Annex A18
Audio Text (700) Service Regulations

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1 First: Definition

1.1 Audio Text Service (700): is a service provided by specialized providers via licensed public telecommunication networks in the Kingdom. This service allows the caller to obtain the required information on several fields through an advertised telephone number. Such information may include, but not limited to, general or specialized information, medical and legal advice and cultural and educational programs. A percentage of the charges paid by the caller for the service goes to the telecommunication operator in return of network usage, and the service providers gets the remaining percentage in return for the service provision.

2 Second: Audio Text Service Provider's Obligations

2.1 Provision of professional services (such as medical, legal, engineering, financial, educational, etc. advice) shall be limited to those who are licensed to practice such professions in the Kingdom pursuant to the laws and regulations applicable in the Kingdom, without prejudice to the approval of other relevant authority(ies) prior to start of service provision.

2.2 The provider shall not provide any unlicensed services and shall provide the service only via the number assigned to him. The Provider shall not use any number allocated for another service without prior written consent of CITC.

2.3 The service shall not be used for the collection of amounts due for other services, such as subscriptions in a website or any other service.

2.4 The customers telephone numbers or any numbers of incoming calls shall not be used in any advertising campaigns, nor the databases available to the Service Provider, which contain such numbers, shall be sold to other parties or invested in any way without prior written permission from the number owner.

2.5 When a promotional message is sent to the customer, it shall be sent through a CITC-licensed bulk short messaging service provider.

2.6 User's connectivity to the service shall not exceed 10 seconds.

2.7 Calls shall not be forwarded among databases, and the service shall not be used as a means for transferring calls, internationally or locally.

2.8 All service-related advertisements or promotional material shall bear only the declared telephone numbers allocated for the service and the advertising entity. The call rate shall be written clearly, and shall also be shown on video commercials so that all users have adequate information of the cost before deciding to take up the service.

2.9 The infrastructure for service provision including, but not limited to, elements such as system administration equipment, subscribers' data storage devices, servers, call centers etc. used to provide the service must be located within the Kingdom.

2.10 Beside CITC, required approval of other relevant authorities shall be obtained prior to start of service provision.

2.11 The Arabic version of the Regulation shall be the official version and shall prevail over the English translation. The English translation is only intended for explanation of the license

2.12 The Service Provider shall adhere to the General Conditions and all other relevant License Conditions specified in the License Classification Regulations

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

A Service Authorization for this service is typically issued for a duration of upto 5 years

4 Appendix Service Authorization

The Service Authorization for Audio Text Services will be as per 'Appendix E: Draft Service Authorization Annexure' in the 'License Classification Regulations'