



Countries

Qatar

Indonesia

Kuwait

Oman

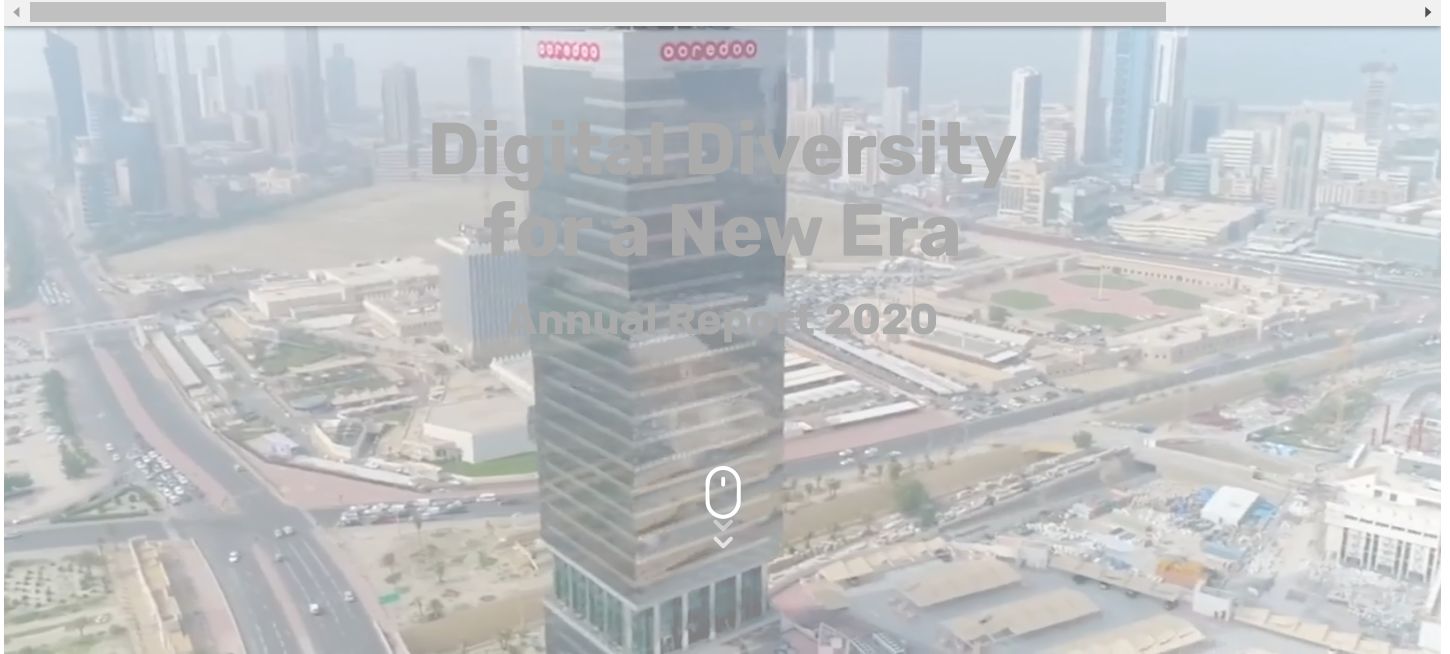
Asiacell

Algeria

Tunisia

Myanmar

Palesti



Chairman's Message

Managing Director's Message





Countries	
Qatar	Indonesia
Kuwait	Oman
Asiacell	Algeria
Tunisia	Myanmar
Palesti	

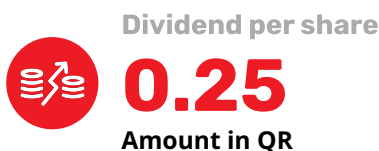
It was a year when our core promise – to enrich the digital lives of our customers – took on a new level of relevance. For organisations that required significant numbers of employees to work from home, Ooredoo networks provided a vital lifeline to ensure business continuity and remote productivity. For schools and universities, Ooredoo services enabled education to continue online. Communication between families and friends migrated to video chats, made possible by the hard work of Ooredoo engineers across our footprint. Even our entertainment options took on heightened importance, as our rich portfolio of content provided a welcome distraction during difficult times. For many, digital lives became the most vibrant part of a daily routine during the pandemic.

We are hugely grateful to our leadership team, our people and our partners for the creativity, collaboration and professionalism that enabled Ooredoo to enhance our networks and update our services to meet heightened demand during 2020. The foundations we have built over time supported not only the introduction of new digital services, but also ensured that people stayed connected and engaged throughout this turbulent period.

**Faisal Bin Thani Al Thani**  
Chairman

14 February 2021

# Delivering robust results





Amount in QR millions

Intro Group Results Our Strategy Country Performance Annual Report 2020 Corporate Governance Report

Earnings per share



Countries

Qatar Al Indonesia Kuwait Oman Asiacell Algeria Tunisia Myanmar Palesti



12,130

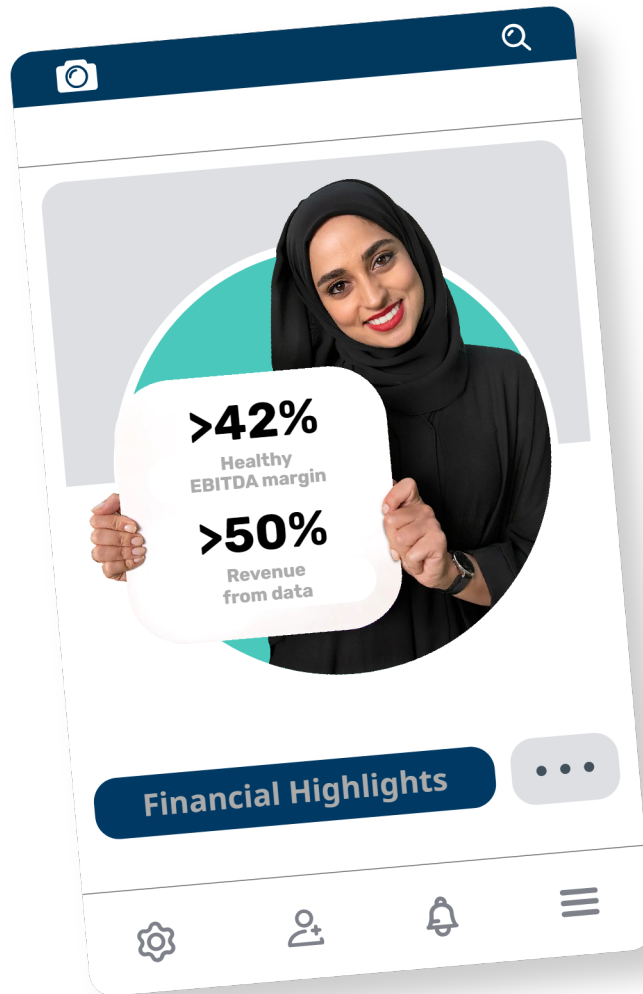
Amount in QR millions

Capital Expenditure & CAPEX/ Revenue %



5,790

Amount in QR millions



Revenue

Dividend per share

Net profit attributable to Ooredoo shareholders

Earnings per share

EBITDA & EBITDA margin (%)

Capita CAPE



20,001

Countries	
Year	Number of Customers
2018	29,927
2017	32,646
2016	32,503

# An agile, adaptable strategy

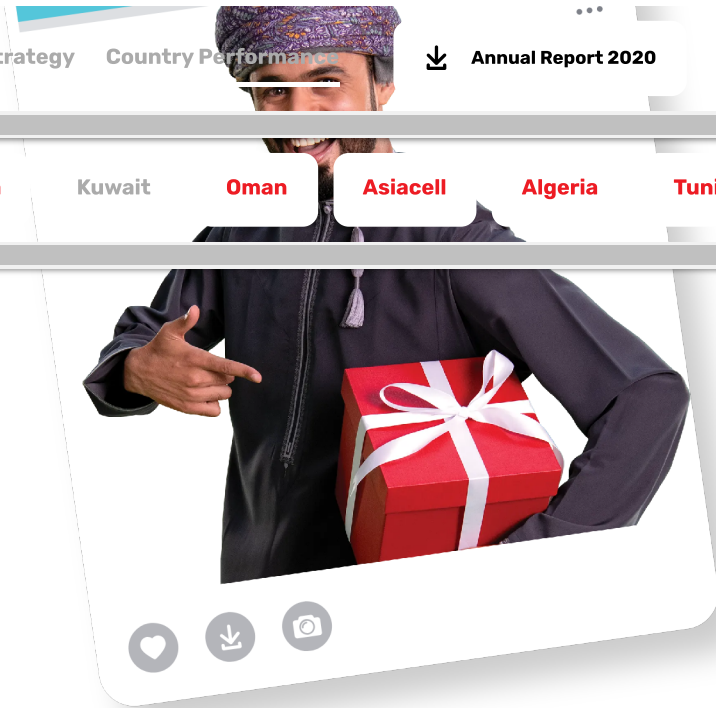
Ooredoo’s vision is to **‘Enrich people’s digital lives’**; exceeding customer expectations by delivering superior products, services and customer experiences in the Digital Age. **Our Group values – Caring, Connecting, and Challenging** – extend across all Operating Companies, guiding every initiative and interaction.

The lessons of 2020 helped inform our ongoing strategic review, sharpening the importance of focusing on our points of differentiation in an increasingly competitive telecommunications landscape and keeping pace with the progressive generational evolution of our underlying technology.



Countries

- Qatar
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## Our four strategic pillars:



Core



Digital



## Countries

Qatar

Indonesia

Kuwait

Oman

Asiacell

Algeria

Tunisia

Myanmar

Palesti



## Portfolio

**These strategic pillars are underpinned by critical capabilities:**

Our operating model

Changes to our ways of working

Our talent, and how we manage it

Establishing effective transformation capabilities

## Country performance

Headquartered in Doha, Qatar, Ooredoo is a global telecommunication company with a consolidated global customer base of more than 121 million, as at 31 December 2020. Its operating network extends across 10 markets in the Middle East, North Africa and Southeast Asia.

North Africa

Middle East

Southeast Asia



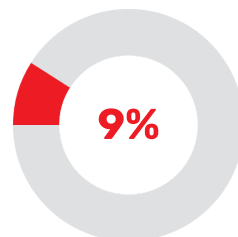
### Kuwait

Building on the success of previous years, Ooredoo Kuwait continued its 5G commercial rollout in 2020, reaching nationwide coverage, in line with the company’s vision of empowering Kuwait’s society by driving digital transformation and enriching people’s digital lives.

Ooredoo Kuwait was quick to react to the needs of customers during the pandemic and ensured the provision of uninterrupted connectivity services. As data usage increased more than calls, the company optimised its network and converted 2G and 3G networks to 4G to give more capacity to users. In addition, Ooredoo was the first to provide customers with the highest 5G internet speeds in Kuwait and witnessed an increase in market share to 36%.



Customers



Revenue



## EBITDA

## Countries

Qatar

Indonesia

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Palesti

## Total customers

# 2,531

2020	2,531
2019	2,588
2018	2,311
2017	2,216
2016	2,346

	2020	2019	2018
Revenue QRm	2,492	2,772	2,905
EBITDA QRm	617	867	662
EBITDA Margin %	25%	31%	23%
Blended ARPU* QR	59.3	58.5	68.8
Employees	1,363	1,132	1,225

\* Blended ARPU is for the three months ending 31 December.

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Careers

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Our markets	News	Annual Report 2020	Corporate Governance Report
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