The digital revolution is here! A small act today can ripple into an epic event over time. At Wateen, we believe that every little effort leads us closer to our vision for the future, while giving our customers an infinite choice of lifestyle solutions.

So Create Your Own Ripple. Starting Now.
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About Abu Dhabi Group

Other Abu Dhabi Group Companies in Pakistan
Abu Dhabi Group

Wateen Telecom was formed under the auspices of the Abu Dhabi Group which is one of the leading business conglomerates in the Middle East and one of the largest foreign investors in Pakistan. The Group has a diverse set of business interests that offer strong financial resources and extensive management expertise, resulting in the commercial success for numerous enterprises.

The Abu Dhabi Group’s major investments are in the following sectors:

- Oil and Gas Exploration
- Banking and Financial Services
- Automotive
- Hospitality Services
- Property Development
- Telecommunications & Technology

Bank Alfalah Ltd.

Bank Alfalah Limited was incorporated on June 21st, 1992 as a public limited company under the Companies Ordinance 1984. Its banking operations commenced from November 1st, 1997. The bank is engaged in commercial banking and related services as defined in the Banking Companies Ordinance, 1962. The Bank is currently operating through 392 branches in Pakistan. Bank Alfalah also has overseas presence in Bahrain, Bangladesh & Afghanistan, with the registered office at B.A. Building, I.I. Chundrigar Road, Karachi. During the past five years, the bank has emerged as one of the foremost financial institutions in the region endeavoring to meet the needs of tomorrow, today.

Al-Razi Healthcare

Al-Razi Healthcare (Pvt.) Ltd. is Abu Dhabi Group’s latest venture in Pakistan. The company intends to pioneer world-class private healthcare facilities in Pakistan and is focused on becoming the first leading 'Preventive and Wellness Healthcare' entity providing state-of-the-art medical technologies resulting in high quality and reliability with affordability.

Warid Telecom

Warid Telecom is a joint venture between Abu Dhabi Group & SingTel Group. Abu Dhabi Group entered into a strategic alliance with Singapore Telecom in 2007. Subsequent to this, telecom giant SingTel acquired 30% percent equity stake in Warid Telecom, Pakistan, for US$ 758 million. This partnership is part of a strategy to support Warid Telecom’s continued growth and to enhance its market position.
About Wateen Telecom
Wateen Telecom is a converged communication services provider that fulfills connectivity requirements for organizations and individuals in Pakistan. Wateen Telecom delivers complete solutions for Internet, Voice, Multimedia and Enterprise Solutions that make it the most comprehensive provider for all of Pakistan’s communication necessities. An Abu Dhabi Group venture, Wateen’s vision is to take Pakistan into the digital revolution of the 21st Century and to make Pakistan a regional communications hub, connecting the East with the West and Central Asia with the Middle East.

Wateen began its operations in Pakistan in 2007, with the deployment of the largest fiber optic network in the country. Moreover, Wateen is the world’s first company to commercially roll out a WiMAX network on a nationwide scale. Wateen currently services over 250,000 WiMAX subscribers, provides enterprise solutions and data services to over 200 leading organizations and its wired (HFC/GPON) network reaches over 15,000 households in Lahore and Multan.

With a new strategic vision and management in place, Wateen has steadily improved its service provision and its corporate structure to adequately reflect its corporate motto and beliefs of ‘Enabling Customer Lifestyles’. Wateen is aiming to help shape the education, social and economic development in the country using broad-based internet provision.
Vision, Mission, Corporate Values
Our Vision
Enable and empower every man, woman and child in Pakistan through leading edge technology and services, thereby transforming their lives.

Our Mission
A winning team that delivers outstanding customer value through world class ICT solutions, systems and innovation.

Our Values
Serve and enable the world around us
Innovation and creativity
Teamwork and respect
Ownership and accountability of results
Passion, energy and fun
Products &
Services Portfolio
Wateen Telecom is dedicated to providing you with the industry’s best and most innovative services for your home and business use. We provide converged communication services that include a wide range of Internet Broadband, Multimedia, Telephony and Enterprise Solutions that give you the choice to personalize your lifestyle in any way and any where you want.
Discover Imagination
Broadband Internet

The internet experience is changing and Wateen is at the forefront of making it happen. With a technologically advanced and ever-expanding nationwide network, our wide range of products gives our customers the freedom to personalize their lives whether it be for business or home use. So make the experience your own and delve into a world of infinite possibilities.
Enterprise Broadband Internet

Virtual Private Network (VPN)
A virtual private network (VPN) is a network that primarily uses public telecommunication infrastructure, such as the internet, to provide remote offices or travelling users, access to a central organisational network.

VPNs provide many layers of access security, such as remote user authentication and data encryption technologies to prevent disclosure of private information to unauthorized parties.

Wateen’s clear channel circuit or Layer 2 MPLS Virtual Private Network (also known as L2VPN), is a point-to-point ‘pseudo-wire’ service. It is used to replace existing physical links based on TDM circuits.

Wateen also offers Layer 3 VPNs for customers who have a traditional hub and spoke network topology. In these cases, all sites are connected to an aggregation site, which serves as the regional hub resulting in a point to multipoint link between the aggregation site (the hub) and the remote sites (spokes). Another variation of the same network topology is called ‘Any-to-Any’ in which any customer site is connected to any other site of the same Network.

DPLC/IPLC & IP Transit
A PLC (Private Leased Circuit) is a point-to-point private line used by an organisation to communicate between offices that are geographically dispersed throughout the world. A PLC can be used for internet access, business data exchange, video conferencing, and any other form of telecommunication. Wateen provides PLC Services across both domestic & international destinations over its own nationwide fibre optic network and various submarine cable systems through multiple partners internationally.

IP-Transit, simply put, is raw internet bandwidth over the Internet backbone that is also offered by Wateen Telecom.

Co-location Services
Wateen provides state-of-the-art facilities for co-location/tele-housing for the customers to deploy their infrastructure because we believe that guaranteed internet reliability, in conjunction with the fastest delivery time possible, is achieved by garnering the backbone of a technical infrastructure that only exists in a co-location facility.

For a company to benefit from Wateen’s co-location facility’s resources, they can deploy their server(s) and other network equipment at our state-of-the-art co-location facilities to host their own internet websites and other telecommunication services, such as VOIP, streaming internet radio, IPTV, etc.

Consumer Broadband Internet

Wateen Telecom operates Pakistan’s first and largest WiMAX network deployed in 23 cities to provide Wireless Broadband services to its customers. Wateen also provides customers with high speed data connectivity through its HFC/GPON network where they can enjoy blazing speeds upto 10Mbps.

Wateen empowers its customers by providing them with:

- Flexible and affordable packages
- Superior user experience
- Wide network coverage
- Reliability of service
- Online service and usage monitoring through a Self Care Portal
- Convenient bill payment options through Wateen scratch cards, EasyPaisa, NADRA e-sahulat centers, ATMs and internet banking of partner banks

Bundled Services
Wateen offers Double Play bundles (Broadband Internet and Telephony services) over WiMAX network.

Wateen also offers Triple Play bundles (Broadband Internet, Telephony and Cable TV services) over HFC/GPON network in limited areas only but we are planning on expanding our GPON network to other areas very soon.
For Carriers & Operators

Managed Capacity
Wateen has deployed Pakistan’s largest fiber optic network spanning over 13,000km across Pakistan. Wateen maintains the highest standards of quality and reliability through state-of-the-art technology and a team of highly trained professionals.

With a Managed Capacity solution, the carrier customer pays Wateen for the ‘capacity’ of network and operation services on a ‘unit of usage’ basis.

The Managed Capacity solution is best suited to situations where a customer is looking to buy smaller bandwidth capacities, or expand and transform its geographical network coverage in smaller increments without making any significant upfront investment.

Dark Fiber Lease
Wateen provides Dark Fiber Lease option to customers seeking connectivity on an IRU (Indefeasible Right of Use) which varies from 3 years to 20 years; depending on customer preference. Wateen provides the client with a pair of dark fiber and the client is responsible for lighting it up by setting up the required equipment.

Dark Fiber is a fiber optic cable that is installed but does not have the lasers installed to ‘light’ the fiber. It is the responsibility of the customer to install electronic equipment required to ‘light’ up the leased dark fiber.

Lambda Services
Wateen provides Lambda services (10Gbps capacity) over fiber to its customers by ‘lighting’ up just a single wavelength from the full optical signal.

Lambda networking provides independent communication channels along a strand of fiber optic cable.

DPLC/IPLC & IP Transit
Wateen provides PLC Services across both domestic & international destinations over its own nationwide fiber optic network and various submarine cable systems through multiple partners internationally.

Wateen also provides IP Transit service, which simply put, is raw internet bandwidth over the Internet backbone.

A PLC (Private Leased Circuit) is a point-to-point private line used by an organisation to communicate between offices that are geographically dispersed throughout the world. A PLC can be used for Internet access, business data exchange, video conferencing, and any other form of telecommunication.

VSAT Services
For carriers, quick access to the market is vital for the successful launch of a new service. Wateen provides satellite based voice, data, fax & internet connectivity with maintenance and support services. We provide our customers with real-time competitive advantage wherever they do business.

Wateen has a team of experienced and dedicated professionals who understand the business and technical issues of diverse industries and can therefore accurately translate customer requirements into the development of both network infrastructure and new services.

Wateen provides the solution of establishing SCPC (Single Channel per Carrier) VSAT network with a dedicated rooftop-to-rooftop connectivity solution for global risk strategies.

Wateen offers turnkey based solution including satellite bandwidth, satellite equipment and 24x7 operations & maintenance services. Wateen satellite NOC is fully equipped with latest needs of technologies including satellite based NMS operating at multi-vendor equipment and satellites. Wateen maintains a bouquet of world renowned satellites which are IntelSat, ABS, PakSat and ST having Ku and C-Band transponders.

Equipped with advanced technology, Wateen also offers ‘Demand Assigned Multiple Access (DAMA) Satellite Systems’ in Pakistan. Faster speeds, higher levels of security, cost-effectiveness and availability of bandwidth are some of the features that are always in demand by blue-chip companies, multinationals, corporates and SME’s of the country. Wateen being the pioneer of DAMA technology in Pakistan highlights its strategic alliance with the world’s leading satellite equipment manufacturers.

Co-location Services
Wateen provides state-of-the-art facilities for co-location/tele-housing for the customers to deploy their infrastructure because we believe that guaranteed internet reliability, in conjunction with the fastest delivery time possible, is achieved by garnering the backbone of a technical infrastructure that only exists in a co-location facility.

For a company to benefit from Wateen’s co-location facility’s resources, they can deploy their server(s) and other network equipment at our state-of-the-art co-location facilities to host their own internet websites and other telecommunication services, such as VOIP, streaming internet radio, IPTV, etc.
Expression Without Boundaries
Telephony

The convergence of communication is impacting the way we communicate and collaborate, while making us re-think how we interact with each other. Wateen Telephony brings you the ability to communicate and connect via voice with your family, friends, clients and business partners seamlessly and cost-efficiently.

Based on our cutting-edge best in class network, our next generation telephony products and services are designed to enhance your telephony lifestyle. While we continue to bring the most innovative and leading telephony products and services to your doorstep, we vow to achieve the true telephony convergence that the world is yet to witness.
Enterprise Telephony

Trunking Solutions
Wateen provides cost-effective & easily accessible trunking solutions to business users currently using a PBX (Private Branch Exchange) for communication. These trunks will terminate both inbound calls and complete external (outbound) calls that originate from ‘behind’ the PBX.

Wateen facilitates multiple PBX interfaces such as:

- SIP - Session Initiation Protocol
- PRI - Primary Rate Interface
- POTS - Plain Old Telephone System

Universal Access Numbers
Universal Access Numbers are 9 digit numbers that start with the digits 111. UANs enable customers to use a single and easy to remember number for incoming calls, while maintaining geographic anonymity.

Wateen’s UAN service is an add-on to Fixed Line Telephony i.e. in order to use Wateen UAN services one would need a Wateen telephony connection at the site where the UAN terminates. These services are available over PRI, SIP and POTS trunking interfaces, where one can receive multiple calls through a single, easy to remember, non-geographic number.

Direct Inward Dial/Direct Outward Dial Numbers
Wateen is a one-stop solution for all the business needs of a customer. It offers Direct Inward Dial/Direct Outward Dial (DID-DOD) service as an add-on to fixed line telephony.

In a typical PBX environment, a private numbering plan (or extension numbers) is used for communication within the office. Direct Inward Dial (DID)/Direct Outward Dial (DOD) numbers are logical PSTN numbers that can be ‘mapped’ onto a private numbering plan, allowing ‘internal’ users in an organisation to directly receive or make a call; bypassing an auto-attendant or an operator.

IP Telephony
IP telephony transmits voice communications over the network using open, standards-based Internet protocol. As such, it provides a way for consumers to extend consistent voice communications services to all employees in their workspaces – on the main campus, at branch offices, remote, or mobile.

Consumer Telephony

Wireless and Fixed Line Services
Wateen provides a high quality and convenient substitute to the traditional landline for homes and offices. Using our state-of-the-art, digital network, we enable our customers to communicate and connect with family, friends, clients and business partners seamlessly around the globe, at affordable rates.

Customers can enjoy our innovative packages & highly competitive rates to make local, national and international calls, experiencing the clarity and reliability that is the Wateen way. Wateen Telephony services can be availed over the wireless (WiMAX) and/or wired (FTT(X)) mediums, depending on availability.
For Carriers & Operators

Long Distance & International
Our doorway to international traffic, Wateen’s International Gateway is the brain behind all international calls. It consists of a high capacity robust telecom infrastructure, through undersea cables. Wateen’s International Gateway is connected via an intricate mesh network to leading telecom operators all over the world, thus ensuring the highest level of availability and competitive pricing, without compromising on quality.

Whether you are a wireless local-loop operator in Pakistan, an incumbent or PTT in South America, a cellular-mobile operator in Africa, or a wholesale carrier in Europe, we have a solution for you, and offer multiple modes of interconnection:

- TDM
- Voice Over Internet Protocol

Interconnection with Wateen’s International Gateway also gives carriers the opportunity for revenue generation – we originate significant volumes of international traffic generated from our own retail customers as well as wholesale traffic from our various interconnect partners.

We offer gateways of international traffic in various countries, either using our own network footprint, or leveraging our preferential, strategic interconnect partnerships with a special focus on Pakistan and hard-to-enter markets, including South East Asia, The Middle East and Africa.

Wateen owns a Tier-1 telco-grade telephony network designed with end-to-end redundancy on the international side (via multiple submarine cable links) and also on the domestic side (over Wateen’s own nationwide optic fiber network) to avoid any down-time in case of link failure.

Recent years have seen a significant surge in bandwidth capacity in the country due to the emergence of many new players in the telecom industry. Wateen entered the ‘carriers’ carrier’ market with the aim of bringing a revolution in the telecom industry, by providing a virtually unlimited capacity for catering to the increasing bandwidth demands of the country.

With a focus on effective customer relationship management and 24X7X365 Operations and Maintenance support, our customers can enjoy international connectivity service that can be categorized as the best customer experience throughout the world.
Success Starts Here
Enterprise Solutions

Wateen’s vast enterprise solutions portfolio provides organizations with numerous products that help them to achieve their communication and business objectives efficiently and comprehensively. No matter what industry or business, Wateen’s Enterprise Solutions caters to almost any need and accordingly personalizes its tailored products to suit any organisation’s interests. This gives our business consumers an almost unlimited choice through a wide range of value driven solutions.
Professional Services

Technology Consultancy
Wateen's Technology Consulting Service comprises a suite of enterprise and service-oriented architecture consulting services, focusing specifically on networking, unified communications and collaboration and virtualization domains. Wateen's technology consultants work with clients to:

- Understand the current situation
- Define the most effective solution
- Identify priority areas of action
- Assist in implementing and managing the solution

Wateen takes away the headaches associated with technology implementation/technology integration – especially in the networking domain. Our Implementation teams will work with customers to ensure that their technology assets arrive at the right location, at the right time and are seamlessly integrated into their environment with precise skill and experience.

Managed Operation
Supplementing customers, in-house IT staff with Wateen’s professionals enables customer organisations to operate more efficiently as they implement the technological solutions critical for success. Our experts have experience in a wide range of technologies from across multiple geographies and vertical industries.

Solution Design Service
Wateen pre-sales teams engage with consumers to understand their IT network requirements. After evaluating their current IT network and requirements, we design solutions and options that best describe the client’s business and technology pre-requisites. We also provide high-level solutions design, implementation & migration strategy.

Implementation and Integration Service
Once clients have selected and procured the right technology for their respective business, we make sure of its proper installation, integration, testing and operating – at the right place and in a timely fashion.
Support Services

Operation and Maintenance - O&M
Wateen’s Operation and Maintenance ensures minimal downtime and supports the resolution of whatever specific business challenges our customers face. Our O&M offering includes traditional break-fix support such as troubleshooting and incident restoration within agreed service levels. The service includes: Multi-Vendor Management, Incident Management, Service Levels, Engineers to Site, Parts to Site, and Access to our Service Portal.

Premium Support and Consultancy
Along with O&M services, Wateen also provides premium support and consultancy services to optimize and make the required changes in customer networks. Wateen’s Premium Support and Consultancy services include: Service Level Agreement, License Renewal, Assessments, Add, Change, Delete, Consultant on Call and Site Based Engineering.

Managed WAN Services

Managed WAN - Monitor and Notify
Wateen Managed WAN monitoring is a proactive service for Customer-designated Managed Devices/Links 24 hours a day, 7 days a week by state-of-the-art Customer Network Operation Center (CNOC) and highly skilled professionals. Wateen monitors Customer Managed Devices via use of the Simple Network Management Protocol (SNMP) and Internet Control Message Protocol (ICMP commonly called a ‘ping’). Wateen also provides fault notification for Customer Managed Devices. CNOC creates a trouble ticket and attempts to notify the customer’s designated point of contact within agreed service level via e-mail, phone call and/or SMS.

Managed Router
Wateen’s Managed Router service is the management of existing or a new router infrastructure (provided by Wateen) through a proactive & secure management service that includes monitoring, notification and restoration, maintenance, assurance, lifecycle management, backup and restoration of configurations.

Managed WAN - Full Management
Wateen Managed WAN (Full Management) service is the complete end-to-end management of our customer’s network. The service includes; monitoring, managing, and remedy of customer networks. Wateen also handles all ongoing configuration changes as part of the lifecycle management of the customer network.
Hosted Data Center

Wateen’s Hosted Data Center is designed on the basis of EPI Tier classification equivalent to N+1 and scalable to N+2.

Hosted Data Center features include:

- N+1 with provisioning to be upgraded to N+2
- Redundant fiber connectivity (2 x STM1)
- Precision cooling and HVAC (Stulz)
- Completely redundant UPS and Genset backup (MGE Galaxy, Perkins)
- State-of-the-art Security and Access Control (Axis)

Fire Detection and Control System Gas Based Fire Suppression System; Honeywell

- NOC
- Operational processes being developed in-line with ITIL and COBIT Standards
- Data Center Tier certification being planned as per EPI standards

Hosted Data Center Products:

1. Managed Servers (Rented Servers)
2. Managed Storage (Rented Data Storage)
3. Co-location (Rented Physical Space)

Benefits to SMEs and Large Enterprises

1. Lower total cost of ownership
2. Up to 70% savings on OPEX (for SMEs)
3. Ability to ‘pay as you go’
4. Minimal impact on capital budget and investment protection
5. Eliminates the need for costly and disruptive system upgrades
6. Rapid deployment that requires few in-house technical resources

Cisco Services

SMARTnet

Networks are the lifeline that connect customers to goods and services. The impact of network downtime can be significant: degrading productivity, eroding customer confidence, and costing as much 3.6 percent of annual revenue, depending on the size of the client’s organization.

Cisco SMARTnet Service is an award-winning technical support service that gives your IT staff direct, anytime access to Cisco engineers and extensive Cisco.com resources. Cisco SMARTnet is essential to keeping customer’s business-critical functions available, secure, and operating at peak performance.
Polycom Solutions

Shared Support
Shared Support is a cost effective service to keep client’s business-critical functions accessible, secure and functioning at top level performance. Wateen takes the responsibility of delivering maintenance services including TAC level 1 and level 2 support and has engaged Cisco to deliver level 3 support services. Wateen also helps consumers in opening TAC/RMA cases and ensures parts delivery to consumer sites in association with Cisco.

Smart Care
Cisco Smart Care service is an ongoing/realtime monitoring and periodic assessment of network health, availability, and security to protect and optimize essential network applications, communications, and business operations. This way, problems can be addressed before they affect business functionality. Smart Care is a single service contract that covers all Cisco devices to simplify contract management and maintenance requirements.

Video Conferencing Solution
There are many reasons for the growing momentum of visual communications. Video, Tele-Presence, Immersive Collaborations have all become much more than a way to save travel time and expense. Instead, they’re redefining the way people work and the way business gets done. They enable on-the-spot decisions that both increase speed to the market and sharpen the ability to compete. They enable your key players to be involved, staying engaged and informed in real-time even when they are not in the same room. On top of enhancing your business performance, they can help you do your part for the environment. And, they are becoming critical to business agility, especially in times of environmental calamities.

To help consumers conduct business in a more efficient way and support enterprise green initiatives, Wateen has teamed up with Polycom to offer complete visual communications solutions.

- One stop shop for visual needs (Hardware, Media, Technology Expert to deploy and take care of customer equipment)
- Preferred partner/reseller of industry leader (Polycom) in Pakistan
- Over 12 years of experience in selling visual communication products in Government, Education, Telecom, Banking and leading MNCs
- Proven expertise in deploying visual communication solutions nationally and internationally
- Round the clock support (Unlimited phone calls and emails) on visual communications solution (hardware and media)
- Wateen’s WiMAX presence in 23 cities of Pakistan – Engineers available at your site
- Cost effective visual solutions: save up to 50% cost, Wateen’s visual products consume 50% less bandwidth as compared to competitors’ products
Multimedia For The Soul
Multimedia

Wateen’s ever expanding multimedia and interactive TV services offer high-quality video channels, serving the entertainment needs of Lahore and Multan. Services will start soon in Karachi and Islamabad also.

Online Portal

The sphere of Wateen’s services has exceeded the conventional boundaries of most internet service providers. With its intricate concentration towards providing quality entertainment to its valued customers, Wateen Telecom proudly presents Wateen Entertainment Portal.

In addition to providing customers with up to date information on Wateen products and services, Wateen web portal offers customers a daily dose of fashion and entertainment, news about the latest in technology and is tuned in to what’s hot and happening. The Wateen Infotainment Portal is not just a web portal, it is a complete window to Pakistan’s digital lifestyle.

Wateen Cable Network

Wateen’s Multimedia Division was formed in 2006 to provide Cable TV services to Wateen’s HFC customers and within a span of 2 years, it has evolved into the leading choice for major Cable Operators across Lahore. In 2010, Wateen became one of the largest CATV service providers in Lahore and Multan with a reach of over 125,000 households.

Wateen’s in-house TV channels offer a mix of entertainment and lifestyle, providing the viewer with the most enjoyable viewing experience at any time of the day. The in-house channels are managed by Wateen’s own production, creative and transmission teams with top quality resources from the media industry. The popularity of Wateen’s in-house channels has helped Wateen in its expansion into the newer markets.
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