Annex A8
Internet Service Provider (ISP) Regulations

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1 First: Definition

ISP Service: is a set of services, provided by a service provider, including the following:

1. Dialup Internet Access.
2. Broadband Internet Access.
3. Email.
4. IP Allocation and Assignment.
5. Web Design and Hosting.
6. Application Service Providers such as Network Monitoring.
7. DNS Registration Subject to Applicable Regulations.
8. Internet Content Publishing.
9. Internet Advertising.

Service Provider: An operator having a General Class License with a Service Authorization to provide Internet Service Provider (ISP) Services

2 Second: ISP Service Provider's Obligations

Service Provider shall:

1. Not provide its services or Worldwide Web connectivity except through the methods determined by the CITC.
2. Perform and observe all controls and instruction issued by the CITC and the other concerned governmental authorities.
3. Provide its service with high quality and observe integrity, honesty and good conduct with the beneficiaries.
4. Make available copies of the use controls to the subscribers.
5. Clarify the fees and features of the services to the subscribers before subscription.
6. Provide technical support to the subscribers around the clock.
7. Comply with the intellectual property rights pursuant to the relevant applicable regulations when it to provides any programs to the subscribers.
8. Not host any governmental websites except in servers based within the Kingdom of Saudi Arabia.
9. Observe accuracy in the subscribers' accounts and maintain the accounting data for one year.
10. Maintain the confidentiality and accounts of the subscribers.
11. Not discriminate between subscribers
12. Abstain from involving third parties in the user's accounts or giving them access to the user's secret number.

13. Comply with intellectual property obligations.

14. The Service Provider shall adhere to the General Conditions and all other relevant License Conditions specified in the License Classification Regulation

3 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.

4 Annex: Service Authorization

The Service Authorization for Internet Service Provider will be as per 'Appendix E: Draft Service Authorization Annexure' in the 'License Classification Regulations'