Regulations of the Provision of Private Wireless Telecommunication Networks Services
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1. Introduction

In accordance with The Telecommunications and Information Technology Act (the 'Act'), and its Bylaw, Communications and Information Technology Commission (CITC) Ordinance (Ordinance) and CITC powers therein provided for, including the powers related to the regulation of communication services, and in accordance with the development of communication markets in the Kingdom and experiences of other countries, CITC issues this document with the aim of providing advanced telecommunication services and creating an appropriate climate for fair and effective competition and encouraging it in the provision of the Private Wireless Telecommunication services to achieve clarity and transparency in procedures.

2. Definitions

The terms and expressions defined in the Telecommunications Act, its Bylaw and other CITC statuses shall have the same meanings when used in this document. Also, the following terms and expressions shall have the following meanings assigned thereto unless the context requires otherwise:

2-1 "Class License": Means a telecommunications license issued by CITC that authorizes all qualified telecommunications service providers within the class defined in the license to provide telecommunications services in accordance with the conditions specified in the license.

2-2 "General Class License (GCL)”: A Class License entitling a service provider to provide any telecommunications services permitted under such license.

2-3 "Service Permit": Obtaining a GCL with a CITC service permit to provide services specified in this document.

2-4 "Permit Holder": Means the service provider holding a general class license issued by CITC with a "permit" to provide the services mentioned in this document.

2-5 "Subscriber": means any person or entity that is part of a contract or any other valid similar agreement with a service provider holder of Provision of Wireless Telecommunication Networks services permit for the purpose of providing telecommunications services.

2-6 “Frequency License”: A License issued by CITC that authorizes the use of a specific frequency range.
2-7 “Public Telecommunications Network”: National or international wire or wireless Telecommunications system (or systems), intended to provide a public Telecommunications and Information Technology service to the User.

2-8 “Private Wireless Telecommunications Network”: a wireless exclusive network not connected to a Public Telecommunications Network intended to provide the Telecommunications and Information Technology service in specific areas and to specific Users.

2-9 “Private Wireless Telecommunication Services”: The establishment and operation of a Private Telecommunications Network using licensed radio frequencies, typically offered to transfer private voice and data traffic within one or more geographic locations.

2-10 “Contact Card”: a card could be used to conduct a call after being activated, bounded with one phone number (MSISDN) merely by using SIM or eSIM.

3. Scope of Application

These Regulations apply to Private Wireless Telecommunication Services providers authorized by CITC, and any other service provider holding a license or other permit to provide such services in the Kingdom.

4. Scope of Permitted Services

4-1 The Permit Holder may offer the following Private Wireless Telecommunication Services to its Subscribers:

4-1-1 Establish and operate Private Wireless Telecommunications networks.

4-1-2 Offer Mobile voice communications and data services to a closed group of users, including, but not limited to: SMS, Voicemail, multimedia services (such as Video Calls and Video Streaming), Push-to-Talk (PTT) services, and other value-added mobile communication services

4-1-3 Other services related to mobile communication services to a closed group of users.

4-1-4 Issuing Contact Card or any equivalent processes related to its services.

4-2 The Permit Holder may Provide Private Wireless Telecommunication Services by using licensed frequencies, which The Permit Holder is authorized to use at the local and national levels.
4-3 A Service Provision permit does not authorize owning or operating infrastructure elements that require obtaining other permits from CITC, and CITC has the right to exclude these permits on a "case-by-case basis", in order to serve the interest of the communications and information technology sector in the Kingdom.

5. Service Special Terms & Conditions

5-1 The Permit Holder must utilize to the greatest extent possible the telecommunication infrastructure of licensed service providers such as Fiber and Masts.

5-2 The Permit Holder may only build its own infrastructure when there is no viable alternative and must obtain written approval from CITC before the construction of any telecommunication infrastructure and comply with its terms and conditions.

5-3 The Permit Holder must use its capabilities to establish a Private Wireless Telecommunication in the Kingdom, using radio communication technology in alignment with the Technical Specification that been published by CITC, and operates and maintains the network to provide telecommunication services in accordance with the terms and conditions of this Permit.

5-4 The Permit Holder shall abide by the conditions and obligations set out in its Frequency License.

5-5 The Permit Holder shall include describing the services, the fees, terms and conditions, quality of services, technical support contacts, and other details that will allow the subscriber to exercise their rights in the contracts.

5-6 The Permit Holder shall include Service Level Agreements (SLAs) in the contracts.

5-7 Provide services to any customer on a non-discriminatory basis. Market practices such as offering free equipment or promotional offers may be implemented if they do not imply unjustified preference or discrimination.

5-8 Provide a sufficient number of experienced employees or contractors to receive complaints received from subscribers and respond promptly to them. Take all reasonable measures to promptly remedy and avoid repetition of all customer complaints regarding the quality or availability of the service.

5-9 Develop the necessary technical means and procedures for monitoring and reporting on system performance and service quality.
5-10 When the Frequency License expires, is canceled, or revoked, the Permit holder shall not continue to provide Private Wireless Telecommunication Services.

5-11 Comply with any laws, regulations, or guidelines imposed by other regulatory authorities in the Kingdom.

6. Requirements to Obtain the Service Permit

CITC reserves the right based on its judgment, and the market needs, to release spectrum to the Provision of Private Wireless Telecommunication Networks Services. Once it’s released, the Service Permit applicant shall apply according to the following:

6-1 An application must be submitted through the e-Licensing System.

6-2 The applicant must hold a valid (GCL) from CITC, with a validity exceeding six months.

6-3 The applicant must submit a Commercial Registration (CR) valid in the Kingdom for at least three months, indicating the activity to be licensed/permitted.

6-4 The applicant must be part of an ongoing process to obtain a valid Frequency License for offering the service.

6-5 An applicant’s profile must be submitted.

6-6 The applicant must provide a description of services, Business case and Proposed price plan for Subscribers to be offered in the Kingdom under such Permit.

6-7 Provide future plans to develop permitted services and execute procedures.

6-8 The applicant must submit quality of service KPIs and technical specifications of systems and equipment to be used in service provisions under such Permit. CITC approval in this service permit does not mean equipment approval.

6-9 The applicant must fulfill all regulatory requirements of the service.

6-10 The applicant must submit all required documents and information in Arabic. Supporting documents (if any) may be submitted in English.
6-11 Pay the fees for the works and services provided by CITC to issue the permit in accordance with related documents published on CITC’s website, payment shall be through SADAD within a month from the date of issuing the invoice.

7. Fees

The fees payable by the Permit Holder to CITC shall be determined according to the related documents published on the CITC website.

8. Service Permit Duration

The term of the Service Permit is linked to the validity of the GCL, unless the service permit is canceled.


9-1 CITC reserves the right to enable the Service Permit submission based on its judgment, the market needs, and the available frequencies that are allocated to the mentioned services in this document.

9-2 The approval of permit application is subject to CITC’s sole discretion.

9-3 This document shall be periodically reviewed by CITC, and shall be updated, as it deems appropriate in accordance with its statutes, and updates thereto shall be approved by CITC’s governor.

9-4 CITC has the right to request licensees and applicants any information, including contracts and agreements signed with the subscribers and any related data to the wireless private network or any future plans.