



MESSAGE OF THE CHAIRMAN OF THE BOARD OF DIRECTORS

GRI 2-22

Dear shareholders, colleagues, customers and partners!

The 2024 marked a period of significant transformation, technological renewal, and strategic achievements for Kazakhtelecom JSC. The Company successfully strengthened its market position and made a substantial contribution to the country's digitalization by implementing a number of large-scale projects.

One of the main priorities in 2024 was the development of telecommunications infrastructure and the adoption of cutting-edge technologies. We continued the large-scale modernization of our networks, enhancing their reliability, security, and data transmission speed.

Special attention was given to the development of 5G technology – it is now available to a large number of Kazakhstanis, and we are confidently expanding its coverage nationwide.

A landmark step was Kazakhtelecom JSC's participation in the international project for the construction of the Trans-Caspian submarine fiber-optic communication line. In the future, this line will connect Europe and Asia, reinforcing Kazakhstan's position as a key digital bridge between continents.

At the heart of all our initiatives are the needs of our customers. A flagship project in 2024 was the new "Sapa+" program, aimed at significantly improving connection quality and user experience. As part of this initiative, a large-scale upgrade of customer equipment was carried out, which greatly improved the stability and speed of internet connections.

At the same time, the "Tazartu" project continued, targeting the migration of customers from outdated technologies to modern optical solutions. In 2024, we upgraded the connections of 70,000 users and plan to maintain this momentum in the coming year.

One of the most significant events of 2024 was the deal for the sale of a 100% stake in Mobile Telecom-Service LLP to the international holding Power International Holding (PIH). Attracting a reliable strategic investor opens new prospects for the development of mobile communications and strengthens competition in Kazakhstan's telecommunications market.

As part of the drive for technological independence and digital transformation, Kazakhtelecom JSC launched four in-house developed cloud services based on its internal infrastructure. These solutions enable corporate clients and government institutions to reduce IT costs and decrease reliance on foreign technologies.

All these achievements reflect not only technological progress but also our strategic commitment to the principles of sustainable development. We firmly believe that a modern telecommunications company must combine technological advancement with a responsible attitude toward people, the environment, and society as a whole.

In 2024, a significant milestone was the adoption of Kazakhtelecom JSC's ESG strategy through 2032,

clearly outlining the Company's goals in the areas of environmental protection, social responsibility, and corporate governance.

We view innovation, customer service, digital accessibility, and international cooperation as integral components of long-term sustainability. All initiatives implemented are aimed at creating a reliable, inclusive, and responsible digital environment that meets the expectations of society, investors, and future generations.

Effective interaction at all levels of governance and a high level of employee engagement have become the foundation of our progress. Together, we have not only achieved the ambitious goals set for this year but also laid a solid foundation for continued sustainable growth.

I would like to express my sincere gratitude to everyone contributing to the development of Kazakhtelecom JSC and sharing our goals and values. Thanks to your support, trust, and collaboration, we are achieving our objectives and continuing to contribute to the country's digital advancement.

N. BAIDAULETOV

Chairman of the Board of Directors
of Kazakhtelecom JSC