



# **Regulatory Framework on Quality of Service**

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## **1. INTRODUCTION**

- 1.1 The Telecommunications Act (the Act) states that “The Commission shall provide the necessary protection to the users and operators.”
- 1.2 The Telecommunications Bylaw also provides the Communications and Information Technology Commission (CITC) with the power to regulate Quality of Service (QoS) of Universal Service Providers and Dominant Service Providers.
- 1.3 The CITC has issued Decision No. (24/1424) dated 13/10/1424H defining the indicators and targets for consumer QoS imposed on the incumbent Saudi Telecom Company.
- 1.4 This “Regulatory Framework on Quality of Services” addresses QoS provided to the Subscribers.

## **2. DEFINITIONS AND DESCRIPTIONS**

- 2.1 The words and expressions defined in the Commission Statutes shall have the same meaning when used in this regulatory framework. The following words and expressions shall have the meaning assigned to them below, unless the context requires otherwise.
- 2.2 “CITC” or “Commission” means the Communications and Information Technology Commission.
- 2.3 “Facilities Based Provider” (FBP) means a service provider who builds, owns and operates a public telecommunication network.
- 2.4 “Mobile Services” are defined as radio communication services configured so as to permit full mobility of user terminals (radio stations), which permits a Subscriber within the mobile network to receive communications from or communicate with any apparatus or station. Mobile Services in this context shall exclude satellite Mobile Services.
- 2.5 “Mobile FBP” means FBP who provides mobile services.
- 2.6 “Subscriber” means any person or any entity that is a party to a contract or other similar arrangement that is in force with a service provider for the supply of ICT service(s).

## **3. CONSIDERATIONS**

- 3.1 The CITC is committed to ensure Subscribers enjoy quality of ICT service consistent with international standards. With increase in competition in the ICT sector, the CITC will review the need and extent of the QoS regulation.

- 3.2 QoS is a form of regulation for Subscriber protection and it can also be used as a tool to stimulate competition in the market.
- 3.3 The international best practice is that regulators specify indicators and standards for a minimum set of basic services.
- 3.4 Compliance with QoS indicators has implications on service providers' cost, investments operations and service attractiveness.
- 3.5 FBP's can leverage the advantages of IP-based technologies to compete in the supply of voice communications services. The market forces may determine the acceptable level of QoS for IP Telephony services and the prices Subscribers will pay for the services provided.
- 3.6 The CITC has also reviewed and assessed the comments received from the concerned parties in response to the Public Notice No. (8/1427) dated 15/04/1427H (13/05/2006) on the Proposed Policies Related to Fixed and Mobile Service Licensing in the KSA.

## **4. REGULATORY FRAMEWORK**

### **QoS Applicability**

- 4.1 The CITC will establish Subscriber QoS regulations that will apply to Fixed and Mobile FBP's amongst others.
- 4.2 In defining the QoS regulations and their application for each type of service, the CITC will take into consideration related factors including the following: the state of competition for the respective service, maturity of the service providers, international best practices, and state of technology and opinion of the public and industry participants.
- 4.3 The CITC will continue to impose QoS regulation as detailed by the CITC in its Decision No. (24/1424) dated 13/10/1424 on the Dominant Service Providers / Universal Service Providers for Fixed and Mobile services or in any related future Decisions.
- 4.4 All other service providers, other than as specified in sections 4.5, will be required to report against a defined set of indicators to be established by the CITC.
- 4.5 Newly licensed service providers, will be exempted from QoS regulation for the first 12 months after their commercial launch of a service.

### **QoS Reporting**

- 4.6 QoS indicators will be measured using a common methodology as specified by the CITC.



- 4.7 QoS indicators, as established, will need to be reported periodically, as required, and published on the FBP's website. The CITC may also require the use of any other channels to inform the Subscribers.

#### **Independent Audit Requirement**

- 4.8 The CITC may engage an independent third party auditor to periodically carry out an audit of the reported measurements.

#### **Non Compliance**

- 4.9 If there is non-compliance to QoS regulations, the CITC will exercise its powers in accordance with CITC statutes.