# BUSINESS MODEL

#### RESOURCES

# **Employees**

>18 thousand

total number of employees 14%

share of women in the Management Board

# Finance

215 KZT billion

Cash CAPEX in 2024 (\*consolidated data)

# Infrastructure

>91 thousand km

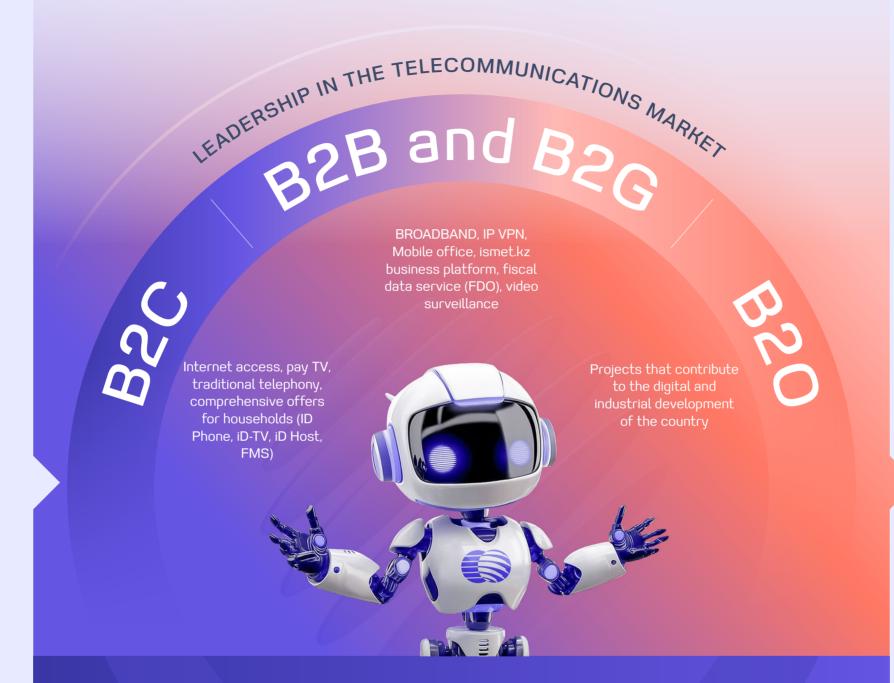
of fibre-optic network coverage

23

data processing centres

>14,000

(including MT-S LLP as of 31.12.2024)



#### Data centres and cloud services Information security

- digital platform for business ismet.kz:
- > cloud videoconferencing;
- video surveillance;
- digital medical card;
- infrastructure for blockchain products.

- protection against DDoS-attacks Service;
- virtual Firewall.

### Public safety

> alarm button.

#### Innovations

> 5G network deployment.

#### Digital and industrial development of the country

- construction of FOCL along the Caspian Sea bed;
- super Highway Initiative.

#### Additional services

- video surveillance:
- smart city;
- smart housing and utilities;
- > smart lighting, etc.

# **CREATED VALUE FOR STAKEHOLDERS**

# **Shareholders**

2,096.6 KZT

Dividends paid per share in 2024, declared based on the results of 2023

# **Customers**

97%

Agent Performance (AP) score in 2024

80%

Transactional Net Promoter Score (tNPS) - customer loyalty index in 2024

# **Employees**

135.3

#### **KZT** billion

Kazakhtelecom JSC's expenses on wages in 2024 686.073

#### **KZT** million

Kazakhtelecom JSC's investment in employee training and development in 2024

# Government and Society

185.7 KZT billion

Tax payments in 2024 (\*consolidated data)

1,823

5G base stations Deployed and connected across all regional centers in 2024

business entities are served by Kazakhtelecom as a fiscal data operator (FDO)

Connectivity and Internet access provided to:

>5 thousand schools ~4 thousand hospitals

>15 thousand institutions