informing the customer of the problem / request for support and the representative of the business care in Salam company opening a ticket for a problem card after performing the procedures to identify the

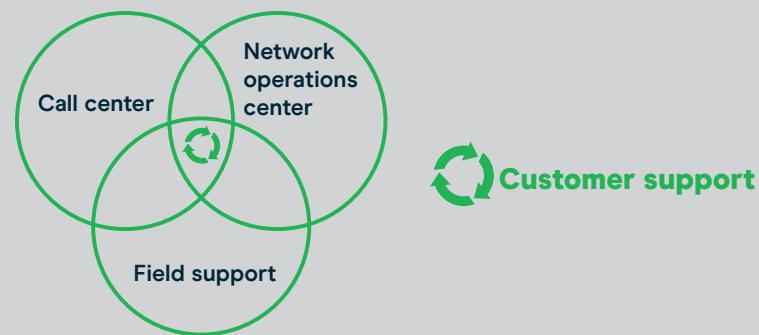
problem and verify its existence.

- This item applies only in the event of a complete interruption of the service in one of the sites (for both the main and subsidiary lines at the same time) or a severe slowdown and severe deterioration of the service in one of the sites (for both the main and subsidiary lines at the same time).

### The mechanism for requesting support, raising suggestions and complaints, settling damages, and the mechanism for knowing the results

#### Customer Care Program

Salam Customer care services are provided through multiple departments within Salam operations, this support group is committed to deliver high quality Customer service and technical solutions for Salam Customers. To ensure quality of support provided, Salam support team provides Customers with this Standard Support Procedure (SSP) outlining specific Services and responsibilities related to the support of Salam Services.



Salam Integrated Operations Center and technical support staff offer Customers individualized support for their business critical solutions and provide network monitoring 24 hours a day and 365 days a year.

#### Accessibility channels

##### Salam Call Center Contact Details:

Tel: +966 9200 00 788 or +966 800 5000 000

Email: support@salam.sa

Fax: + 966 11 505 5511

##### Salam Network Operations Center (NOC) Contact Details:

Tel: +966 9200 00 788 or +966 800 5000 000

Mobile: + 966 500 495 737 OR + 966 515 110 032

Email: noc@salam.sa

Fax: + 966 11 505 5511

## Business Care Unit:

The Business Care Unit – B.Care has been specifically designed with the corporates in mind. B.Care Engineers have direct access to the Network Management System ("NMS"), to diagnose and troubleshoot problems and thus provide immediate resolutions OR to escalate to the concerned teams within Salam for further action. The B.Care Unit will also be provisioning periodic reports to Customers with technical details. The B.Care contacts are as follows:

- Business Care Tel: +966 9200 00 788
- Business Care email: b.care@salam.sa

**In order to ensure an efficient service Salam requests its Customers to follow below guidelines:**

### General Helpdesk support

- For general and billing and product enquiries.
- Salam Call Center Contact Details:  
Tel: + 966 11 9200 00788 OR +966 11 406 2222 ext. 6999  
Email: support@itc.net.sa  
Fax: + 966 11 406 2221
- Hours: 24x7x365.

### Provisioning helpdesk support

- For Service provisioning related enquiries.
- Email: Provisioning@itc.sa
- Phone Group: +966114062355-
- From 08:00–20:00 Sunday – Thursday, and from 10:30 – 15:30 Saturdays.

### Business Care Unit Support:

- These are the hours Salam Business Care Unit is able to accept Customer call.
- Business Care Tel: +966 11 406 2444
- Business Care email: b.care@itc.net.sa
- Hours: 24x7x365.

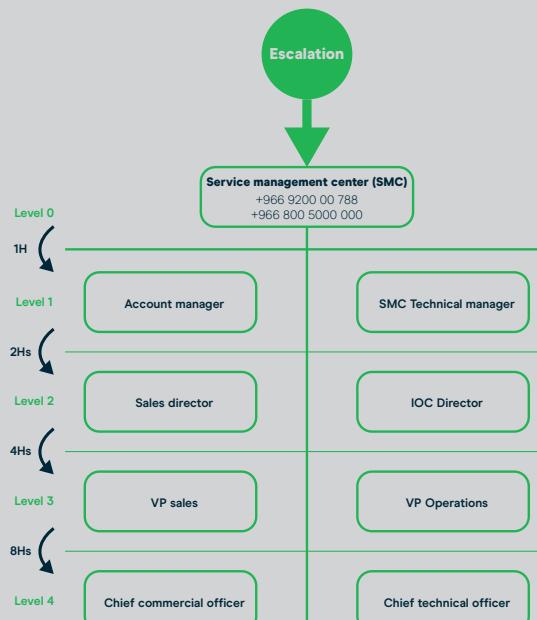
## Problem Resolution

1. Salam Customer support provides services to all Salam active Customers using Salam products and Services. Requests that cannot be resolved directly by Call Centre agent will be escalated or routed

appropriately within Salam for resolution. In all cases, Call Center staff will create a 'Support Request' or 'Trouble Ticket' to record the Customer's inquiry. The request will record the time the request is initiated, a description of the request and the date and time the request is resolved or forwarded for resolution. Requests are fully documented and tracked through to closure with the use of the state of the art trouble ticket management solutions.

2. Requests that require a significant amount of work (mini-projects), changes in network configuration will be escalated to create an entry in the Projects database available with Field Support department.
3. The time span a ticket is open is defined as the time between the issuance of the ticket number and the resolution of the ticket, less exclusions and exceptions as noted below:
  - a. In the event the support Engineer who has been assigned the support request contacts the Customer with a request for more information or with a request to confirm that the problem has been resolved and does not get a response within a (3) three days, the trouble ticket shall be deemed resolved and the support request shall be closed. The Customer will be notified when the request has been closed.
4. Salam will escalate Service impacting Outage events in accordance with the following escalation matrix after ticket opening.

**The method of escalation regarding non-implementation of the required services according to the specified period or when the account manager does not respond to the official authorized by the entity**



## Necessary information in contracts and work procedures according to what was issued by the Authority

- Salam company to the user from the government sector and the business sector must provide the following:
- Determining the means of communication with the account manager according to Salam Company's policy to provide it, and informing the user if it is changed.
- Verify the legality of the delegate, and the powers delegated to him.
- Providing and making available systems and programs that enable the delegate to view the details of the services provided, billing details, and usage reports, and to manage these services in accordance with the delegated powers.
- Providing a service level agreement that includes, at a minimum, the following:
- Information, features, prices and terms of the service.
- Methods of communication and escalation.
- Billing and payment procedures and periods.
- The minimum quality of services provided.
- Maximum repair period.
- Responsibilities and obligations of each party.
- Settlements resulting from breach of obligations and service level agreement.
- As an exception to what is stated in this document, the following provisions shall be applied to the user from the government sector and the business sector:
  - Financial insurance: Salam Company may agree with the user of the government sector and the business sector on alternative mechanisms, conditions and means for financial insurance.
  - Service request: The procedures for providing services to the government sector are applied according to what is issued by the competent authorities regarding the procedures for requesting the provision of services to government agencies if any.
  - Service provision: Salam company must specify the time for providing services, which requires time to implement them in the event that the user's site is ready and the infrastructure that supports providing the service is available to him, but if the user's site is not ready or the infrastructure does not support the implementation of the service, the duration depends on Agreement with the user, provided that each party carries out its responsibilities according to what is

agreed upon in the service contract.

- Invoices: Salam Company may agree with the user of the government sector and the business sector on the period of issuing invoices and claims and the payment mechanisms for them.
- Cancellation of the service: Salam Company may agree with the user of the government sector and the business sector on the mechanism of suspending or canceling the service due to non-payment other than what is stated in this document, taking into account the instructions issued regarding government agencies.
- For the government sector and the business sector: the name of the establishment, the commercial registration number, date and city of issue, or the establishment's identification number in the event that the commercial registry is not available for the cases excluded from the Ministry of Commerce or non-commercial entities, and the information of the authorized person as described in paragraph No. (1/a/ 1) From the document of the Communications Commission, with the attachment of supporting documents as determined by the Commission.
- The required service information (service or account number(s), service type, and package description if one of them includes a description of the individual services covered).
- Salam company and the client may agree on the mechanism of the sum insured.
  - The date of conclusion of the service contract.
  - The information of the Salam Company employee who concludes the contract on behalf of Salam Company, with the employee's acknowledgment of seeing and verifying the origin of the user's identity when requesting the service through the personal presence of the Salam employee.
  - Details of the tariff and wages required for the services, equipment and devices provided, and the distinction between periodic and any non-periodic wages, whether at the beginning of the service contract or upon termination of the service.
  - Details of the services, products and their features that Salam Company is obligated to provide, and the mechanisms for settling amounts in the event that Salam Company does not fulfill the service quality standards approved by the Authority or stipulated in the service contract - if any -.
  - Details of the terms and obligations of the user, and the consequences of not complying with that.
  - Details of any discounts or offer/ offers, including their validity period, and any conditions or obligations

that will apply to the user during the discount or after its end.

- Details of any usage restrictions for the services provided under the service contract, and any fees that apply when those restrictions are exceeded.
- The duration of the service contract, and the terms of its extension, whether it is automatic or at the request of the user.
- Dates for issuing service bills as agreed between Salam and the client.
- Terms of service modification and termination.
- The conditions under which Salam is entitled to suspend the service, in whole or in part, or cancel it.
- Salam Company information about any of the following:
  - His complaints procedures, including contact details of Salam Complaints Department.
  - Procedures for escalation of the complaint to the Authority.

o All the information referred to in Paragraph 1 of this Article must be submitted in accordance with the following:

- It should be in simple and clear terms.
- It should be available in Arabic and English.
- All the information referred to in Paragraph (1) of this Article must be documented by Salam Company in the service contract and the approval of the user shall be obtained in accordance with what is issued by the Authority in this regard.

- Salam Company must provide the user with a copy of the service contract after completing the required information stated in this article, and save the contract according to the retention period indicated in this document.

- In the event of any dispute, Salam Company has the burden of proving that the user agrees to the terms and conditions of the service contract related to the dispute.

- Salam Company provides compensation to customers whenever they violate the signed service level agreement, and the compensation is calculated based on the level of service availability and the time of opening the problem notification card and resolving the problem.

a.

## **Settlements arising from breach of obligations and service level agreement**

- Compensation is calculated on a site-by-site basis in accordance with the following:
- Standard Availability Level Agreements (individual

information transmission circuit for each site):

- 2% of the monthly fee for every additional 24 hours of downtime for the service after the agreed time of service availability.
- c. The maximum compensation amount is 25% of the monthly fee.
- d. 2. Enhanced Service Level Agreement (main information transmission circuit and backup circuit for each site).
- e. 25% on the monthly fee for each additional full hour in the event of disruption of each of the
- f. More about this source textSource text required for additional translation information

A green, rounded, teardrop-shaped graphic element centered on a dark blue background. The word "salam" is written in a white, sans-serif font, positioned centrally within the green shape.

salam

**salam.sa**