



Guide for Cloud Computing Service Providers

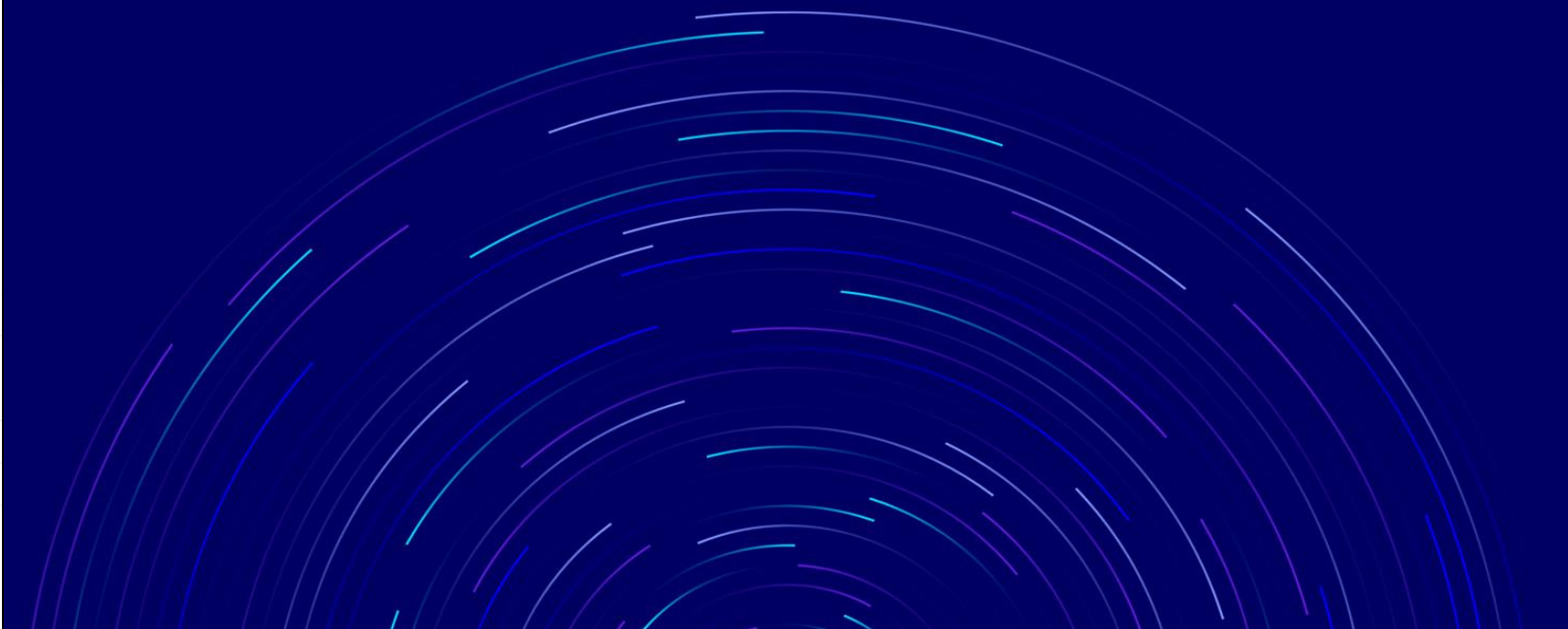
Fifth Version

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1. Introduction

Set forth the Telecommunication and Information Technology Act (the "Act") issued by the Royal Decree No. (M/106), dated 02/11/1443 AH, and its by law, and in accordance the regulatory mandates assigned to the Communications, Space and Technology Commission (CST) based on the a ordinance amended by the Council of Ministers Resolution No (133), dated 21/5/1424 AH, which entrusted CST with regulatory tasks for the information technology sector. In addition, taking into consideration the requirements to regulate the ICT market in Saudi, and due to its massive developments, CST issued this document (Guide for Cloud Computing Service Providers) to implement the provisions of the "Cloud Computing Services Provisioning Regulations" (the regulations), and to clarify the registration procedures and requirements for cloud computing service providers operating in the Kingdom. This Guide and its contents are subject to review periodically from time to time at the discretion of CST, noting that the terms defined in the regulations, the Act and its by law shall have the same meanings in this Guide.

2. Who needs to register?

The obligation to register, as explained in Paragraph No. 3-2-1 of the Cloud Computing Services Provisioning Regulations, shall apply to any service provider who exercises direct or effective control over the data center or the critical infrastructure of a cloud computing system hosted and used in the Kingdom, in whole or in part, for the purpose of providing cloud computing services; provided that it uses the communications infrastructure, including international communications, through those authorized by CST.

“Data Center” has been defined in the Regulations as “the facility that contains essential cloud computing infrastructure and its supporting components, which are hosted on the same site, and are used at least partially for storing and/or processing subscriber content and data”

The service provider to whom the aforementioned registration obligation applies shall register with CST, as registration will provide additional guarantees for itself and subscribers with regard to quality and reliability, and it will be a reason for attracting subscribers to deal only with service providers registered with CST.

CST has the right to reject the registration application, at its absolute discretion, and without obligation to provide a justification. CST may do so if it has any reasons to believe that, for example, the relevant service provider does not sufficiently prove that it meets the required minimum technical qualifications, sufficient experience, quality standards, financial resources or other reasons.

3. Registration Requirements

3-1 Prerequisites:

The entity requesting to register with CST to provide cloud computing services shall apply via the electronic platform on CST's website; provided that the application includes the submission of the following information and documents:

1. A brief description of the nature of the work of the applicant body in the Kingdom or elsewhere, the ownership details, and information about the group to which the applicant belongs, if any.
2. Information that clarifies the type of cloud computing service(s) that are intended to be provided or that have been provided earlier to cloud computing subscribers through data centers and/or other capabilities in the Kingdom to:
(A) Subscribers who have a subscriber's residence or address in the Kingdom (b): Subscribers outside the Kingdom.
3. A brief description of the cloud computing system(s) that are or will be used to provide subscribers with cloud computing services.
4. Information about:
 - a. Any data centers in the Kingdom will be used to provide cloud computing services with their full addresses, contact information (phone / fax / email), and the website.

- b. Relationship that clearly describes the applicant's access to data center capacities and infrastructure (for example: owner, operator, partner operator, leased capacity, tenant, resale, etc ...).
 - e. The country or foreign countries in which its data centers are located, if those centers are used in the processing, storage, transit, or transfer of the content of the subscriber who has a residence or address in the Kingdom, and CST has the right to refuse any of those centers.
 - h. Any international commitment with respect to cloud computing services (including but not limited to: international agreements, international and local laws and regulations).
5. A brief description of any major networks or equipment related to the above-mentioned data centers and the relationship that describes well the applicant's access to that key equipment and the way it is used. The description must include the location and main features of the network connection, whether wired or wireless, between the communications infrastructure licensed by CST and the cloud ecosystem of the service provider inside the Kingdom.
 6. A statement explaining the applicant's experiences in the field of providing communications and information technology services, or its qualifications in general as a "cloud computing service provider".
 7. Information about storage and processing capacities, data center space (or leased parts), electricity consumption, and expansion plans.
 8. Information about target customers (individuals, private sector, government sector).

2-3 Special requirements for each category of registration:

9. Documents proving conformity with the technical standards / requirements mentioned in the table below or exceptionally any technical standards that are equivalent to or exceeding those standards must be submitted according to CST's absolute discretion:

<i>Service Provider Registration Category</i>	<i>Minimum Standards / Requirements</i>
<i>Class A</i>	<ul style="list-style-type: none"> • Constructed Facility Certificate Tier 2 or above (or ISO / IEC 27001 for the datacenters)
<i>Class (B)</i>	<ul style="list-style-type: none"> • Constructed Facility and Operational Sustainability Certificate Tier 3 or above

<i>Category (C)</i>	<i>Standards / Requirements for Class (B), in addition to referring to CST to obtain the necessary approvals in accordance with the applicable laws, regulations, policies, and governance models in the Kingdom.</i>
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10. Compliance and fulfillment of the controls and requirements issued by the National Cybersecurity Authority
11. All requirements shall be submitted in Arabic, with the possibility to submit other supporting documents for the application in English.
12. The entity requesting registration may attach supporting documents such as technical brochures, website bulletins, or other technical and commercial data related to the cloud computing system(s) or agreements or refer to websites on the Internet to support the application.
13. Applicants shall complete and submit the registration application checklist for the provision of cloud computing services, as per Appendix (A).

3-3 Application Processing:

CST will inform the applicant about the result of the consideration of its application, no later than (15 working days) from the date of submitting the registration application (or any subsequent registration application, if the registration was previously submitted and CST finds it incomplete):

- a. That the registration application to provide cloud computing services is complete and that the service provider has been registered with CST, bearing in mind that the registration period will be three years, and the registration can be renewed with CST after submitting the registration requirements referred to in the Guide;
- b. That the registration application to provide cloud computing services is incomplete or deficient, indicating the information required to complete it; or
- ج. That the registration application cannot be accepted to provide cloud computing services because the applicant does not meet the regulatory requirements related to registration.

CST will publish a list of its registered service providers on its website and in its annual reports..

Appendix A Checklist for application to provide cloud computing services

Name of the applicant:

#	The requirement	Met (yes / no)	Reference page number
1	A brief description of the nature of the work of the applicant body in the Kingdom or elsewhere, the ownership details, and information about the group to which the applicant belongs, if any.		
2	Information that clarifies the type of cloud computing service(s) that are intended to be provided or that have been provided earlier to cloud computing subscribers through data centers and/or other capabilities in the Kingdom to: (A) Subscribers who have a subscriber's residence or address in the Kingdom (b): Subscribers outside the Kingdom.		
3	A brief description of the cloud computing system(s) that are or will be used to provide subscribers with cloud computing services.		
4	Information about: <ul style="list-style-type: none"> a. Any data centers in the Kingdom will be used to provide cloud computing services with their full addresses, contact information (phone / fax / email), and the website. b. Relationship that clearly describes the applicant's access to data center capacities and infrastructure (for example: owner, operator, partner operator, leased capacity, tenant, resale, etc ...). e. The country or foreign countries in which its data centers are located, if those centers are used in the processing, storage, transit, or transfer of the content of the subscriber who has a residence or address in the Kingdom, and CST has the right to refuse any of those centers. h. Any international commitment with respect to cloud computing services (including but not limited to: international agreements, international and local laws and regulations). 		
5	A brief description of any major networks or equipment related to the above-mentioned data centers and the relationship that describes well the applicant's access to that key equipment and the way it is used. The description must include the location and main features of the network connection, whether wired or wireless, between the communications infrastructure licensed by CST and the cloud ecosystem of the service provider inside the Kingdom.		
6	A statement explaining the applicant's experiences in the field of providing communications and information technology services, or its qualifications in general as a "cloud computing service provider".		

7	Information about storage and processing capacities, data center space (or leased parts), electricity consumption, and expansion plans.			
8	Information about target customers (individuals, private sector, government sector).			
9	Documents proving conformity with the technical standards / requirements mentioned in the table below or exceptionally any technical standards that are equivalent to or exceeding those standards must be submitted according to CST's absolute discretion:			
	Service Provider Registration Category	Minimum Standards / Requirements		
	Class A	<ul style="list-style-type: none"> Constructed Facility Certificate Tier 2 or above (or ISO / IEC 27001 for the datacenters) 		
	Class (B)	<ul style="list-style-type: none"> Constructed Facility and Operational Sustainability Certificate Tier 3 or above 		
10	Compliance and fulfillment of the controls and requirements issued by the National Cybersecurity Authority			
11	All requirements shall be submitted in Arabic, with the possibility to submit other supporting documents for the application in English.			
12	The entity requesting registration may attach supporting documents such as technical brochures, website bulletins, or other technical and commercial data related to the cloud computing system(s) or agreements or refer to websites on the Internet to support the application.			



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Communications, Space &
Technology Commission