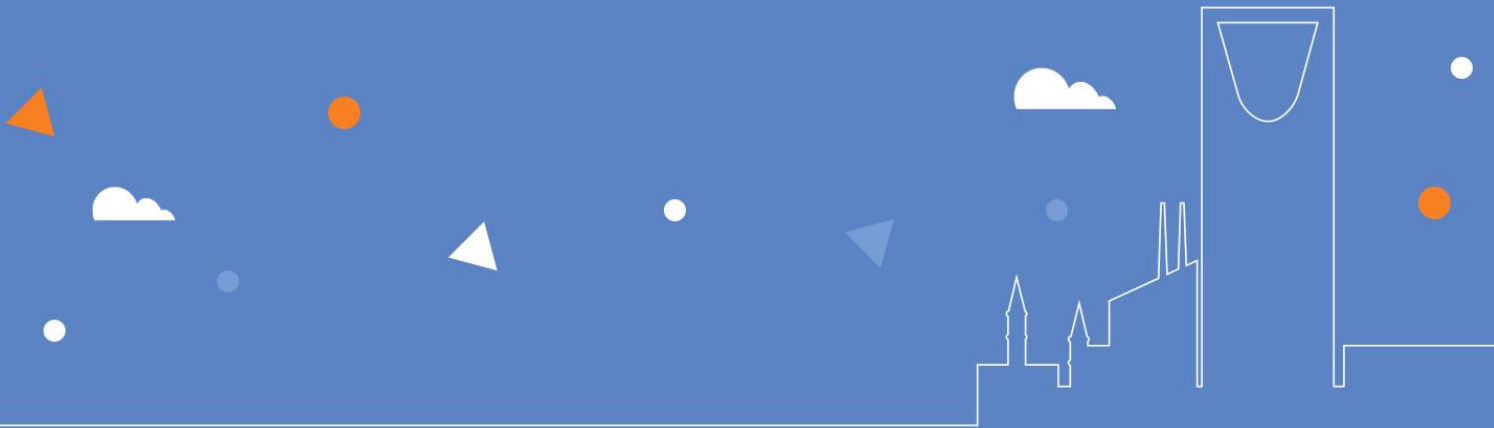




Short Message Service Technical Offer for

For Official Use Only 2023-00-00
Offer Reference Number 202303156
Version 3

Executive Summary

We would like to take this opportunity to thank you for your time and for giving us the opportunity to present our services as Mobile Messages service provider.

This offer aims to clarify the technical and financial details to provide comprehensive, integrative mobile messaging services with high quality to help your reputable municipality to achieve its goals with minimal effort and cost, in addition to general information about Taqnyat.

Mobile messaging services provided by Taqnyat allow your reputable municipality to communicate with customers, visitors and employees through a system of alerts and fast wireless communication wherever they are and at any time with minimal effort and cost around the clock, which is the system of mobile messages sent over the Internet.

The experience of Taqnyat clients with the provided mobile messaging services extends for several years. Clients during that period were able to improve their businesses and communication with their clients and employees through the use of Taqnyat's applications and communication channels. Taqnyat's messaging services is fast, secure, and can be integrated with any other system and it can also cover a huge number of messages (millions of messages) at once. The system also has the ability to deal with sensitive businesses that need a strong and effective corresponding system to ensure that the correct messages arrive at the correct time to the right person, and for this, the messaging system of Taqnyat is the first choice for many leading government and private companies and institutions in various fields, and that's why it is the most demanded system in Saudi Arabia.

Because we, at Taqnyat, are fully aware of the importance of time for business owners and successful institutions, we have developed our services and systems to be able to integrate and connect with other systems in the shortest possible time, and our technical team can operate and activate the messaging service within a standard period of time.

Taqnyat has a number of competitive advantages that strongly distinguish it from others, including long and rich experience in the field of mobile messaging, especially in mobile messaging projects for large quantities, high efficiency, credibility, competitive price, high quality, prompt delivery of messages, after-sales services. These characteristics make look forward and welcome the opportunity that allows us to prove our ability to meet your needs as a mobile messaging service provider for your reputable municipality.

1. Introduction

1.1. About Taqnyat

Taqnyat is a company specialized in communication services provided on cloud communications platforms such as (CPaaS) service for companies and developers. It allows Saudi companies of all sizes to communicate in terms of cost, ease and effectiveness with their customers and employees through many communication channels, including MMS, WhatsApp, Facebook, Messenger, email, voice, fax and other communication channels through a single platform and via visual APIs. Since 2011, the company has been providing its services Saudi Arabia and developing its expertise, business, products, and customer loyalty.

Through our unique services, we grant our clients greater access to their contacts by supporting the delivery of messages outside the Kingdom of Saudi Arabia through various communication options, which banks can use, for example, to communicate with their customers while they are traveling. Integrated channels for our technology platform give our clients the ability to integrate their business with a strong call center and help them improve their business, products and competitive position. We provide our services to all sectors and industries mainly retail, IT, manufacturing, healthcare and government.



Clients' confidence comes from a deep understanding and quick and consistent response to their goals and needs.

1.2. Taqnyat's Products

We at Taqnyat believe that real success comes from providing unique, high-quality products that provide real and doable solutions that benefit people, society and business owners. We believe in the concept of cloud computing as a base for offering our products to maximize the benefits gained and keep customers updated with all the features and software updates. Therefore, we develop our products in a way that makes it possible for almost any company of any size in any industry to be able to easily adapt and integrate with their system and adjust it with their business flow. Our main products are



DeepReach



OTPinFix



Direct SMS

1.3. Taqnyat's Mission

Is to give the organizations the power to build high-quality, ultra-security, and reliable products to become closer to their customers



Taqnyat is established to serve society, people and business.

1.4. Taqnyat's Vision

Is to Empower and bring inspiration to all organization to become more connected and productive.

2. Scope of Work

Taqnyat provides its customers with many programs that support mobile messaging services sent over the Internet to help them manage their businesses successfully and with faster and easier communication.

As Taqnyat has a long experience in the field of mobile messaging and to meet your municipality's needs as specified in the system's specifications document, Taqnyat's goal in this project is to provide you with an effective communication platform with two directions SMS service as well as send messages and operate the needed services and programs. This also includes 24/7 technical support service to ensure the achievement of your goals. Accordingly, this project will include the following basic components:

- 1- Mobile Messages Gateway to send and receive mobile messages. This includes:
 - a) Program for mobile message sending engine (mobile messages sending gateway).
 - b) Program to manage sending mobile messages, accounts, balances, and users.
 - c) Program for managing received mobile messages, auto-replies, and reply settings. (Two-way messages).
 - d) Program for Linking mobile messages to e-mail
- 2- API programs
- 3- The quantity of mobile messages (as specified on the financial offer)
- 4- VPN line settings at the main municipality building.



Programs will be discussed in details later in this offer.

3. Project Delivery:

The following items will be delivered to the customer in one stage.

Project outputs:

✓ **Support and maintenance:**

The project will include exceptional technical support from Taqnyat 24/7, with the ability to communicate with a Taqnyat support engineer via e-mail, or remote communication.

✓ **Professional services (development and software linking):**

All software development and connectivity services will be provided to the client by Taqnyat engineers. The product will be built on the cloud and tested by the engineer before launch the demo.

✓ **Training**

Taqnyat experts will provide one training session for system administrators and client users, and this session will take place remotely or on site after the system is configured and the live version is launched according to the project plan.

✓ **Documentation**

Documents and Explanations will be provided in relation to the project phases as follows "Software Specification Document", "Design Architecture Document", "Message Taqnyat Guide".

4. Project plan

The goal of this phase is to fully install and enable Taqnyat systems to fully test and launch the live version. Additional features required by the customer will not be taken at this stage, if any.

The table below shows the main tasks of project management

mission	period in days									
	1	2	3	4	5	6	7	8	9	10
Customer account setup										
Enable sender name in SMS operators										
Connecting customer systems to our portal										
Testing after activating the senders name										
Training										

5. Project Implementation Approach

A high-level approach will be followed during the implementation of the project as follows:

5.1 Planning Phase:

Project management

- Create a SOW (scope of work)
- Create a project plan

✓ **Technical design:**

- Requirements collection and analysis
- Created, reviewed and approved the design architecture document and specification document

✓ **Final stage outputs:**

- Approval of the approved design architecture document
- Approval of the approved project plan
- Approval of the SOW (Scope of Work)

5.2 Implementation Phase:

- The general concept of project implementation is as follows:
- Testing / Quality Assurance (environment setup) .

✓ **Create an account and adjust its settings.**

- Programmatic connection with the software system through the SMS channel.
- Push Module in User Acceptance Testing.
- Pull Module in User Acceptance Testing for DLR purposes only
- Practice test for all units

✓ **Setting up the production environment**

- Create an account and adjust its settings.
- Programmatic connection with the software system through the SMS channel.
- Push Module in User Acceptance Testing.
- Pull Module in User Acceptance Testing for DLR purposes only
- Practice test for all units
- Launch the live version.

✓ **Prepare the work environment for disaster recovery**

- Create the account and set it up.
- Programmatic connection with the software system through the SMS channel.
- Push Module in User Acceptance Testing.
- Pull Module in User Acceptance Testing for DLR purposes only
- Practice test for all units
- Launching the live version of disaster recovery.

5.3 Control stage:

The project manager will compare the project status and progress to the actual plan, as the business team executes the scheduled work. During this phase, the project manager may need to adjust schedules or do whatever is necessary to keep the project on track.

the final level:

- ✓ Knowledge transfer and documentation
 1. Providing administrative assistance guide from Taqnyat .
 2. Provide help guide of techniques
- ✓ User training session
- ✓ Sign out and close the project.

6. Key project members:

Name	role	responsibility
Yazan Swan	Project manager	Planning and implementation of project management
Anas Younis	Product Manager	Coordinate budget, schedule, and communication
Zeyad almajali	Developer	Account setup and initial profile configuration
Daoud alqwasm	Developer	Set up the SMPP configuration by enabling the account
Mohammad faqeeh	site expert	Server setup and application installation upon request

2.1 Main Features

Taqnyat has gained the trust of thousands of customers to become the largest provider of mobile messages in the Kingdom of Saudi Arabia serving various business sectors and fields of various sizes. The number of messages sent through Taqnyat's gateway has exceeded 3 billion messages. Following are some specifications and advantages of messaging services provided by Taqnyat some general information about the system.

2.1.1 Usages of Massaging System

The mobile messaging service can easily integrate with your programs, and thus it can be used to communicate in many forms and aspects. As an example, but not limited to, the direct and immediate contact with the municipality's clients, such as news, notifications, alerts and warnings; and also sending messages to managers of performance monitoring systems on servers Network devices, as well as interactive messages that enable to receive customers' messages and complaints, automatic or manual response to their messages and inquiries, as well as the integration with the municipality's applications, in addition to sending warning messages to the municipality's clients and records through the applications and operations systems, in addition to sending incoming messages from the e-mail to mobile and other uses.

2.1.2 Technical Support

Taqnyat provides unique technical support in the Middle East, as it provides support and assistance through all possible communication channels and the response is within moments. This section will be discussed in details later in this file.

2.1.3 Integration through API

Taqnyat enables the ability to integrate mobile messages with all current and future programs and databases (Oracle, .net, and other) as well as monitoring systems (HP open view) through API technology and other techniques that are provided to customers to send Messages, verify balance along with many other services. Additionally, it provides code samples to help developers complete the integration process, and allows Taqnyat customers at any time to take free advice from its developer staff to help use and install the message sending code at any time.

The system will support a variety of mobile messaging APIs (HTTP / SMPP, SMTP, FTP, XML, SOAP, COM Object) to allow easy and fast integration with any system or application.

2.1.4 Supported Telecommunications Networks (National and International)

The systems and programs of Taqnyat support sending the message to all telecommunications networks, operators or local service providers (STC - ZAIN - MOBILY) as well as international transmission to most networks and countries of the world.

2.1.5 Reports

Several reports will be provided according to the conditions and specifications file, including (total messages sent, received, overdue (more than 15 seconds), messages that were not sent, monthly system availability reports, in addition to the cumulative reports for SMS text messages.

2.1.6 Credibility

High credibility is one of the most important features that make Taqnyat the first choice for many customers in various specialties and fields in the Kingdom of Saudi Arabia. This was concluded according to a study carried out by the Quality Team in Taqnyat that stated that customers would choose to deal with Taqnyat due to its high credibility and outstanding customer service.

2.1.7 Data Security, protection and Privacy

Data security, protection, privacy and confidentiality are one of the most important aspects that are taken into consideration when adopting mobile messaging technology as a communication tool for companies and institutions of various sizes and fields. Therefore, Taqnyat applies secure procedures and policies to guarantee saving the servers, programs and data from illegal access.

2.1.8 Communication Channels and Protocols

Taqnyat uses several communication channels and protocols for mobile messaging such as HTTP SMPP. Communication channels can be provided to the customer according to the customer's need with assistance in the integration and operation process.

2.1.9 Communication Timing

Users of the messaging system can control the timing in which the messages are sent. They can send instant messages with only a button press or by defining the date and time in which the message shall be automatically sent. User can also cancel the message schedule or delete the messages as needed.

2.1.10 Performance and Speed of Sending Messages

It only takes fraction of seconds to send a message and deliver it to the telecommunications networks. Taqnyat guarantees the messages delivery within few seconds only. The fast delivery of messages is affected by the messaging load on the network that receives the messages. However, sending messages does not take more than 5-10 seconds with a notification for each message.

2.1.11 Balances and Accounts Report

An immediate report will be provided showing the status of the accounts and balances, as well as a report showing the messages sent by any account or user.

2.1.12 Continuity and Service Quality

Taqnyat systems send messages with a work rate of more than 99.9% throughout the year in normal conditions and even at peak times. Nevertheless, a defect or error may arise for one reason or another, noting that the possibility of this occurrence is very rare, and in case it occurs, backup systems are activated to ensure continuity.

2.1.13 Communications Commission Licensing

Taqnyat is an official Saudi company licensed by the Communications and Information Technology Commission in the Kingdom of Saudi Arabia as an official company providing mobile messaging services under the number: 121-10-29

2.1.14 Previous experience in similar projects

Taqnyat has a solid experience in implementing similar projects, including providing mobile messaging service to

- Al Misbah Trading Group.
- Jazan Chamber of Commerce & Industry.
- King Abdulaziz City for Science and Technology.
- SMSA Express Transportation Company Ltd.
- Armed Forces Hospital in Sharourah.
- Armed Forces Hospitals in Taif.
- Armed Forces Hospitals in Southern Region.

and other government and private agencies that Taqnyat is proud that it had served them.

2.1.15 Project Implementation and Operation

Due to the fact that Taqnyat is guarded with a solid and long experience in mobile messaging services and in large amounts for public and private companies, it can quickly operate, install, and test the messaging service along with all its needed applications and programs. In this project, this process shall consume less than one month.

2.1.16 Message Sending Quantity

The system can deal with millions of messages at once whether the case was a single message to more than one recipient or more than one message to more than one recipient. This only requires the balance to be sufficient to be able to send the required messages.

2.1.17 Multiple and Parallel Messaging

Mobile messages can be sent through various programs, applications and links from anywhere in the world and from more than one location at the same time to anywhere in the Kingdom of Saudi Arabia and to any mobile device.

2.1.18 Ease of Use

User experience concept has been taken into consideration upon the development and design of Taqnyat's systems and applications. Screens are easy to use and with logical sequence that can be easily understood and used. The design tends to lessen the options presented to the user so that he/she can use the system with ease and achieve his/her goals quickly and without any complications while providing the necessary Training to the users.

2.2 General Specifications and Standards for Messaging

according to International Standards for Mobile Messaging Systems

2.2.1 Sender Name

The system administrator can use a customized sender name for the organization so that this name appears on the mobile device of the recipient of the message as the sender of the message, and according to the global mobile messaging system, this name shall consist of 11 characters and in the English language (Alphanumeric).

2.2.2 Message Size

According to international standards for mobile messaging systems:

If a message is in Arabic letters:

1. If the number of its letters is 70 or less, then it is considered one message
2. If it exceeds that up to 134 (67 + 67), then it is considered as two messages
3. If it exceeds 134 until 201 (67 + 67 + 67) then it is considered as Three messages, and so on. Every 67 characters become a point (or message), and the transmission system of Taqnyat can send messages of more than five messages in length.

2.2.3 Multi-Language Support

The mobile message can be written and sent in Arabic or English, and a single message can support both languages at the same time.

7. Hardware and Software

Taqnyat understands that a large number of the messages sent through the mobile messaging service are of a high-sensitivity that requires a high speed in response and the delivery of information. Therefore, Taqnyat has developed fast programs and servers that can allow thousands of users to receive million messages within a very short period and within the least interruption. Following is some information about the hardware, equipment and software that the Taqnyat uses to complete the process:

3.1 Programs

3.1.1 Sending Engine and the program of Communication with Telecommunications Companies

It is an advanced and comprehensive program designed to facilitate the processes of sending and receiving mobile messages. This program receives the message from the transmission program and reformats it so that it is understood by the communication systems and then transmits it to the concerned telecommunications company. It enables the establishment of a sending gateway to send messages through several types of communication channels. Here are some of the advantages of this engine:

General Features:

- This engine is a standalone application by itself that does not require any other application to run.
- Real time processing
- An internal database management system.
- Easy integration with applications, programs and external databases
- Ability to change local area settings.
- User-friendly, clear and customizable interfaces.
- A comprehensive help system that explains screens, buttons and uses.

Telecommunication

- The possibility of multiple and simultaneous communication at the same time
- Links to communication portals and mobile messaging center
- Support for a large number of communication protocols.
- Unicode support for mobile messages
- Automatic reconnection in case of loss of connection
- Record message logs.
- Communication settings protection feature

Services

- The possibility of running a number of services simultaneously
- Filter received messages based on several conditions.
- The possibility of automatic export of external data sources
- Multiple screen feature support.

Messages

- Ability to control the sender's name
- Long mobile messages support.
- Control the priority and order of messages (role).
- Control of the maximum balance that is deducted
- Ability to delete messages or stop them before sending
- Protection of sent messages

3.1.2 Transmission Program

It is a program in which messages are entered, managed and sent and it contains many advantages such as storing numbers and groups, importing and exporting numbers, sending smart messages, scheduling sending and sent messages reports. This program is linked to a main mobile message account where the administrator manages and supervises the process of opening sub accounts. Furthermore, the program contains a number of features and capabilities, which fall into two interfaces: the administrator and the members. The following are the most important advantages for each of them:

Administrator Interface:

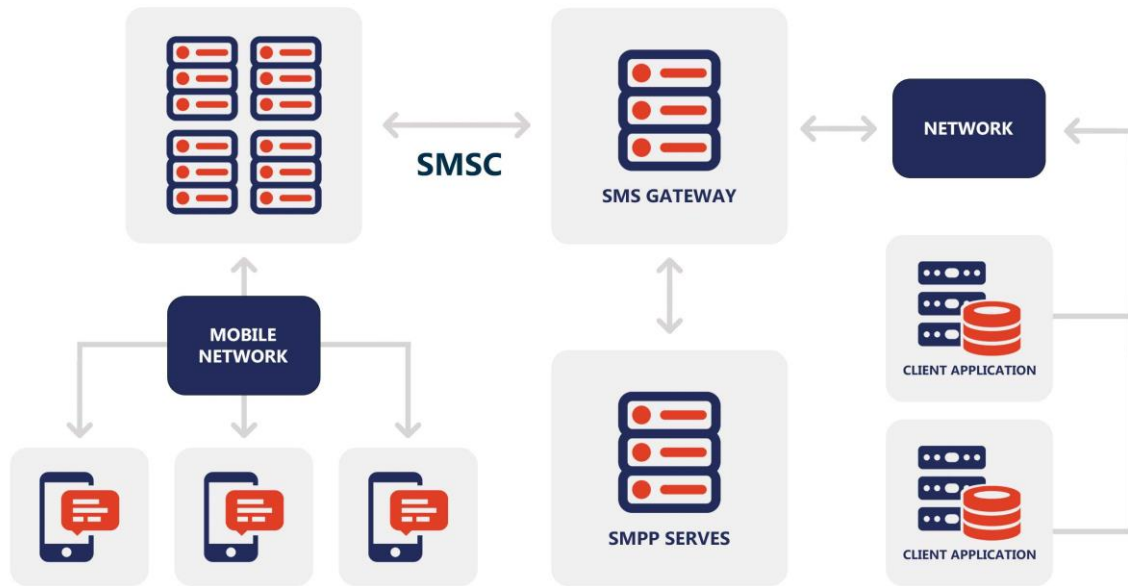
1. An admin control panel protected with a username and password and it provides security all program pages.
2. Adding members and subscribers to the mobile messaging service and the ability to amend their data.
3. Ability to recharge members' balances and transfer credit.
4. Ability to view sent, pending and scheduled messages through the program or through the members.
5. Ability to control the sender's name so that it requires the approval of the supervisor
6. Ability to import and export numbers to and from excel files or text files
7. Reports of messages sent to all members according to date and time of sending, sender name, or the sending member, and others.
8. Availability of a real-time DLR message delivery report through Webhook to track the status of the sanded message.
9. Control the security settings of the sending feature via the API, including specifying the IP Address from which messages can be received or the Range IP Addresses from which messages can be received, in addition to disabling and activating the feature.
10. The ability to send the verification code to more than one number to ensure easy and flexible access to the system.
11. Sending notifications when the balance reaches a certain limit or if you log in from a new IP
12. Possibility of sending interactive campaigns
13. Providing WhatsApp Business API service
14. Possibility of providing voice messaging service
15. The ability to add and control sub-accounts under the main account.

Members Interface:

1. The subscriber can login to his/her account with a user name and password of his/her own. The account is secure and provided with the ability to change the password
2. Adding numbers and names to the address book with the ability to import and export numbers.
3. The smart sending feature, in which a general message is sent containing special variables such as name and mobile number.
4. A message counter that shows the number of characters as well as the number of messages that will be deducted while typing.
5. The message verification feature before sending helps to make sure the numbers are correct and free of errors
6. Send SMS messages with authorized senders' names of your firm.
7. Control senders' names.
8. Schedule SMS messages, by specifying the time & date of sending the message.
9. Send SMS messages via mobile application.
10. Send SMS messages to a group of numbers of any quantity.
11. Balance notification service to alert the user by SMS at the low amount of balance or at a certain amount of balance specified by the user.
12. Dashboard with reports of sent SMS.

13. The ability to send an SMS message to mobile numbers transferred from one local operator to another.
14. SMS Archive Search feature by text, sender's name, or mobile number.
15. Provide detailed SMS usage reports for a specific time period
16. Flat Rate for SMS messages for all local networks, through our service providers.
17. 24/7 Technical Support, to serve our customers through phone calls, chat, WhatsApp, and e-mail.
18. Providing reliable network service to ensure that the message is delivered even in case of blocking from the receiver (for Authentication & OTP messages, password recovery messages, appointments, and such).
19. 2-Way SMS service.
20. Ability to connect SMS service with websites, stores, or applications, via API or SMPP protocol
21. Dividing large messages into small messages "by service provider" and receiving them as one message at the recipient.
22. Message delivery within 7 seconds.
23. Ensuring that messages reach all regions of the KSA and all networks
24. Use SMS service through the web, e-mail, excel, and desktop applications.
25. Send SMS messages to unlimited groups in one click.
26. Provide statistical reports and detailed graphs for the number of messages that being sent during a specified period of time.
27. Provide a brief report directly after sending it through the SMS portal.
28. Provide detailed reports for the sent message in terms of (Sent - Received - Not received - Waiting - and a message sent to an incorrect number).
29. Send messages through an excel file
30. Prevent sending the same message to duplicate mobile numbers in the acceptance group.
31. Send SMS messages in both Arabic and English languages
32. Send messages using a web browser
33. Ensuring the confidentiality and privacy of information
34. Single message is 70 characters for Arabic or Mixed messages and 160 characters for only English messages.
35. Send an unlimited number of characters per one message.
36. Create & Manage contact groups and add mobile numbers within groups.
37. Import mobile numbers from an excel file or from a text file to contact groups.
38. Export sent messages to Excel file from the Sent SMS Archive.
39. User Account panel protected with a username and password.

! The following figure illustrates the stages technique in which the message sending is done:



3.2 Devices, Hardware and Communication Channels used:

Taqnyat uses the following devices and equipment to provide mobile messaging service to its customers. These equipment are considered the property of Taqnyat and work under the supervision of its technical staff and within a high-precision monitoring system around the clock to ensure the best quality.

3.2.1 Servers

Taqnyat has 7 servers inside and outside the Kingdom of Saudi Arabia that integrate with each other to complete the transmission process in the best way, including the backup servers that work in the event of failure of the main servers.

3.2.2 Firewall

It is one of the securities and protection methods used to ensure that there are no intrusions or infringements on servers.

3.2.3 Alternative Power Supplies

All servers are linked to alternative power supplies that work automatically in case of power outage so that this interruption does not affect their work.

3.2.4 Mobile Phones

There are a number of mobile devices of various types (iPhone, Android, Symbian) dedicated 24 hours a day to receive regular scheduled SMS messages in order to track the status of the servers and that they are working properly.

3.2.5 SMPP

Communication channel with telecommunications companies, where messages are transmitted through these channels from Taqnyat servers to the telecom company's servers. **The customer can be provided with an SMPP account as needed.**

3.2.6 HTTPS and HTTP

The channels through which messages and information are transferred from applications and programs to Taqnyat servers. **The customer can be provided with an HTTP account as needed.**

Taqnyat has direct communication links with Saudi telecommunications companies. There are no third parties or intermediary servers, which increases the speed of transmission. We also have global communication links that support most telecommunications networks in the world.

8. Data Security and Privacy

Data security and privacy is one of the most important aspects that are taken into consideration when adopting mobile messaging technology as a communication tool for companies and institutions of various sizes and fields. Therefore, Taqnyat applies various solid security policies and procedures to save the servers, programs and data from any illegal access, as discussed below:

4.1 Secure Communication Channels

Messages are transmitted and information exchanged between servers, applications and programs within secure channels that do not allow any illegal access to them.

4.2 Data Encryption

Data is encrypted before being transmitted. As for databases, messages are stored encrypted to increase the security levels and prevent any illegal reaching to the data.

4.3 Authorized access to data

The access to the servers and databases is not possible unless the user is authorized. Additionally, login information for the servers and databases is changed periodically.

4.4 Anti-Virus Programs

All servers contain anti-virus programs that are updated continuously to the latest virus update.

4.5 Data Access Notifications

In case any access to the servers or databases occurred or any change is made to them, an automatic notification will reach the Data Security Specialist in Taqnyat

4.6 Firewall

A Firewall system is available for all servers to prevent any illegal access to the information and servers.

All messages and information about them that pass through the communication channels and servers are treated with complete confidentiality and are subject to a monitoring system that guarantees its confidentiality. These details can only be accessed by authorized people. It is important to mention that Taqnyat has succeeded in protecting data and servers since established and until now.

9. Service Continuity

Mobile messaging service is considered the fastest method for instant communication for groups currently in the world. This prompts the service to be fast and available all the time to ensure that it fulfills its goals and users' requirements. To guarantee the continuity of the mobile messaging service, Taqnyat has followed several preventive procedures. The following points discuss some of these procedures:

5.1 Regular maintenance of devices and servers

Regular maintenance of the servers is instantly made, checking the efficiency of all parts and tools, cleaning servers and renewing their programs take place once a year.

5.2 Periodic processing of databases

Databases are processed and transferred to other databases on support servers, so that their performance in storing data increases, and thus the transmission speed is increased.

5.3 Failure of Transmission's Alarm System

If the transmission failed, the warning systems will immediately inform the responsible parties at Taqnyat to recover that failure and fix it or follow up with the telecommunications companies if the failure is caused by them.

5.4 Real-time Verification of Arriving Messages

There are a number of mobile devices dedicated to verify the transmission and that it is working properly, as these devices receive a mobile message periodically. In the event that any of these messages are delayed, the specialist is notified so that he can address the issue immediately.

5.5 Alternative Servers

Alternative servers work immediately if the main servers fail for any reason in order to ensure the continuity of the service without interruptions.

5.6 Monitor Transmission Interruption

Because Taqnyat is keen to provide a truly integrated communication service of the highest quality, an employee is assigned to be responsible for verifying the transmission system and informing the specialists in the event of any defect or interruption of transmission on the servers.

10. Customer Service and Support

6.1 Technical Support

The technical support service provided by Taqnyat is one of the most important competitive advantages that distinguish Taqnyat from other mobile messaging service providers. Taqnyat gives special attention to this service that is available 24/7, as follows:

6.1.1 Ticketing System

If you want an answer to a technical issue, you can write the problem in a ticket and send it to the intended department for follow up and reply back.

6.2 Live Chat

Chat widget as window will be available with working hours to speed up response for clients with a help of a well-trained live agent.

6.2.1 Email

A special email is available for technical support to which you can send messages and inquiries and attach the needed files. Reply will be sent to you in less than one hour

6.2.2 Contact Us Form

If you don't have access to our portal and still want to report a problem you can by submitting your request using the forms as needed on the website <https://www.taqnyat.sa/ar/contact>, Reply will be sent to you in less than one hour

Technical Support is available 24/7 without stop even in special occasions and Eids.

6.3 Escalation

According to Taqnyat's policy, the response time for technical support to customers' requests is measured in seconds, and up to 3 minutes maximum. In case the response time was longer or the provided service was not as expected, the customer can escalate as follows:

1. In the event service is unsatisfactory, the Client will contact the Taqnyat Service Owner identified below to request escalation of an incident/problem/request.
2. If needed a joint meeting between the Client and Taqnyat will be convened to discuss and resolve issues to restore services to satisfactory levels.
3. In the event that additional escalation is determined to be necessary, Taqnyat will escalate to its Senior Leadership Team for a resolution.
4. Taqnyat may periodically request your feedback.

Technical Issues

Level	Title	Contacts
level 1	Available Channels	
level 2	Shift Leader	supportop@taqnyat.sa
level 3	Escalation manager	D.alqwasmi@taqnyat.sa

Non-tech issues

Level	Title	Contacts
***	Account Manager	@taqnyat.sa 05*****
***	Sales Supervisor	@taqnyat.sa 05*****



Note that this arrangement can be overridden in emergency cases

11. Maintenance

Maintenance includes but is not limited to: adding/removing/replacing hardware on servers or network, bringing new servers online, patching servers/workstations/network devices, installing

new/updated software on servers/workstations/network devices, etc. The network and/or systems will be interrupted only if it is absolutely necessary.

If there is a need for a change outside the hours of the Standard Maintenance Window, the resulting Nonstandard Maintenance Window will require a formal approval from the Taqnyat business service owner.

It is understood that in some circumstances, Emergency Maintenance Windows will be required, taqnyat will announce all Maintenance Windows (Standard, Nonstandard, and Emergency) including which services will be affected and approximate durations, Via email to service-alerts@taqnyat.sa

- Client must provide Taqnyat with a valid designated representative or group email address to be added to the distribution list
- Client must notify Taqnyat promptly in the event of any change/update for that representative or group email address