

A Public Consultation Document on the Proposed Regulatory and Licensing Framework

Public Consultation Document

هيئة الاتصالات وتقنية المعلومات
Communications and Information Technology Commission



April 2019

TABLE OF CONTENTS

CONTENTS

1.	Introduction	4
2.	How to read this Public Consultation document	5
3.	Scope of the Public Consultation	6
4.	Submission of Comments	7
5.	Background	8
6.	ICT regulation in KSA	9
7.	Regulatory Framework Development	10
8.	Licensing Framework Development	11
9.	Proposed Licensing and Regulatory Framework	12
	Current Licensing Framework	12
	Objectives	12
	Proposed Licensing Framework	13
	Proposed Licenses	13
	Unified License (UL)	14
	Wholesale License (WL)	14
	General Class License (GCL)	15
	Procedure to obtain a General Class License	16
	Procedure for Service Authorization under General Class License	17
	License Duration	17
	License Fees	18
	Interaction between Unified, Wholesale and General Class License Service Providers	18
	Projected Impact	19
10.	Transition of Existing Licenses	21
	Existing Licenses and Transition Mapping	21

11.	Timing of License Transition	24
12.	Amendments to Regulations	25
	Update to the ByLaw	25
	Major change to Regulations	25
	Minor change to Regulations	25
	Regulations to be withdrawn	25
	New Regulations	26
	New Wholesale License	26
	Licenses to be covered under General Class License	26
	New Services introduced under General Class License	27
	Existing Licenses to be withdrawn	28
Annex A	Updates to Licenses and Regulations	29

I. INTRODUCTION

Pursuant to the Telecommunications Act, the Telecommunications Bylaw and the Ordinance, the Communications and Information Technology Commission (“CITC”) is authorised to regulate the Information and Communications Technology (ICT) sector in the Kingdom of Saudi Arabia (“the KSA”).

Under the goal of further liberalizing the ICT sector in KSA, CITC has undertaken a detailed review of the current industry and regulatory environment. In light of current and anticipated future developments, CITC is in the process of updating the regulatory framework, licenses and procedures, to enhance the KSA ICT market environment and level of competition.

CITC invites all stakeholders and members of the public, including private individuals, public organizations and commercial entities (together, the Respondents) to participate in this Public Consultation process relating to the update of the regulatory framework in the Kingdom.

2. HOW TO READ THIS PUBLIC CONSULTATION DOCUMENT

This Public Consultation Document consists of two main parts

- Main Public Consultation document
- Folder containing set of Annex to the Public consultation document

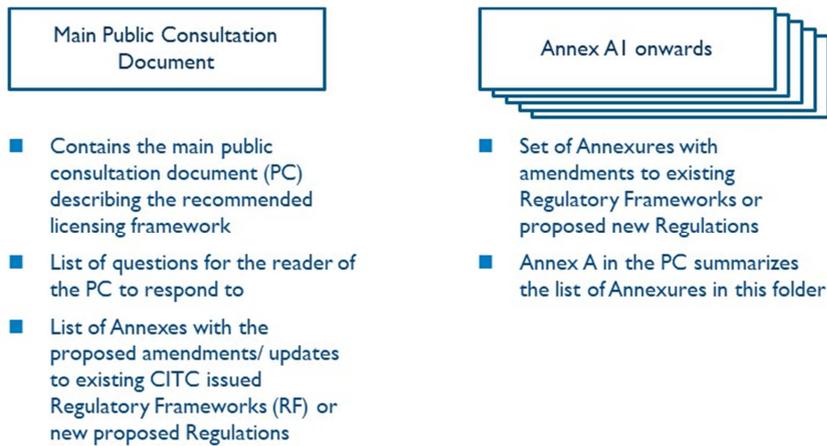


Figure I Details of the Annexures and Appendices of this Public Consultation document

The first part, 'The Main Public Consultation Document', is this document, which you are now reading. This document describes in detail the objective of this Public Consultation, the recommended Licensing Framework, the list of regulatory documents to be updated, and the list of annexures to the Public Consultation document. It is recommended that the reader read this document first before going to the Annex. After reading the main body of the Public Consultation document, it is recommended for the reader to review all the Annex. The reader is then expected to respond to the questions given at the end of each section of this Public Consultation document.

The second part is a set of Annex from Annex A1 to A27 that is included in the folder 'Annex to the Public Consultation'. This folder provides the list of all new regulatory documents that replace existing regulatory documents (eg. Annex A3: License Classification Regulations), updates to existing regulatory documents (eg. Annex A6: Quality of Service Regulations Amendments) or new regulatory documents being introduced (eg. Annex 23: Fixed Voice Resale Regulations). See the table in 'Annex A Update to Licenses and Regulation' in the main Public Consultation document for a detailed list of all Annex in this folder

3. SCOPE OF THE PUBLIC CONSULTATION

This public consultation seeks comments from all stakeholders and members of the public who are interested in responding on the need to update the regulatory framework, licenses and procedures in the Kingdom and on the draft versions of these documents, attached in Annex A of this Public Consultation document, that together form the proposed change.

The aim of the Public Consultation process is to assist CITC to determine the most appropriate manner in which these proposed changes are to be implemented and the timing of the implementation of such proposals.

4. SUBMISSION OF COMMENTS

This Public Consultation document is available on the CITC's website at <http://www.citc.gov.sa>.

Stakeholders and other interested parties who wish to express opinions on the Public Consultation Documents are invited to submit their comments in writing to CITC. All comments must be received by CITC no later than 10/10/1440H, corresponding to 13/06/2019G.

Comments filed in relation to the Public Consultation Documents should be submitted to one or more of the following addresses:

E-mail to: frameworks@citc.gov.sa

Delivery (hard and soft copies) by hand or by courier to:

Office of the Governor,
Communications and Information Technology Commission (CITC)
Corner of Prince Turki Bin Abdulaziz Road and Imam Saud Bin Abdulaziz Bin Mohammed Road
Alnakheel Quarter
P.O. Box 75606
Riyadh 11588
Kingdom of Saudi Arabia

CITC invited comments and responses on the specific numbered questions set out in this Public Consultation document. CITC encourages respondents to support all comments in detail with relevant justification and analysis, data and information based on the current situation or on relevant experience from other countries.

In their comments, respondents are requested to indicate the question number and the annex to which each comment relates. Respondents need not submit comments on all questions. These comments and respondents will be taken into consideration in shaping the final documents, but CITC is under no obligation to adopt them.

5. BACKGROUND

The current regulatory and licensing frameworks implemented by CITC have witnessed a variety of incremental changes since the last major revision more than a decade ago. During that time, the ICT environment in KSA has undergone substantial change. Service providers have implemented extensive improvements along with the expansion and development of deployed infrastructure. This has been complemented with a wide range of new and innovative services to stimulate and respond to changes in consumer, business and government demand.

During this time, CITC has encouraged market and service development through the introduction of a number of new licenses, regulations and decisions including the introduction of Unified Licenses several years ago. More recently, CITC has also introduced several additional niche Class licenses into the market.

While the regulatory regime has gradually developed and expanded over this time, CITC is of the opinion that this may not necessarily match that available in comparable 'best practice' international markets. Studies of changes in international and regional ICT markets over the past decade has encouraged CITC to conduct a further and more detailed review of the current regulatory framework in the Kingdom as well as the approach to licensing and related procedures.

CITC believes the development of a strong modern domestic ICT industry enabled by providers offering state-of-the-art and cost-efficient ICT services to businesses and individuals in the Kingdom and abroad has the potential to make a major contribution to the realization of the Kingdom's Vision 2020 and Vision 2030 objectives. Equally, it holds that a modern futureproof regulatory environment is an essential component necessary in order for such goals to be achieved, which attracts investors and enhances the fundamental competitiveness of the Saudi economy.

Therefore, CITC has developed the view that changes to the current regulatory regime are necessary in order to address identified gaps and to enhance the potential for increased competition in the market. Such changes are also anticipated to attract further investment into the ICT market and the Kingdom. In turn, CITC anticipates consumers, businesses and government agencies in KSA will all benefit as a result of the new ICT facilities and services enabled by this regulatory evolution. In the process, CITC's regulatory regime will also better align with modern fourth and fifth generation international regulatory best practices.

6. ICT REGULATION IN KSA

A detailed study of the ICT regulatory framework in KSA carried out by CITC over the past twelve months has identified four key challenges. Firstly, the current suite of regulations coupled with the extensive array of licenses can appear complex and be difficult to understand. Introducing further licenses for new services can be both time-consuming and add further complexity. Secondly, the fragmented approach to regulation and licensing may limit current and future provider flexibility and may also act as a deterrent to new investment. Thirdly, despite changes over the past decade, competition in the fixed ICT market remains limited while provider in other market sectors face declining penetration. Finally, the application of different license terms and conditions in provider licenses in markets where similar or identical services are being offered has led to the potential for market imbalance.

CITC's detailed international market benchmarking suggests that as ICT markets mature around the world, a key focus of their development is increasing transparency, improving market attractiveness to new investment, and providing a clear pathway for future service and technology evolution. As such markets mature and competition expands, the regulatory focus typically migrates away from a focus on improving access to basic services to encouraging a wider range of services and the development of fair competition between an increasing number of providers.

To achieve these goals, regulators migrate away from emergent regulatory frameworks focused on tight control over competition development, infrastructure and services. As service providers extend networks and gradually provide an improved range of services, studies of 'best practice' markets suggest this growing market maturity is often stimulated by changes in the regulatory and licensing framework. Regulatory frameworks move from regimes focused on delivery of basic technology-specific and service-specific services, firstly to technology-neutral approaches with more detailed development of competition-enabling regulation, through to unified licensing in which service-neutral regulation is implemented. Benchmarking demonstrates such changes lead to increased sector revenues driven by the wider availability of attractive service bundles from a wider range of providers in such markets.

A fundamental change in the underlying infrastructure employed for ICT services has supported such changes. The traditional 'vertical' model of the mid-20th century typically featured each service being carried across technology and service-specific infrastructure. In recent years, this has given way to the current integrated convergent 'horizontal layered' model where layers of common shared infrastructure, transport, devices and applications, often IP-based broadband solutions, have become responsible for the delivery of an increasingly bewildering array of services. Mirroring this transition, technology-specific and service-specific regulatory frameworks and licensing has often of necessity given way to broader regulation of technology and service neutral providers and infrastructure.

In 2016, CITC implemented some changes aimed at introducing a technology-neutral and service-neutral regulatory framework along with the migration of some providers to infrastructure-based unified licensing. To complete the transition, further changes are required to align these changes across all facility-based service provider licenses, the service-based licenses, and the related regulatory frameworks, guidelines, rules and regulations.

This public consultation addresses such changes to the current CITC regulatory framework.

Question 1: Do you agree with this analysis of ICT market regulation in KSA? Please support your response with any evidence or benchmarking data in support of your view.

7. REGULATORY FRAMEWORK DEVELOPMENT

ICT regulation in the Kingdom is enabled through the statutes (Telecom Act, Bylaw, Ordinance and Rules of Procedure), detailed and implemented by CITC through Regulatory Frameworks, Guidelines, Rules and Licenses, ultimately empowered in most cases through specific CITC Decisions. The objective of these latter documents is to enable the implementation of specific aspects of ICT regulation and to provide increased clarity over obligations for both service providers and end-users.

Over time, gaps have developed in the regulatory framework due to changes in technologies, services, consumer demand, market development, convergence and developments in government policy. Detailed studies indicate that some changes are necessary to complete the transition of the regulatory framework to full technology and service neutrality brought about through the introduction of Unified Licensing.

Furthermore, increased transparency and clarity can be provided to the industry and to potential new industry participants and investors through the transition of the regulatory framework to a simplified structure.

The proposed regulations mapping is illustrated in Figure 2.

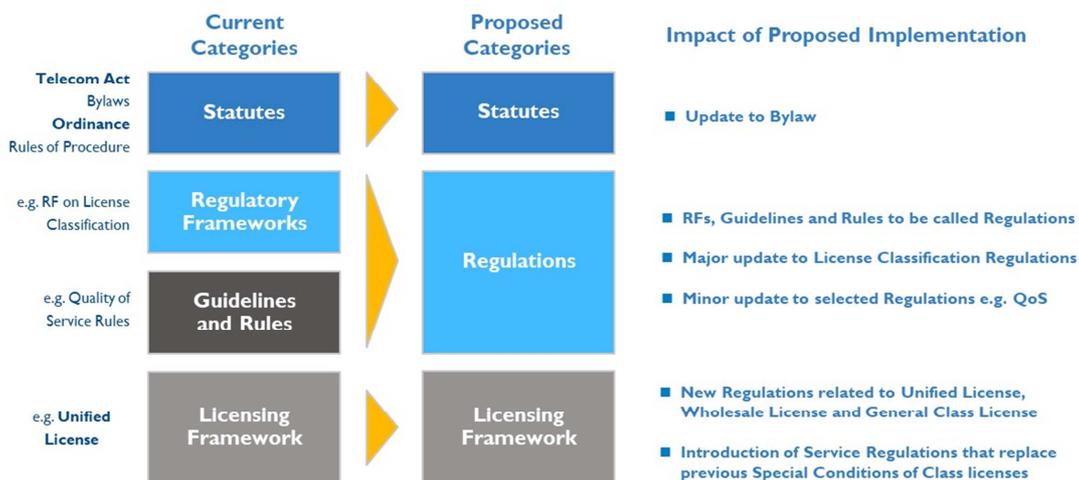


Figure 2: Proposed regulations revision

Question 2: Do you agree that the revision and update of the regulatory documents will provide increased clarity and transparency for the ICT industry in KSA? Please support your response with any evidence or benchmarking data in support of your view. Please review this public consultation document and all Annexures (A1 to A27) in detail before responding to these questions.

8. LICENSING FRAMEWORK DEVELOPMENT

A detailed study was carried out of international 'best practice' ICT markets and their regulatory regimes. These studies sought to identify the relationship between regulatory frameworks and licensing approaches, the relative success or failure in the development of wholesale and retail markets, and key regulatory drivers of increased investment, competition and market development.

A number of trends in regulatory development were subsequently identified. Firstly, regulators generally follow a consistent regulatory development process as markets mature. Starting from a commonly employed initial regulatory framework supporting a wide array of technology and service-specific licenses, regulators routinely progress through a number of stages, major milestones being illustrated in Figure 3. Ultimately, the studies showed that regulatory regimes in mature markets typically arrive in most cases either at General Authorization or Notification.

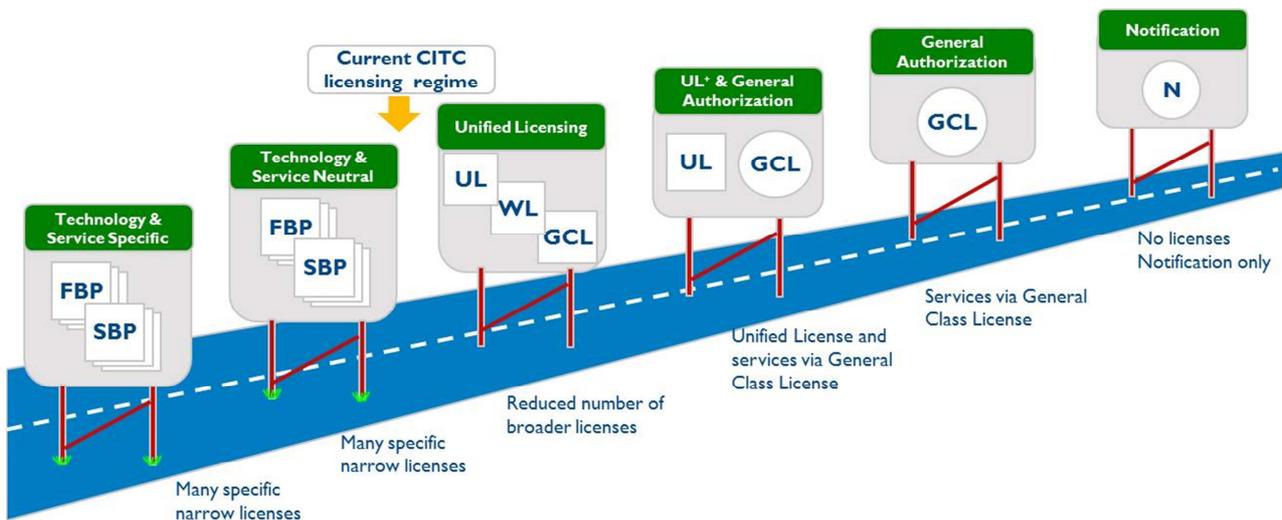


Figure 3: Typical regulatory roadmap for licensing based on international benchmarks

Along this regulatory roadmap, studies identified some common features of these maturing regulatory regimes. Specifically, as regulators and service providers transition along the path:

- The number of license categories reduce, abruptly in some steps
- Scopes of service defined in licenses become broader, incorporating more services at each stage
- Licensing procedures become simplified, particularly in latter stages
- Barriers to market entry generally reduce, and
- Each step encourages further growth in sector-wide investment.

Figure 3 illustrates the position of the current CITC regulatory regime between the second and third stages of this illustrative regulatory roadmap.

Question 3: Do you agree with this general outline of the regulatory roadmap? Are there other stages or approaches that CITC should consider? When responding, please provide detailed evidence or benchmarking data in support of your argument.

9. PROPOSED LICENSING AND REGULATORY FRAMEWORK

Current Licensing Framework

CITC's Statutes provide for Individual and Class licenses. At present, there are three types of facility-based provider (FBP) Individual licenses:

- Unified License held by the Incumbent (updated in 2019) and Unified License held by two other telecom Service Providers (updated in 2016)
- A Facility Based Fixed license (2007) held by one provider; and
- A Facility Based Data Service Provider license (2003) held by two providers.

There are also over 20 different Type A and Type B Class licenses each authorizing a specific service. These permit a large number of service-based providers (SBPs) to offer one or more narrowly-defined services to end-users or to other service providers. While permitting a wide variety of services to be offered, each license requires a separate application from intending providers. Any new service which cannot be provided under one of these licenses may only be offered under this regime after the development of a further new niche license, delaying the ability of providers to promptly launch new services.

In addition, to preserve market balance, FBP providers may currently only offer a Class-licensed service after obtaining that service-specific Class license. Since a number of Class licenses may be required by providers, and the terms, conditions and obligations affecting any provider may include those arising from the statutes, Regulatory Frameworks, guidelines, rules and regulations, the resulting regulatory and licensing regime is relatively complex.

Intending service providers and investors may perceive the current regulatory and licensing approach as a barrier to entry. This may also further reduce the attractiveness of the industry to new investment. Given the potential for different mixes of licenses held by providers in the same markets, the landscape may not be perceived as fair and equitable.

Objectives

CITC has studied a variety of approaches to enhance the regulatory framework, better match international 'best practice', and to meet identified objectives including alignment with the Kingdom's Vision 2030. Key objectives include:

- **Simplicity** The new regulatory and licensing frameworks should offer a streamlines approach to the regulation of the industry and the provision of licensed services
- **Transparency** All providers of the same services should enjoy identical terms and conditions
- **Attractiveness** The resulting market environment should be attractive to new investment and reduce barriers to market entry by new providers
- **Enhance Value** The change should have minimal impact on existing service providers while maximizing the opportunities for providers and consumers to benefit from the planned change
- **Future-proof** The new environment should permit the swift launch of any new services and technologies and ease migration to any potentially future licensing framework

CITC made unified licenses (UL) available to qualified facility-based service providers in 2016 in an initial step towards the migration of the regulatory framework from the technology-neutral and service-specific (TN-SS) regime introduced in 2006 to the 'best practice' technology-neutral and service-neutral (TN-SN) framework. In Jan 2019, the incumbent was also migrated to a unified license.

This early step towards the full implementation of the ‘best practice’ TN-SN based regulatory framework swiftly led to the clear identification of the preferred approach; Full implementation of TN-SN featuring Unified License for some FBPs authorizing ‘any infrastructure and any service’, and the matching SBP regime of General Class License authorizing ‘any service’ in the future.

Proposed Licensing Framework

It is proposed that CITC will transition to a Unified License + Wholesale License + General Class License (UL+WL+GCL) licensing regime.

The rest of this public consultation document and attached annexures describe in further detail the UL + WL + GCL licensing regime.

Proposed Licenses

In order to implement the Unified License + Wholesale License + General Class License, three new licenses will be created and existing licenses will be migrated to one of these three licenses.

Unified License: An individual license permitting a duly authorized service provider to provide any telecommunications services using any type of telecommunications infrastructure and technology capable of delivering the desired service

Wholesale License: An individual license permitting the service provider to build, own and operate a public telecommunication network for the provision of public telecommunication services only to other Individual Licensed Service Providers

General Class License: A class license permitting the service provider to provide any telecommunications services authorized under that license

The Figure 4 gives a high level overview of the scope of services covered under each license. For Further details please refer to Annex A3.

License	Scope of services
Unified License	<ul style="list-style-type: none"> All Fixed and mobile, voice and data services All services covered under Wholesale License All services covered under General Class License
Wholesale license	<ul style="list-style-type: none"> Services specified under Wholesale License (Category A to E) Previously most of these services were covered under the legacy CSP and WISP licenses
General Class License	<ul style="list-style-type: none"> Services specified under the General Class License Previously these services were covered under Class Licenses

Figure 4: Scope of services under each license

Unified License (UL)

The Unified License permits the service provider to provide any telecommunications services using any type of telecommunications infrastructure and technology capable of delivering the desired service. A Unified License service provider can offer any services covered under all licenses issued by CITC.

This implies that a Unified License Service Provider can offer any of the services covered under the Wholesale License or General Class License as well, as long as it notifies CITC at least 30 days before the launch of such service and adheres to the related Service Regulation for each of the services that it desires to offer. The Unified License would therefore permit the construction and operation of *any* type of ICT infrastructure as well as the provision of *any* ICT services to end-users over that (or another FBP's) infrastructure. This license also permits provision of wholesale services based on the lease of the Unified Licensed Service Provider's infrastructure/ capacity to other licensed Service Providers, including to Wholesale and General Class Licensed Service Providers.

Existing Facility Based Licensed Service providers wishing to obtain a UL will need to fulfil Article 4 and Article 5 of the Telecom Act before they can obtain a Unified License.

See section 9 for detailed mapping of existing licenses to the new licensing framework.

Wholesale License (WL)

Gigabit broadband via Fiber to the Home is an important criteria for the overall improvement of the competitiveness of KSA. CITC is considering measures to encourage new investment into Fiber to the Home rollout in the country to extend coverage in both urban and rural areas. Many countries, traditionally non-telecom players are successfully leveraging infrastructure from energy & utility companies to roll out fiber cost efficiently. This is leading to greater fiber coverage in both urban & rural areas, more choice for retailers to procure wholesale fiber, and higher speeds with new services for end users. CITC is considering to merge the existing CSP license under the newly proposed Wholesale License. Alternatively CITC may keep the CSP license as-is based on the state of investment and competitiveness in the market.

Currently licensed WISP (Wholesale Infrastructure Service Provider) license holders are able to provide certain wholesale telecommunication infrastructure services only to other FBP license Service Providers. Similarly CSP (Carrier Service Provider) license holders are able to provide only a limited set of services only to other FBP license Service Providers. WISP and CSP Service Providers are currently not permitted to sell wholesale services to each other. CITC believes these restrictions on which type of wholesale services are allowed and to whom can the WISP/ CSP Service Provider sell the services to, is constraining the growth of a healthy wholesale market in Saudi Arabia.

In the proposed license regime, the CSP and WISP licenses are planned to be migrated to a Wholesale License. A Wholesale License holder can provide wholesale telecommunication services to Unified License Service Providers and existing legacy facility based fixed and data service providers, and to other Wholesale License Service Providers. Wholesale License Service Providers cannot provide retail services to end users. Wholesale License Service Providers can provide installation type services at consumer premises (e.g. in building wiring, vertical cabling, installation of customer premise equipment, etc) to Unified Licensed Service Providers, Facility Based Fixed and Data Service Providers, and other Wholesale Licensed Service Providers, as long as the service is not directly billed to the end user. Ownership of the end user relationship remains with the Unified Licensed or Facility Based Fixed or Data Service Provider and not with the Wholesale Licensed Service Provider

A Wholesale License Service Provider or its subsidiaries cannot hold a Unified License or a General Class License while holding a Wholesale License.

A draft version of this license is available in Annex A3

General Class License (GCL)

CITC also proposes to introduce a new single Class license called the General Class License that will cover all services previously covered by the Type A and Type B Class licenses. The General Class License will supersede and replace all existing Type A and Type B Class licenses issued by CITC.

A Service Provider having a General Class License, can offer one or more services covered under the scope of the General Class License. The list of services covered under the General Class License is enumerated in Table I below. The Service Provider will have to obtain a Service Authorization from CITC for each service that it wishes to launch under the General Class License. These Service Authorizations will form an Annex to the Service Providers General Class License. Each service covered under the General Class License also has an associated Service Regulation. The Service Provider should ensure that it is compliant with all conditions of the Service Regulation of the service that it offers.

Table I: List of services covered under the General Class License

#	Name of service
1	Internet Service Provider (ISP) Service
2	Network Operations Center Services
3	Automated Vehicle Location (AVL) services
4	Call Center Services
5	Mobile Virtual Network Operators Service (MVNOs)
6	Internet of Things (IoT) – Virtual Network Operator (VNO) Services
7	Broadband Satellite Services
8	Provision of Global Mobile Personal Communications Services (GMPCS)
9	Operation System and Networks of GMPCS
10	Mobile Communication Service Onboard Aircraft in KSA
11	Internet Services on Airplanes in KSA Airspace
12	Short Messaging Service (SMS)
13	Audio Text Services (700)
14	VSAT System Communication Service
15	Digital Certification Services
16	IXP services
17	International Cable Landing Station Service
18	Fixed Voice Reselling Services

CITC has decided that, when an Service Provider is migrated to a General Class License or applies for a new General Class License, the Service Provider automatically also gets a Service Authorization for the following services:

Table 2: List of services for which the Service Provider automatically gets a Service Authorization covered under the General Class License

#	Name of service
1	Internet Service Provider (ISP) Service
2	Network Operations Center Services
3	Automated Vehicle Location (AVL) services
4	Call Center Services

This implies that any Service Provider holding a General Class License automatically also has a Service Authorization for the services defined in Table 2 above, and can launch these services without further approvals.

If the Service Provider wishes to launch any other services covered under the General Class License (other than the services in Table 2 that gets an automatic Service Authorization), the Service Provider will have to obtain a Service Authorization for each of the services that it wishes to launch.

As mentioned in the paragraph above, even after a Service Provider has a Service Authorization for a service, the Service Provider should ensure that it is compliant with all conditions of the Service Regulation of the service when it launches that service.

A Service Provider can launch one or more services under the General Class License for which he has a Service Authorization. It is not necessary for the Service Provider to launch all the services for which it has a Service Authorization. When a Service Provider launches a service, it should ensure that it meets all conditions specified in the Service Regulation of that particular service. If the Service Provider does not meet all conditions of the Service Regulation or CITC detects a violation of one or more conditions of the Service Regulation, then CITC may withdraw the Service Authorization of that particular service.

In the future CITC may conduct further studies on the state of competitiveness and maturity of the market and may decide to provide automatic Service Authorization for some more services covered under the General Class License. If the market is sufficiently competitive, then CITC may even decide to remove the requirement for a Service Authorization, in which case, a Service Provider with a GCL license can offer any service covered under the GCL license without a Service Authorization, as long as the Service Provider adheres to the Service Regulation for each service covered under the GCL.

Procedure to obtain a General Class License

Procedure to obtain a General Class License is expected to be similar to the process of obtaining a Class License.

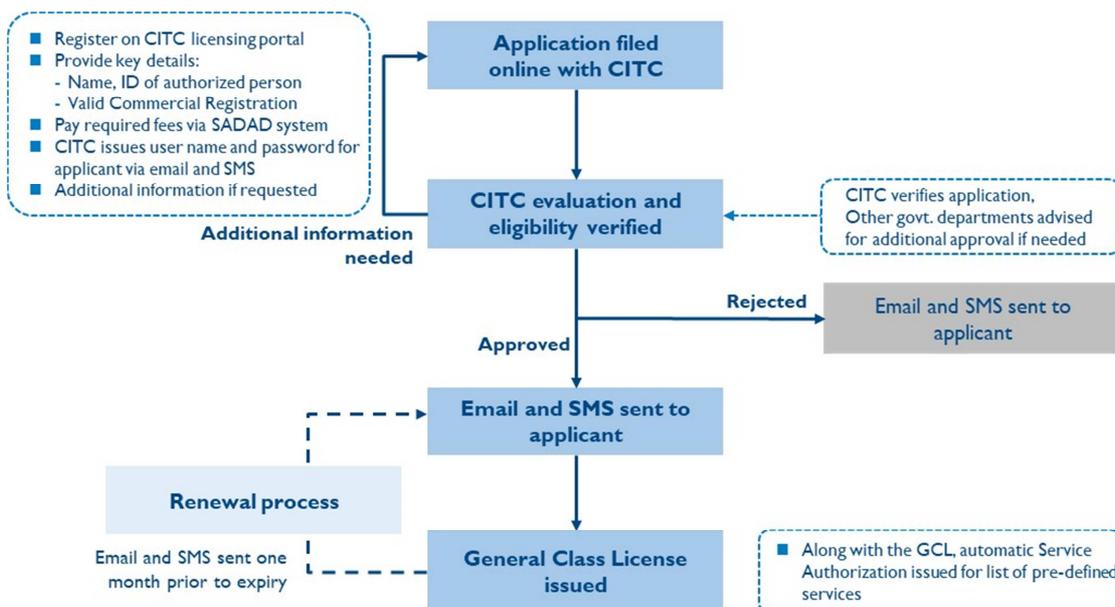


Figure 5: Procedure to apply for a General Class License

In the first step the Service Provider begins its application on the CITC licensing portal with key details such as name, contact details, and Commercial Registration details. The required license fees (which will be according

to the relevant ‘License Fee Regulation’ is to be paid via the SADAD system. Additional details regarding the services for which the Service Provider would like to obtain a Service Authorization should also be provided (see next section for procedure to obtain Service Authorization). CITC will review the application and issue a General Class License if CITC is assured that the applicant meets all conditions.

Procedure for Service Authorization under General Class License

A Service Provider holding a General Class License needs to obtain a Service Authorization for each service covered under the list of services of the General Class License before it can launch the service.

The Service Provider should apply to CITC for a Service Authorization at least 30 days prior to planned launch of the Service. The Service Provider should provide evidence to CITC of all requirements prescribed in the Service Regulation of the service that it wishes to offer. If the service requires approvals or authorizations from other authorities in the Kingdom, these conditions should also be fulfilled before launch of services. CITC will then evaluate the application for completeness and adherence to all requirements, and will then grant a Service Authorization as an Annex to that Service Providers General Class License, permitting the Service Provider to offer that particular service. Once the Service Authorization of that service is obtained, the Service Provider may proceed to launch the planned service.

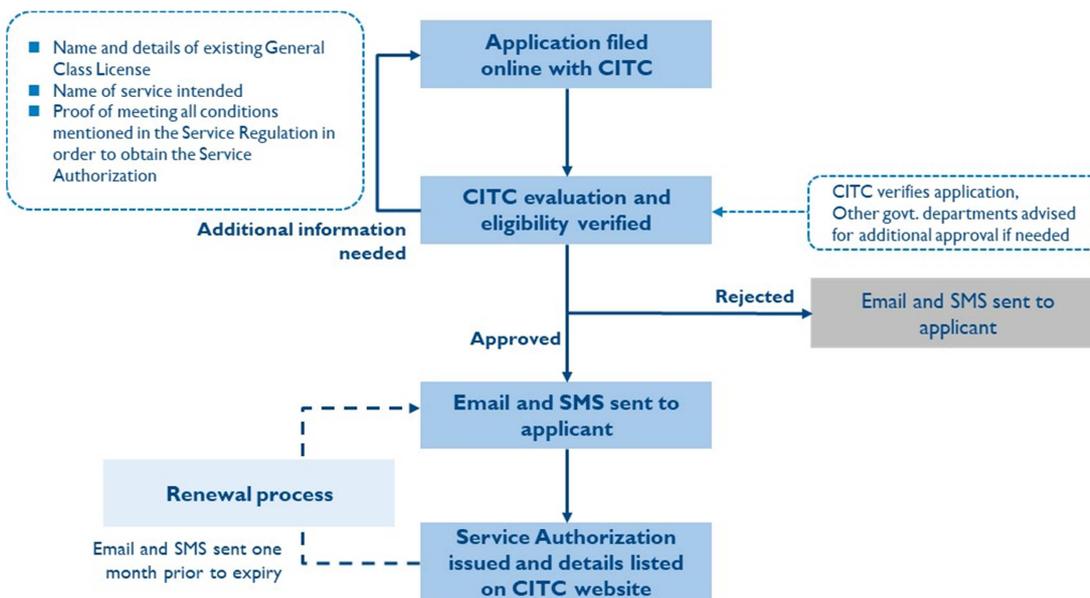


Figure 6: Procedure to apply for a Service Authorization for a service under the General Class License

Regular reporting of provided services will be required by all licensed service providers as per CITC guidelines. Providers will also be required to ensure CITC is advised of any planned changes in offered services.

License Duration

Unified License: The licenses proposed to be migrated to the Unified License, will have the same validity date as the existing license of that Service Provider. The licenses that are not migrated will retain their existing license duration.

Wholesale License: The current license remaining duration of the WISP and CSP license will transfer to the new Wholesale License

General Class License: The General Class License will be valid for a duration of 1 year (one year), which is automatically renewed at the end of its term. Services Authorized under the General Class License will be valid as long as the Service Provider holds a valid General Class License.

License Fees

The fees will be in accordance with CITC ‘Regulatory Framework on Fees’ published by CITC on 04/04/1440H and Council of Ministers Resolution No. 196 and any future updates to this regulation. The updated ‘License Fee Regulation’ is detailed in Annex A4 of this Public Consultation document.

Interaction between Unified, Wholesale and General Class License Service Providers

Figure 7 below summarizes the possible interaction between Unified license service providers, Wholesale license service providers and General Class License service providers

Entity	Can it sell retail services?	To whom can it sell retail?	Can it sell wholesale services?	To whom can it sell wholesale services?	Can it buy wholesale services?	From whom can it buy wholesale services?
Unified License Service Provider (USP)	✓	To retail customers	✓	USP, WSP, GSP, FSP, DSP	✓	USP, WSP, FSP, DSP
Wholesale License Service Provider (WSP)	✗		✓	USP, WSP, FSP, DSP	✓	USP, WSP, FSP, DSP
General Class License Service Provider (GSP)	✓	To retail customers	✓	GCL	✓	USP, FSP, DSP

USP: Unified License Service Provider FSP: Fixed License Service Provider
WSP: Wholesale License Service Provider DSP: Data Service Provider
GSP: General Class License Service Provider

Figure 7: Interaction between Unified, Wholesale and General Class License Service Providers

Unified License Service Providers can directly sell retail services to end users. They can also sell and/or buy wholesale services to/ from Wholesale License Service Providers and General Class License Service Providers, in addition to existing Facility Based Fixed Service Providers and Facility Based Data Service Providers.

Wholesale License service providers cannot directly sell retail services to end users. Wholesale License Service Providers can sell wholesale services to Unified License Service Providers, Facility Based Fixed Service Providers and Facility Based Data Service Providers. Wholesale License Service Providers can buy wholesale services from Unified License Service Providers, Facility Based Fixed Service Providers and Facility Based Data Service Providers.

General Class License service providers can directly sell retail services to end users. General Class License Service Providers can sell services to other General Class License Service Providers. General Class License Service Providers can buy wholesale services from Unified License Service Providers, Facility Based Fixed Service Providers and Facility Based Data Service Providers

Projected Impact

Studies of the potential impact of these changes suggest improvements in subscriber uptake and service availability, with a projected lift in ICT market revenues over alternative options of up to 5% over a five year period. In addition, employment across the economy is also projected to improve by up to 2-3% over a similar timeframe as a result of these proposed sector changes

Further benefits from the proposed regulatory and licensing regime changes include:

- Increased regulatory framework clarity
- Simplification of the regulatory and licensing regime
- Swifter access to new services for consumers
- Improved fairness and market transparency
- Clearer service provider appreciation of terms, conditions and obligations
- Increased market attractiveness for new investors
- Reduced potential market distortion between FBP's and SBPs

Q4. Do you agree with the proposed licensing framework: Unified License + Wholesale License + General Class License? If not, please explain any issues along with evidence or benchmarking data in support of your argument.

Q5. Do you agree with the proposed license term under Unified License? If not, please explain any issues along with any evidence or benchmarking data in support of your argument.

Q6. Do you agree with the proposed license term under Wholesale License? If not, please explain any issues along with any evidence or benchmarking data in support of your argument.

Q6.1 Do you think providing of wholesale telecommunications services or underlying infrastructure services in private compounds or buildings should be included under the Wholesale License? What revenue or other criteria do you think is required, for an infrastructure provider in a private compounds or buildings to come under the purview of the Wholesale License?

Q6.2 Do you agree with CITC's proposal to merge the existing CSP license under the proposed new Wholesale License? Please give your view with evidence or benchmarking data in support of your arguments.

Q7. Do you agree with the proposed license term under General Class License? If not, please explain any issues along with any evidence or benchmarking data in support of your argument.

Q7.1 Do you agree with the proposed license term of the General Class License? If not, please provide an alternative suggestion with evidence in support of your argument

Q7.2 Do you agree with the proposed validity term of the Services Authorized under the General Class License? If not, please provide an alternative suggestion with evidence in support of your argument

Q7.3 Do you agree with the proposed Service Regulation for each Service covered under the General Class License? If not, please provide an alternative suggestion with evidence in support of your argument

Q7.4 CITC is considering removing the Audio Text (700) service in the near future. Do you agree with this decision? If not, please provide an alternative suggestion with evidence in support of your argument

Q7.5 CITC is evaluating whether to retain the existing AVL service or migrate it to a future IoT Service Regulation. Do you agree with this approach? If not, please provide an alternative suggestion with evidence in support of your argument

Q7.6 Do you think any other new service should be added under the umbrella of the General Class License? Please provide your suggestion with evidence in support of your argument.

Q8. Do you have any other inputs or feedback which should be considered by CITC? Please explain with any evidence or benchmarking data in support of your argument.

10. TRANSITION OF EXISTING LICENSES

Existing Licenses and Transition Mapping

CITC currently proposes to transition existing licenses into the new licensing framework thereby ensuring license continuity with equivalent or expanded scopes of service for providers.

Service Providers holding a Unified License will be migrated to updated Unified License. The license term of the Unified License will be as per the remaining term of the Service Providers existing Unified License

Service Providers holding a Facility based Fixed Service Provider and Facility based Data Service Provider License will continue with their existing license as per the terms and conditions of their existing license.

Service Providers holding a WISP and CSP License will be migrated to the new Wholesale License, which will supersede and replace their existing WISP and CSP licenses respectively. The term of their Wholesale License will be the term remaining in their existing WISP and CSP licenses respectively

Service Providers holding all Type A and Type B Class Licenses will be migrated to the General Class License.

Service Providers holding a Class License for one or more of the services defined in Table 2 (Internet Service Provider, Network Operations Center Services, Automated Vehicle Location (AVL) Service, Call Center Service) will be migrated to the General Class License with an automatic Service Authorization for all four services defined in Table 2. This implies that the Service Provider in the future can launch one or more of the services defined in Table 2, without any additional Service Authorization.

For example, a Service Provider holding a Class License for Internet Service Provider will be migrated to a General Class License with a Service Authorization for Internet Service Provider, Network Operations Center Services, Automated Vehicle Location (AVL) Service and Call Center Service. These four Service Authorizations will be attached as Annexes to the Service Providers General Class License. Hence, post the migration to GCL, this Service Provider can now offer in addition to ISP Services also Network Operations Center Services, AVL services and Call Center Services. The Service Provider should adhere to the Service Regulations of each service that it offers. The Services Regulations for each of the services covered under the GCL license, can be found in the Annex to this Public Consultation document.

Service Providers holding a Class License for one or more of the services defined in Table 1 (other than the services defined in Table 2), will be migrated to the General Class License with an automatic Service Authorization for the four services defined in Table 2, and an additional Service Authorization for the Class Licensed service that the Service Provider previously held.

For example, a Service Provider holding a Class License for Broadband Satellite Service will be migrated to a General Class License with a Service Authorization for Internet Service Provider, Network Operations Center Services, Automated Vehicle Location (AVL) Service, Call Center Service and Broadband Satellite Service. These five Service Authorizations will be attached as Annexes to the Service Providers General Class License. Hence, post the migration to GCL, this Service Provider can now offer in addition to Broadband Satellite Services also ISP Service, Network Operations Center Services, AVL services and Call Center Services. The Service Provider should adhere to the Service Regulations of each service that it offers. The Services Regulations for each of the services covered under the GCL license, can be found in the Annex to this Public Consultation document.

Table 3 Proposed license mapping to new licenses

Current License	Migrated to New License	Notes
Unified License	Unified License (UL)	
Facility Based Fixed Service Provider	----	Status quo maintained as per terms & conditions of existing

		license
Facility Based Data Service Provider	----	Status quo maintained as per terms & conditions of existing license
CSP	Wholesale License (WL)	CSP license will be withdrawn after transition
WISP	Wholesale License (WL)	WISP license will be withdrawn after transition
ISP	General Class License (GCL)	GCL + Service Authorization
MVNO/ IoT VNO	General Class License (GCL)	GCL + Service Authorization
Digital Certification	General Class License (GCL)	GCL + Service Authorization
VSAT	General Class License (GCL)	GCL + Service Authorization
BBsat	General Class License (GCL)	GCL + Service Authorization
GMPCS Operator	General Class License (GCL)	GCL + Service Authorization
GMPCS Provider	General Class License (GCL)	GCL + Service Authorization
Mobile cellular on Aircraft	General Class License (GCL)	GCL + Service Authorization
Internet on Aircraft	General Class License (GCL)	GCL + Service Authorization
Bulk SMS Services	General Class License (GCL)	GCL + Service Authorization
Audio text (700) Services	General Class License (GCL)	GCL + Service Authorization
Call Centre Services	General Class License (GCL)	GCL + Service Authorization
NOC Services	General Class License (GCL)	GCL + Service Authorization
Automated Vehicle Location (AVL) Services	General Class License (GCL)	GCL + Service Authorization
IXP	General Class License (GCL)	GCL + Service Authorization
Fixed Voice Reselling	General Class License (GCL)	GCL + Service Authorization
International Cable Landing Station	General Class License (GCL)	GCL + Service Authorization
Electronic Calling Services	Withdrawn	Status quo maintained till expiry of current license
Electronic Wallet	Withdrawn	Status quo maintained till expiry of current license
Prepaid Card	Withdrawn	Status quo maintained till expiry of current license

Q9. Do you agree with the described approach to the transition of current provider licenses to the new licenses? If not, please explain any issues along with evidence or benchmarking data in support of your argument.

II. TIMING OF LICENSE TRANSITION

CITC is of the view that supporting parallel licensing regimes in the market over an extended period should be avoided. For this reason, CITC is proposing to transition applicable licenses to the new licenses as soon as possible.

Existing licensees eligible to migrate to the new Unified License as per Section 9, will be issued with the new Unified License. There shall be no refund of fees by CITC for cancelled licenses nor shall any additional license fees be charged by CITC for the transition to the new Unified License.

See Section 9 for further details on mapping of licenses.

Where a license type is to be withdrawn, providers with such licenses will be permitted to offer the services authorized under those licenses for 12 months following the issuance of the relevant Decision. This shall include providers whose current license term expire in less than 12 months from the date of that Decision. During that time, the licensee shall undertake such arrangements as are necessary to comply with the revised licensing framework.

In the absence of an application for transition within the prescribed period, CITC shall reserve the right to determine the license type(s) for such service providers at any time after that date. In order to encourage early migration to the new licensing framework and to ensure ongoing market stability, CITC shall not award any additional scarce resources including numbers and spectrum to any service provider until such time as any existing (legacy) license transition has been confirmed in writing with the Commission.

Spectrum and numbering licenses are administered under separate procedures by the Commission. Where spectrum and numbers are authorized for the provision of a licensed service, such authorizations shall transition to the new license.

Question 10: Do you agree with the proposed timing for the transition? If not, please explain any issues and describe any alternatives along with evidence or benchmarking data in support of your argument and proposal.

12. AMENDMENTS TO REGULATIONS

Amendments to the current Regulations are required to support the proposed changes. Details of the draft amendments appear in Annex A1 to A27 to this public consultation document. These include:

Update to the ByLaw

Item	Bylaw	Action	Status	Annex in PC
1	Bylaws	Minor revision	Draft for comment	Annex [A1]

Major change to Regulations

Item	Regulatory Framework	Action	Status	Annex in PC
1	RF on License Classification	Major change	Superseded by 'License Classification Regulation' – where details of the UL, WL and GCL are defined along with General and Special Conditions for each UL, WL and GCL	Annex [A3]

Minor change to Regulations

Item	Regulatory Framework	Action	Status	Annex in PC
1	RF on Fees for FB UL	Minor revision	Superseded by CITC RF on Fees (published on Jan 2019) – to be further updated to 'License Fee Regulation'	Annex [A4]
2	Quality of Service Rules	Minor revision	Draft for comment	Annex [A6]
3	WiFi Regulations	Minor revision	Draft for comment	Annex [A7]
4	National Numbering Plan	Minor revision	Draft for comment	Annex [A22]
5	Interconnection Rules	Minor revision	Draft for comment	Annex [A27]

Regulations to be withdrawn

Item	Regulatory Framework	Action	Status	Annex in PC
1	Rules of Procedure	To be withdrawn		--

2	RF on Carrier Selection	To be withdrawn	Obsolete - Legacy service. To be replaced by Fixed Voice Reselling (Annex A23)	--
3	RF on Unbundling	To be withdrawn	Obsolete - RF expired due to sunset clause	--
4	Broadband Powerline (BPL) Rules	To be withdrawn	Obsolete	--

New Regulations

Item	Regulatory Framework	Action	Status	Annex in PC
1	Net Neutrality	New	Initial feedback from market sought. It is not yet decided if Net Neutrality regulations should be introduced or not at this stage	Annex [A26]

New Wholesale License

Item	License	Action	Status	Annex in PC
1	Wholesale Service Regulations	Minor revision	Draft for comment	Annex [A5]

Licenses to be covered under General Class License

Item	Licenses	Action	Status	Annex in PC
1	Internet Service Provider	Service Regulations under GCL	Draft for comment	Annex [A8]
2	MVNO & IoT VNO Rules & Conditions	Service Regulations under GCL	Draft for comment	Annex [A9]
3	Broadband Satellite license	Service Regulations under GCL	Draft for comment	Annex [A10]
4	VSAT	Service Regulations under GCL	Draft for comment	Annex [A20]
5	GMPCS-Provider	Service Regulations under	Draft for comment	Annex [A11]

		GCL		
6	GMPCS-Operator	Service Regulations under GCL	Draft for comment	Annex [A12]
7	Digital Certification Services License	Service Regulations under GCL	Draft for comment	Annex [A21]
8	Mobile Service on Aircraft	Service Regulations under GCL	Draft for comment	Annex [A15]
9	Internet Service on Aircraft	Service Regulations under GCL	Draft for comment	Annex [A16]
10	Bulk SMS Services	Service Regulations under GCL	Draft for comment	Annex [A17]
11	Audio Text (700) Services	Service Regulations under GCL	Draft for comment	Annex [A18]
12	Call Center Services	Service Regulations under GCL	Draft for comment	Annex [A13]
13	Network Operations Centers	Service Regulations under GCL	Draft for comment	Annex [A14]
14	Automated Vehicle Location (AVL)	Service Regulations under GCL	Draft for comment	Annex [A19]

New Services introduced under General Class License

Item	New Services	Action	Status	Annex in PC
1	IXP	New - Service Regulations under GCL	Draft for comment	Annex [A24]
2	Fixed voice reselling	New - Service Regulations under GCL	Draft for comment	Annex [A23]
3	International Cable Landing Station (ICLS)	New - Service Regulations under GCL	Draft for comment	Annex [A25]

Existing Licenses to be withdrawn

Item	License	Action	Status	Annex in PC
1	Carrier Service Provider (CSP)	Migrated to Wholesale License	Superseded by Wholesale License	Annex A3
2	Wholesale Infrastructure Services Provider (WISP)	Migrated to Wholesale License	Superseded by Wholesale License	Annex A3
3	Electronic Wallet Services	To be withdrawn	Obsolete	--
4	Prepaid Card Services	To be withdrawn	Obsolete	--
5	Electronic Calling Service	To be withdrawn	Obsolete	--

ANNEX A UPDATES TO LICENSES AND REGULATIONS

Annex	Title
Statutes:	
Annex [A1]	Bylaws
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Definition of Unified License, Wholesale License and General Class License • Defining that Unified License and Wholesale License shall be classified under Individual License • Defining that General Class License shall be classified under Class License • Other minor changes
Regulations:	
Annex [A4]	License Fee Regulations This Regulation supersedes and replaces the previous 'Regulatory Framework on License Fees' published in Jan 2019.
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Replaced the term 'Licensee' with 'Service Provider' • Replaced the term 'Class License' with 'General Class License' • Added the new services to the License Fee regime in clause 2.5 <ul style="list-style-type: none"> ○ Wholesale Services • Update table on Fees for issuance and renewal of license with <ul style="list-style-type: none"> ○ Wholesale License ○ General Class License ○ Added: Internet Service on Airplanes in KSA Airspace ○ Added: Mobile Communication Service onboard Aircraft in KSA ○ Added: IXP Services ○ Added: International Cable Landing Station Services ○ Added: Fixed Voice Reselling Services ○ Renewal fee for VSAT and GMPCS deleted from this table • Updated table on 'Annual Fees for provision of services applicable until 31-Dec-2020' <ul style="list-style-type: none"> ○ Combined fees for these four services: ISP, AVL, Call Center, NOC ○ Added: IXP Services ○ Added: International Cable Landing Station Services ○ Added: Fixed Voice Reselling Services ○ Added: Digital Certification Services • Added section on Fees for Handling Complaints • Added section on Fees for Frequencies • Added note that Fees for Frequencies will continue to be administered by the current regulation on this subject
Annex [A6]	Quality of Service Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to 'Quality of Service Regulations' • Update of definition of FBP, Wholesale Services, Reference Offer • Replace the reference to 'Regulatory Framework' to 'Regulations' • Note: There are no changes to the technical or operational KPIs in this document • Note: This Annex is not included in this Public Consultation since CITC is

	undertaking a detailed study of all infrastructure related regulations which will be published at a later point in time
Annex [A7]	WiFi Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to 'WiFi Regulations' • Inserted table of contents • Updated clause 3.2 to include Unified License for outdoor service • Updated clause 5.1 to replace ISPs with Service Providers • Note: There are no changes to the technical or operational KPIs in this document • Note: This Annex is not included in this Public Consultation since CITC is undertaking a detailed study of all infrastructure related regulations which will be published at a later point in time
Annex [A22]	National Numbering Plan
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Defined the term Fixed Service Provider and Mobile Service Provider • Replace the term 'Mobile Licensee' with 'Mobile Service Provider' • Replace the term 'Fixed Licensee' with 'Fixed Service Provider' • Replace the term 'Fixed and Mobile Licensee' with 'Fixed and Mobile Service Provider' • Defined the term 'E.164' • Note: There are no changes to the technical or operational KPIs in this document • Note: This Annex is not included in this Public Consultation since CITC is undertaking a detailed study of all infrastructure related regulations which will be published at a later point in time
Annex [A27]	Interconnection Rules
	<p>Summary of Changes</p> <ul style="list-style-type: none"> • Add the definition of 'Fixed Voice Reselling' to Annex B as a new line item • Note: There are no changes to the technical or operational KPIs in this document • Note: This Annex is not included in this Public Consultation since CITC is undertaking a detailed study of all infrastructure related regulations which will be published at a later point in time
Annex [A26]	Net Neutrality
	<p>Summary of Changes</p> <ul style="list-style-type: none"> • New discussion document with questions to gather market feedback on potential Net Neutrality regulation
Licenses:	
Annex [A3]	License Classification Regulations. This Regulation supersedes and replaces the previous Regulatory Framework on License Classification. This Annex describes in detail the new licensing framework and the General Conditions for all Licensees, and the relevant conditions for each of the Unified License, Wholesale License and General Class License
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Definition of key terms • Definition of Unified License, Wholesale License and General Class License in line with the definitions in the ByLaw • Defining the Regulations for each of Unified License, Wholesale License and

	<p>General Class License</p> <ul style="list-style-type: none"> • Defining the services permitted under each of the above licenses • Defining the General Conditions for all licensees • Mapping of existing licenses to the new Licensing Framework • Draft template for Unified License, Wholesale License, General Class License and Service Authorization under the General Class License
Annex [A2]	Draft of CITC decision to migrate existing licenses to new Licensing Framework
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Table with details of how existing licenses are migrated to the new licensing framework
Annex [A5]	Wholesale Service Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Set of regulations to be adhered to by all Wholesale Licensed Service Provider • Special requirements for applicants for a Wholesale License
Annex [A8]	Internet Service Provider (ISP) Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to 'Internet Service Provider (ISP) Regulations' • Inserted table of contents • Defined the term 'Service Provider' • Updated the term 'Licensee' to 'Service Provider' • Updated the term 'Special Conditions' to 'Service Regulations' • Included a clause 'Duration of Service Authorization' • Included a clause on 'Service Authorization'
Annex [A9]	MVNO and IoT-VNO Services Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to 'MVNO and IOT VNO Services Regulations' • Inserted table of contents • Updated the term 'Licensee' to 'Service Provider' • Updated the term 'Special Conditions' to 'Service Regulations' • Updated the term 'License' to 'General Class Licensed provider with a Service Authorization' • Included a clause on 'Service Authorization' • Added new section on 'Requirements to get a Service Authorization' based on the 'Conditions for obtaining a MVNO and IoT VNO License' document • Note: CITC is currently undertaking a public consultation process on a further update to the IoT Regulations. The output of this process will be subsequently updated in this document
Annex [A10]	Broadband Satellite Provider Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to 'Broadband Satellite Service Regulations' • Inserted table of contents • Updated the term 'Licensee' to 'Service Provider' • Updated the term 'Special Conditions' to 'Service Regulations' • Updated the term 'License' to 'General Class Licensed provider with a Service

	<p>Authorization’</p> <ul style="list-style-type: none"> • Included a clause on ‘Service Authorization’ • Added new section on ‘Requirements to apply for a Service Authorization for BB Satellite Services’ based on the existing requirements to obtain the BB Satellite license
Annex [A11]	GMPCS Provider Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to ‘Provision of Global Mobile Personal Communication Services (GMPCS) Regulations’ • Inserted table of contents • Updated the term ‘Licensee’ to ‘Service Provider’ • Updated the term ‘Special Conditions’ to ‘Service Regulations’ • Updated the term ‘License’ to ‘General Class Licensed provider with a Service Authorization’ • Included a clause on ‘Service Authorization’ • Deleted generic sections on conditions of licenses, start date, quality of service, disaster recovery etc, that is now covered by the General Conditions for all licenses • Reference made to ‘License Fee Regulation’
Annex [A12]	GMPCS Operator Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to ‘Operations Systems and Networks of (GMPCS) Regulations’ • Inserted table of contents • Updated the term ‘Licensee’ to ‘Service Provider’ • Updated the term ‘Special Conditions’ to ‘Service Regulations’ • Updated the term ‘License’ to ‘General Class Licensed provider with a Service Authorization’ • Included a clause on ‘Service Authorization’ • Deleted generic sections on conditions of licenses, start date, quality of service, disaster recovery etc, that is now covered by the General Conditions for all licenses • Reference made to ‘License Fee Regulation’
Annex [A13]	Call Center Services Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to ‘Call Center Service Regulations’ • Inserted table of contents • Updated definition of Call Center Services • Included a clause on ‘Service Authorization’
Annex [A14]	Network Operations Centers Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to ‘Network Operations Center Service Regulations’ • Inserted table of contents • Updated definition of ‘Network Management and Control’ • Included a clause on ‘Service Authorization’
Annex [A15]	Mobile Service on Aircraft Regulations
	Summary of changes

	<ul style="list-style-type: none"> • Changed the name of the document to 'Mobile Communication Service onboard Aircraft in KSA Regulations' • Inserted table of contents • Included a clause on 'Service Authorization'
Annex [A16]	Internet Service on Aircraft Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to 'Internet Services on Airplanes in KSA Airspace Regulations' • Inserted table of contents • Included a clause on 'Service Authorization'
Annex [A17]	Short Messaging Service Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to 'Short Messaging Service Regulations' • Inserted table of contents • Updated definition of 'SMS Service' • Included the definition of 'Service Provider' • Included a clause on 'Service Authorization' • Reference made to 'License Fee Regulation'
Annex [A18]	Audio Text (700) Services Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to 'Audio Text (700) Service Regulations' • Inserted table of contents • Included a clause on 'Service Authorization' • Updated the term 'Licensee' to 'Service Provider'
Annex [A19]	Automated Vehicle Location (AVL) Services Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to 'Automated Vehicle Location (AVL) Service Regulations' • Inserted table of contents • Included a clause on 'Service Authorization' • Updated the term 'Licensee' to 'Service Provider' • Note: CITC is currently evaluating whether to retain the AVL service or migrate this service under a future IoT Service Regulation
Annex [A20]	VSAT Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to 'VSAT System Communication Service Regulations' • Inserted table of contents • Updated the term 'Licensee' to 'Service Provider' • Updated the term 'Special Conditions' to 'Service Regulations' • Updated the term 'License' to 'General Class Licensed provider with a Service Authorization' • Included a clause on 'Service Authorization' • Reference made to 'License Fee Regulation'
Annex [A21]	Digital Certification Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Changed the name of the document to 'Digital Certification Services Regulations'

	<ul style="list-style-type: none"> • Inserted table of contents • Updated the term 'Licensee' to 'Service Provider' • Updated the term 'Special Conditions' to 'Service Regulations' • Updated the term 'License' to 'General Class Licensed provider with a Service Authorization' • Included a clause on 'Service Authorization' • Reference made to 'License Fee Regulation'
Annex [A24]	IXP Internet Exchange Point Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Service Regulation for a new service to be introduced – Internet Exchange Point IXP
Annex [A23]	Fixed voice reselling Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Service Regulation for a new service to be introduced – Fixed Voice Reselling
Annex [A25]	International Cable Landing Station ICLS Regulations
	<p>Summary of changes</p> <ul style="list-style-type: none"> • Service Regulation for a new service to be introduced – International Cable Landing Station ICLS