Annex A23
Fixed Voice Reselling Regulations

Contents

Article One: Introduction 3
Article Two: Definitions 3
Article Three: Compliance with Rules & Regulations: 4
Article Four: Scope of Services: 4
Article Five: Numbers and Interconnection: 4
Article Six: Restrictions: 5
Article Seven: Quality of Service (QoS) and Terms of Service (ToS): 5
Article Eight: Fees Payable by the Service Provider: 5
Article Nine: Duration of Service Authorization 5
Ten: Appendix Service Authorization 6

Article One: Introduction

These Regulations describe requirements related to the provision of Fixed Voice Resale (FVR) voice telephony services (including legacy analog voice telephony services) to end users via a facility-based service provider's network through wholesale agreements.

VoIP is the generic reference to the transport of voice services using IP technology as well as, in context, referring to the related service. VoIP services can be carried on a private managed network or via the public Internet or combination of both. Further, there are two broad categories of VoIP:

i. **"E.164"** communication services employing E.164 numbers which permit end-users to originate or terminate voice telephony calls to the Public Switched Telephone Network ("PSTN"); and

ii. **"Non-E.164"** communication services which include voice telephony carried end-to-end over private and public telecommunications systems including the Internet without interconnection with the PSTN.

In typical Internet-only VoIP applications (i.e. without interconnection with the PSTN) the VoIP provider enables voice calling between its subscribers using the originating and terminating parties IP-addresses only with limited ability to switch, route or prioritize the transport of the IP voice packets between its VoIP users.

This Regulation is focused on **E.164** VoIP services.

Article Two: Definitions

The terms and expressions defined in the Telecommunications Act, the Ordinance and the Bylaw shall have the same meanings when used in this Regulation. In addition, in this Regulation the following terms have the following meanings:

1. **Facilities Based Provider** (or **FBP**) means a service provider who builds, owns and operates a public telecommunications network for the provision of public telecommunications services to users by that FBP or another service provider.

2. **Resale** means the subsequent sale, with or without adding value, of a Wholesale Fixed Voice service provided by a Service Provider to end customers

3. **Voice over Internet Protocol** (or **VoIP**) **Services** means voice communications services using packet switched IP-networks including the public internet.

Article Three: Compliance with Rules & Regulations:

1. The Fixed Voice Resale (FVR) Service Provider must abide by CITC statues including this Regulations, the Telecommunication Act & its implementing Bylaw, CITC Ordinance, regulatory frameworks, resolutions & procedures relating to approval of communication equipment and information technology.
2. The FVR Service Provider shall submit periodical reports to CITC and provide any information that CITC requires in association with their services. CITC will determine those reports and the nature of the required information & documentation and date of submission.
3. The FVR Service provider will adhere to 'Regulation on the issuing and sale of sim cards' published on the CITC website.
4. The Service Provider shall adhere to the General Conditions and all other relevant License Conditions specified in the License Classification Regulation

Article Four: Scope of Services:

1. The FVR Service Provider is entitled to provide Fixed Voice Resale Services including VoIP services by the way of Resale, to end users at a local, national and international level
2. The FVR Service Provider must provision the following facilities within the Kingdom of Saudi Arabia:
    a. Network operation center for provision of customer service and support relating to the services provided by the Service Provider to the user; and
    b. Technical & interface equipment that enable the Service Provider to comply with lawful interception obligations imposed by the relevant authorities.
3. The FVR Service Provider is not permitted build or operate terrestrial transmission facilities or an international gateway but may obtain these services from licensed Facility-based Service Providers (FBPs) in the Kingdom. The Service Provider shall ensure that all traffic originating from or terminating on international telecommunications networks is carried via these FBP networks and shall not permit any international traffic to bypass these networks.

Article Five: Numbers and Interconnection:

1. CITC will assign the numbers required by the FVR Service Provider to provide E.164 fixed voice services in accordance with the provisions stated in the National Numbering Plan and decisions regulating the assignment of numbers. The FVR Service Provider shall use such numbers in accordance with the CITC Statues and any decisions and regulations issued by CITC to regulate numbering. Numbers assigned for this service will be as per

the rules and conditions of assigning 'Nomadic Numbers' in the National Numbering Plan.

2. Signaling point codes required by the FVR Service Provider to provide the licensed services shall be assigned by CITC in accordance with the provisions stated in the Signaling Numbering Plan and Guidelines, and related CITC regulations.
3. If interconnection is required, the FVR Service Provider shall be permitted to interconnect with any other networks belonging to licensed service providers in the Kingdom in accordance with CITC Statues.

Article Six: Restrictions:

1. The construction or operation of transmission or backhaul is not authorized under this Regulation.
2. This Guideline does not authorize the provision of MVNO Services.
3. Authorization of content is subject to separate authorizations/licensing from other Government authorities.

Article Seven: Quality of Service (QoS) and Terms of Service (ToS):

1. The Service Provider shall comply with CITC QoS and ToS obligations issued from time to time, including the resolutions relating to quality of service and terms & conditions where technically feasible.

Article Eight: Fees Payable by the Service Provider:

1. The Service Provider shall pay CITC the fees specified in 'License Fee Regulations ' published by CITC on its website.
2. CITC shall determine the process relating to the issuance of invoices and the method of payment with which Service Provider shall comply.
3. Payment shall be due immediately upon issuance of the invoice and shall be paid within one month of the invoice issuance date.

Article Nine: Duration of Service Authorization

The Service Provider can offer this service as long as it has a valid General Class License and a valid Service Authorization to offer this service
A Service Authorization for this service is typically issued for a duration of upto 5 years

Ten: Appendix Service Authorization

The Service Authorization for Fixed Voice Reselling Service will be as per 'Appendix E: Draft Service Authorization Annexure' in the 'License Classification Regulations'