

8

MOBILE PHONES & INTERNET SERVICES IN SAUDI ARABIA

By Saudico Electronic Systems

SAUDICO ELECTRONIC SYSTEMS

Myazu Building Floor No: 1 & 2,
#2610 Prince Abdulaziz Ibn Mu-
said Ibn Jalawi Street, Sulima-
niyah District, Riyadh 11411,
Saudi Arabia

T. +966 11 476 6876

saudicoelectronics.com



SAUDICO ELECTRONIC SYSTEMS السعودية للأشغال الإلكترونية

Established in 1984 in Riyadh, Saudi Arabia, we are one of the leading Information Technology (IT) Solutions companies in the Kingdom of Saudi Arabia.

We provide world-class IT solutions and services to numerous market segments, with a predominant share in the hospitality sector. Broadly, a majority of our current customers are in the following sectors:

- Hospitality (Hotels, motels, furnished apartments, Restaurants, F&B..)
- Government Sectors (Ministries, Municipalities...)
- Private sector (Enterprise Holdings, private companies)
- Data Management Solutions (IoT, Big Data, AI, Data Analytics)



MOBILE SERVICES IN SAUDI ARABIA

Mobile phone services in Saudi Arabia are well developed and widely accessible. The country has a high mobile penetration rate, with over 100% of the population having access to a mobile phone. The most prominent mobile phones and internet service providers are:

- Saudi Telecom Company (STC)
- Etihad Etisalat (Mobily)
- Zain KSA (Zain)
- Etihad Atheeb Telecommunication Company (Go)

Expats and locals can easily obtain prepaid or postpaid mobile phone plans, often with competitive rates for both locals as well as international calls.

Popular services are voice calls, SMS, and data plans suitable for various needs, from basic usage to high data consumption for browsing, video calls and streaming.

Prepaid and Postpaid mobile phone packages are widely available in Saudi Arabia.

Prepaid SIM Card packages

With a prepaid connection users have to pay in advance for the telecom service.

Many expats prefer buying prepaid SIM cards which can be bought from one of the telecom companies outlets.

Prepaid SIM Cards allow the KSA visitors, whether they are on vacation, a business trip, Hajj or Umrah visits to stay in touch locally and internationally with their beloved ones.

The visitors can buy a Prepaid SIM card at the airport where they have landed.

When they reached the public area of the airport after taking their luggage, they will find STC, Mobily, Zain, Go counters there to buy a Saudi SIM card.

As per the regulations, the visitors must provide valid ID (passport), copy of their visas, copy of airline tickets to be able to purchase prepaid SIM cards at the telecom companies counters.

SIM cards must be activated prior to use them. Activation can be done online by visiting the SIM card provider website or simply asking for assistance at the telecom company's outlet.

Postpaid SIM Card packages

With a postpaid package, users use the mobile phone first and pay for it later as per the monthly bill cycle.

Postpaid SIM Card Packages can also be purchased from the telecom companies outlets which are located at the airports, shopping malls, and certain streets in the major cities of Saudi Arabia.



INTERNET SERVICES IN SAUDI ARABIA

High-speed internet is readily available across the country, with options for mobile and internet. Fiber-optic connections are becoming increasingly common, providing fast and reliable internet for homes and offices. Mobile internet plans offer 4G and 5G connectivity.

Some published data indicate that internet connection speeds in Saudi Arabia were as follows in 2023:

- Median mobile internet connection speed via cellular networks: 90.49 Mbps.
- Median fixed internet connection speed: 88.12 Mbps (+9.6% compared to 2022).

Saudi Arabia has one of the most advanced mobile and internet markets in the Middle East. Internet penetration is high, with more than 80% of the population using the Internet.

Average prices of Internet packages

The average price of internet packages in Saudi Arabia varies depending on the provider, plan type, and connection speed. However,

you can usually expect to pay around SAR 100-200 per month for a 5G plan with 100GB of data. Fiber optic connections are also available, and these typically cost around SAR 200-300 per month for a 100Mbps connection.

Getting a landline and Internet connection

To obtain a landline number and an Internet connection in Saudi Arabia, you must apply for the creation of a line directly on the website of the operator of your choice (STC, Mobily, Zain, Go...) and make an appointment for a team of technicians to come and install the line.

Operators generally offer a varied offer ranging from 4G to fiber. This is usually a simple process that only takes a few days before you can access the Internet.

The documents to be provided for the opening of a fixed line are as follows:

- Your passport
- A copy of your iqama
- A copy of your rental agreement



IMPORTANT REMARKS



Having a mobile number in Saudi Arabia is vital as many administrative procedures and most services require the use of mobile applications that require a Saudi Mobile number. In addition, it is preferable to keep the same mobile number during your stay in Saudi Arabia, as it is sometimes used as an identifier for administrative applications and procedures.

Users need to have a valid Iqama to be able to switch their prepaid packages to postpaid packages.

Switching from a prepaid to postpaid plan will give you access to a wider range of features and benefits, such as international roaming and free data transfer.

It is illegal to use a VPN in Saudi Arabia.

SOCIAL MEDIA IN SAUDI ARABIA

There were 29.10 million social media users in Saudi Arabia in January 2023, which is equivalent to 79.3 percent of the total population (27.02 million users aged 18 and above). In total, 80.1 percent of total internet users (regardless of age) use at least one social media platform (63.1% male users).

The top social media in Saudi Arabia are:

- Youtube – 101.7% (30 million users)
- TikTok – 98.3% (29 million users)
- Whatsapp – 83.7% (22.3 million users)
- Instagram – 76.9% (22.7 million users)
- Snapchat – 69.8% (20.6 million users)
- Twitter – 68.7% (18.3 million users)
- Facebook – 66.3% (17.7 million users)
- Telegram – 55.6% (14.8 million users)
- Linkedin – 25.2% (6.7 million users)

Instagram is the most popular platform for commercial brands in Saudi Arabia, with over 70% of brands having an active presence on the platform, followed by Youtube (60%), Snapchat and Twitter (50%).

