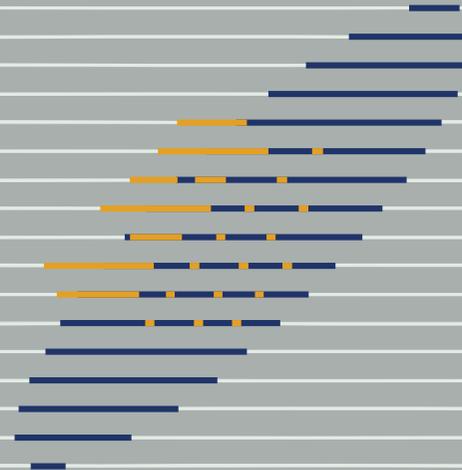




2009

ANNUAL REPORT



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



His Royal Highness

Naif Bin Abdulaziz Al Saud

Second Deputy Prime Minister &
Minister of Interior



His Royal Highness

Crown Prince Sultan Bin Abdulaziz Al Saud

The Deputy Premier & The Minister of Defence &
Aviation & Inspector General



Custodian of the Two Holy Mosques

King Abdullah Bin Abdulaziz Al Saud



A model of the CITC's new building in Riyadh which is expected to be completed in 2012

THE CITC BOARD OF DIRECTORS	8
CHAIRMAN'S STATEMENT	10
GOVERNOR'S STATEMENT	11
VISION AND MISSION	12
1 EXECUTIVE SUMMARY	16
2 THE ICT SECTOR IN THE KINGDOM OF SAUDI ARABIA	20
3 ORGANIZATIONAL STRUCTURE AND MANPOWER	32
4 KEY ACTIVITIES AND ACHIEVEMENTS	36
5 STUDIES UNDERTAKEN BY CITC	50
6 WORK PROGRAM FOR 2010	54

APPENDICES

Appendix A: Board of Directors Resolutions	58
Appendix B: CITC Decisions	59
Appendix C: Public Consultations	61
Appendix D: Other Activities	62
Appendix E: Events and Meetings	64
Appendix F: Licenses Issued	67
Appendix G: CITC Websites	75
Appendix H: Code of Ethics and Professional Conduct	76
Appendix I: CITC Financial Accounts	77

CITC BOARD



H.E. Eng. Mohammed Jamil Mulla
Minister of Communications and
Information Technology
Chairman



H.E. Dr. Abdulrahman A. Al-Jafary
Governor of CITC
Deputy Chairman



Dr. Abdullah A. Al-Rasheed
King Abdulaziz City for Science and
Technology



Mr. Ali S. Al-Hedaithi
Ministry of Finance



Mr. Ahmed H. Bedaiwi
Ministry of Trade and Industry



Mr. abdullazez hussein al hussein
Ministry of Communications and
Information Technology



Dr. Assad S. Abdo
Private Sector



Dr. Jameel Abdullah Al Jishi
Private Sector



Mr. Saleh Eid Al Hussein
Private Sector



Meeting of the Board of Directors chaired by His Excellency the Minister of Communications and Information Technology (Chairman of the Board)

CHAIRMAN'S STATEMENT

Developments in the global information and communications technology (ICT) industry are continuing to accelerate, bringing about a great variety of new services. Greater availability and adoption of ICT services, better quality and more secure uses are increasingly prevalent. Service providers are adapting their strategies and reordering their priorities to satisfy new requirements of customers, be they individuals or organizations. As the world rapidly evolves, access to a modern ICT infrastructure supported by strong regulation is integral to reducing geographic and cultural barriers and furthering knowledge which helps to bridge gaps between cultures, economies and societies in general.

Saudi Arabia has not been insulated from these global trends. The state of its ICT sector is now among the most advanced. The evolution of a competitive environment has resulted in greater investment, more service providers, a variety of innovative services, improved quality, lower costs and greater accessibility, all of which have had a positive impact on employment and the national economy.

Over the last few years, the Communications and Information Technology Commission (CITC) has played a leading role in liberalizing the ICT sector in the Kingdom, opening it to competition, regulating the telecom services market and promoting IT adoption, developing regulations and procedures, promoting competition, providing consumer protection, overseeing network infrastructure, development, and ensuring fair competition and availability of reliable services.

In the coming year, we hope, to continue our efforts, and to accomplish even more to encourage rapid development of the ICT sector, including in particular extending universal access and universal service/access in remote areas that are currently underserved and not commercially feasible to serve. This will not be possible without the continuing great support extended to the ICT sector by the Government of the Custodian of the Two Holy Mosques. Universal Service Policy aims at providing voice, Internet and broadband services in all parts of the Kingdom, thereby enabling the development of an advanced knowledge society, capable of contributing creatively at the national and global levels.

On behalf of the Board of Directors, I am pleased to present the CITC Annual Report for the fiscal year 1430/1431H (2009 AD). This report describes the activities and achievements of the Commission during the year. I take this opportunity to thank the members of the Board of Directors, HE the Governor, and all the employees of the Commission for their efforts in striving to meet the CITC objectives. Further, I also ask God, the Almighty, to protect our dear country, and help us all to do our work with honesty and sincerity, so as to continue to excel and work towards achieving expectations.

Eng. Mohammed Jamil A. Mulla

Chairman of the Board

GOVERNOR'S STATEMENT

The communications and information technology sector has witnessed significant developments in the past few years, in terms of service availability, consumer choices, quality of service, and reduced prices. These positive developments are the direct result of sector reforms and market liberalization led by CITC as telecom regulator and IT promoter. To foster development of the ICT sector, the Commission has worked towards creating a positive, transparent and fair regulatory environment.

Since its establishment in 2001, the Commission has been working to implement Government policies for ICT sector liberalization, which in turn is helping to promote economic development and social welfare and to raise the standard of living in the Kingdom. The Commission maintains its firm commitment to its established principles of fairness, transparency, consultation, and a balanced approach in order to safeguard the public interest and the interests of all stakeholders, including consumers, service providers, and investors.

This report reviews the major CITC activities and achievements during fiscal year 2009, divided into five main streams i.e., promoting competition and sector development, consumer protection, management of scarce resources, regulatory environment and transparency, and universal service.

In promoting competition and developing the ICT sector, CITC has issued a second license to provide fixed telecommunications services to Atheeb Company which launched its services commercially in the first half of 2009. Furthermore, the Commission continued with its ongoing activities in sector regulation, internet services supervision, and domain names registration.

In the area of consumer protection, CITC continued to regulate tariffs, monitor the quality of service, handle consumers' complaints, address violations of the Telecom Act, provide IT security and Internet filtering services, and supervise the provision of telecom services to pilgrims. In addition, the Commission has issued the regulatory framework for emergencies and disaster recovery, as well as the national guidelines for human exposure to electromagnetic fields.

With regards to scarce resources, CITC continued its tasks of spectrum management, National Frequency Plan implementation National Numbering Plan management, and regulatory and technical framework development for network rollout, rights of way, and facility sharing.

With respect to transparency and the regulatory environment, CITC continued to amend and update its regulatory frameworks, to conduct public consultations, to publish its regulatory decisions and market indicators, to communicate openly with media, and to interact proactively with the public.

Finally, the Universal Service Fund published its strategic plan, and launched its first pilot project by initiating a competitive selection process for a contract to be awarded and implemented in 2010.

In conclusion, I would like to pay tribute to the continued support of the Government of the Custodian of the Two Holy Mosques. I also wish to thank His Excellency, the Chairman of the Board, the Board members, all CITC staff, and all who contributed to the success of the Commission by sharing their views and suggestions to help CITC in its pursuit towards meeting its mission and objectives.

Dr. Abdulrahman A. Al-Jafary

CITC Governor

Vision



Universally available, high quality and affordable
communications and information technology services



Mission

- Provide a fair, clear and transparent regulatory environment to promote competition, safeguard public interest and stakeholder rights
- Enable universal availability of advanced ICT services and optimize utilization of scarce resources
- Increase ICT awareness and usage to enhance national efficiency and productivity
- Build a professional and motivated CITC team.



The CITC's headquarter building on King Fahad Road in Riyadh

I. EXECUTIVE SUMMARY

This report highlights CITC's major activities and achievements during Fiscal Year 2009. It reviews the evolution of the ICT sector and the regulatory environment, the Board members, the CITC's vision and mission, and the organization, structure, and manpower.

The Report also covers the key activities and accomplishments during the reporting period, divided into five main streams as follows:

Promotion of competition and sector development:

- Issuing the second fixed telecom license and supporting the service launch.
- Initiating a project to stimulate broadband penetration.
- Updating the Reference Interconnection Offer - RIO (4th edition), and the Reference Offer for Data Access - RODA (2nd edition).
- Developing a regulatory framework for telecom market definition, designation and dominance.
- Preparing a regulatory framework for mergers, acquisitions and bankruptcy in the ICT Sector
- Developing draft guidelines for number portability.
- Supervising internet service and Saudi domain names registration.
- Raising national readiness for the transition to IPv6.
- Implementing a program to support the national IT industry.

Consumer Protection:

- Addressing 9400 user complaints, and 1200 violations of the Telecom Act.
- Tariff regulation.
- Updating the quality of service indicators and following up implementation.

- Developing an automated system for monitoring the quality of internet services.
- Filtering of internet services.
- Preparing draft anti-SPAM guidelines.
- Providing information security services.
- Issuing the "Regulatory Framework for Disaster Recovery Planning for the ICT Industry in Saudi Arabia".
- Revising the technical specifications for ICT equipment.
- Issuing the "National Guidelines for Human Exposure to Radiofrequency Electromagnetic Fields."
- Supervising provision of telecom services to pilgrims at the Holy Sites.
- Launching a public awareness campaign on the proper use of ICT products and services.

Management of Scarce Resource:

- Spectrum management and following up the implementation of the National Frequency Plan (NFP).
- Updating and managing the National Numbering Plan (NNP).
- Preparing regulatory and technical frameworks and standards for rights of way, and outside plant co-location.

Regulatory Environment and Transparency:

- Updating the regulatory environment.
- Issuing 29 regulatory decisions (Appendix B).
- Conducting 8 public consultations (Appendix C).
- Publishing periodic ICT sector indicators.

Universal Service:

- Preparing a draft strategic plan to provide Universal Service/Access.
- Issuing tender documents for the Universal Service pilot project.

The report also highlights studies conducted by CITC and concludes with a list of programs for 2010.

The report includes several appendices: major Board resolutions; CITC decisions; public consultations; other CITC activities; events and meetings; licenses issued, the CITC "Code of Professional Conduct and Ethics"; and the financial statement for fiscal year 2009.



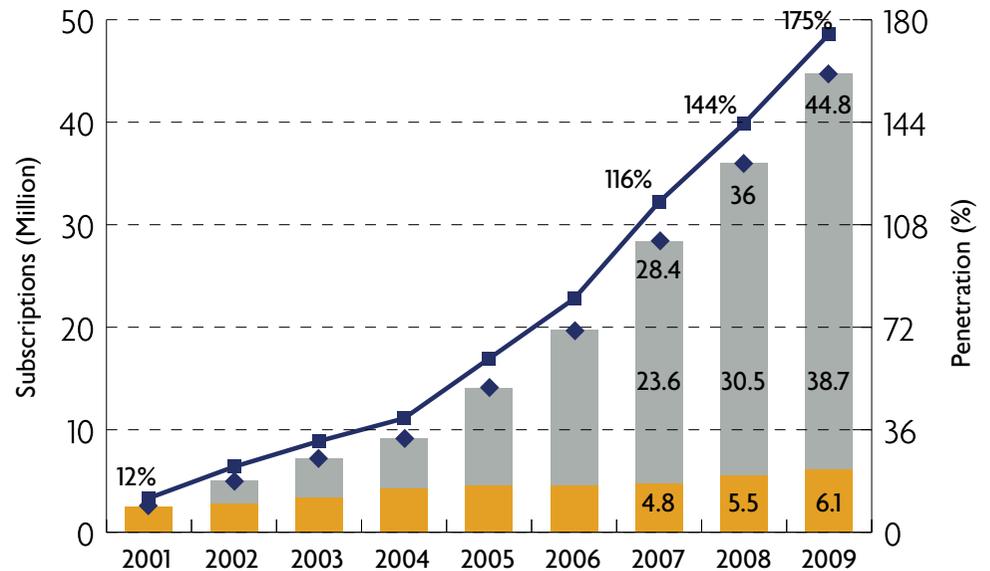
2. THE ICT SECTOR IN THE KINGDOM OF SAUDI ARABIA

2.1 Sector Evolution

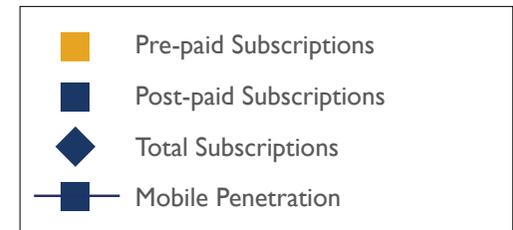
2.1.1 Mobile Telecommunications Market

Competition in the mobile telecommunications market, which started in 2005, has resulted in major developments in terms of service offerings, quality of service, customer care, reduced prices, and subscriber growth. The total number of mobile subscriptions grew to around 44.8 million by the end of 2009, up from only 2.5 million when CITC was established in 2001. The compound annual growth rate (CAGR) for the last eight years is around 43%. Figure (I-A) depicts the mobile subscription evolution from 2001 to 2009. By the end of 2009, mobile penetration in Saudi Arabia stood at 175% which is higher than the world average of 67%, the developing countries average of 57% and the developed countries average of 114%.

Figure (I-A): Mobile Service Market Growth - Total Subscriptions (2001-2009)



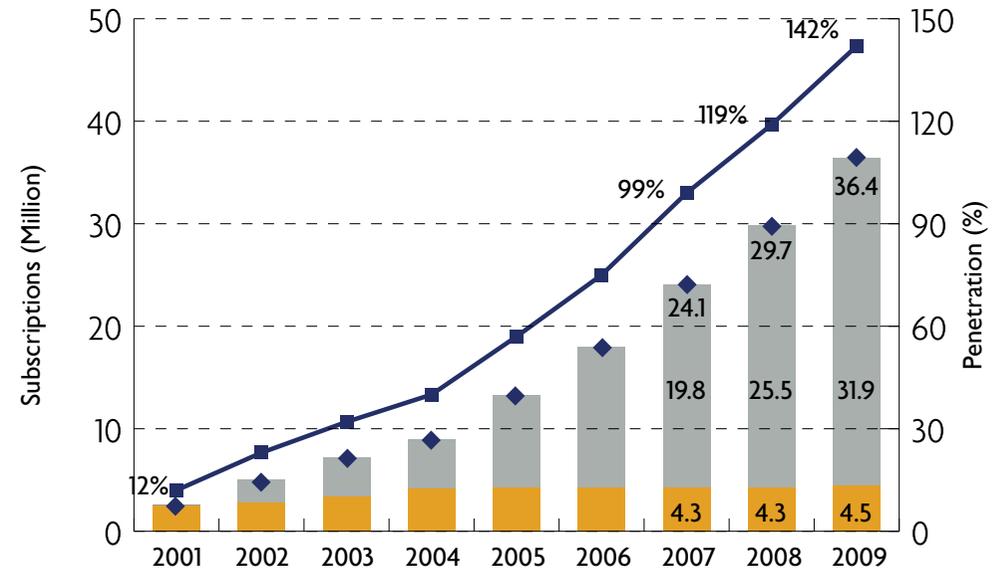
Source: Based on numbers reported by mobile service providers



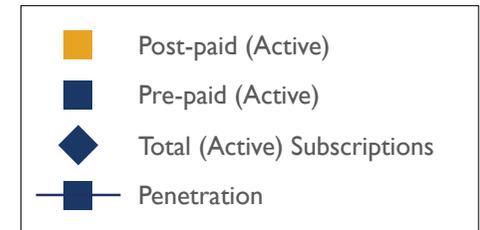
Prepaid subscriptions constitute the majority (86%) of all mobile subscriptions, in line with the trend in other similar markets around the world. Prepaid subscriptions include the temporary addition of about 2 million pilgrims and visitors (mostly in the second half of the year).

It should be pointed out that the subscription numbers shown in Figure (I-A) are based on raw data reported by the mobile service providers. Total active subscriptions based on the CITC 90-day activity rule are estimated to be around 19% less than the total raw subscriptions for 2009. Figure (I-B) shows the growth of active subscriptions in the Saudi market. Active mobile subscriptions reached around 36.4 million by the end of 2009 which translates into a penetration rate of around 142% or 142 active subscriptions per 100 inhabitants.

Figure (I-b): Mobile Market Growth – Active Subscriptions (2001-2009)



Note: Estimates Of Active Subscriptions Are Based On Citc's Market Field Surveys And Numbers Reported By Mobile Service Providers.

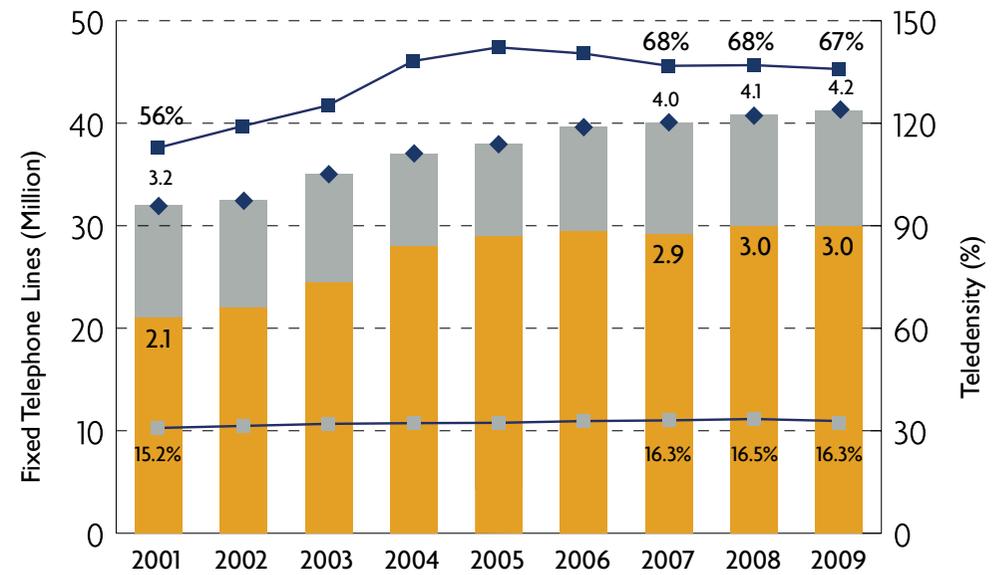


2.1.2 Fixed Telephony Market

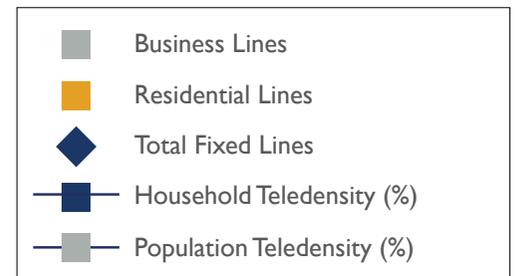
Figure (2) below shows the evolution of fixed telephone service in Saudi Arabia from 2001 to 2009. Fixed telephone lines stood at 4.17 million at the end of 2009, of which around 3 million or 72% were residential lines. This represents a household teledensity of around 67%, or 67 residential lines for every 100 households. The population teledensity is around 16.3% or 163 telephone lines for every 1000 inhabitants. This is slightly lower than the world average of 17.8%, but is higher than the Arab World average of 10.5% and the developing countries average of 13.5%.

The slight decline in residential fixed telephone lines is attributable to the reduced demand for fixed services caused by the increased adoption of mobile services, as telecommunications is becoming more personal and focused on the individual (rather than a shared household service). This migration or "fixed-to-mobile substitution" is a global trend witnessed in many countries. Furthermore, the growth of broadband subscriptions has reduced the need for more than one line in a household, as a broadband connection negates the need for a separate fixed telephone line for dialup Internet access.

Figure (2): Fixed Telephone Market Evolution (2001-2009)



Note: Population teledensity is calculated by dividing total fixed telephone lines by the population, while household teledensity is calculated by dividing only residential lines by the number of households.



2.1.3 Broadband Services Market

Broadband subscriptions have grown 43-fold over the last 4 years, from 64,000 in 2005 to over 2.75 million at the end of 2009, as depicted in Figure (3). This represents a CAGR of around 156% annually over the last four years (2005-2009). The broadband penetration rate stood at around 10.8% of population at the end of 2009, or 108 broadband connections for every 1000 inhabitants.

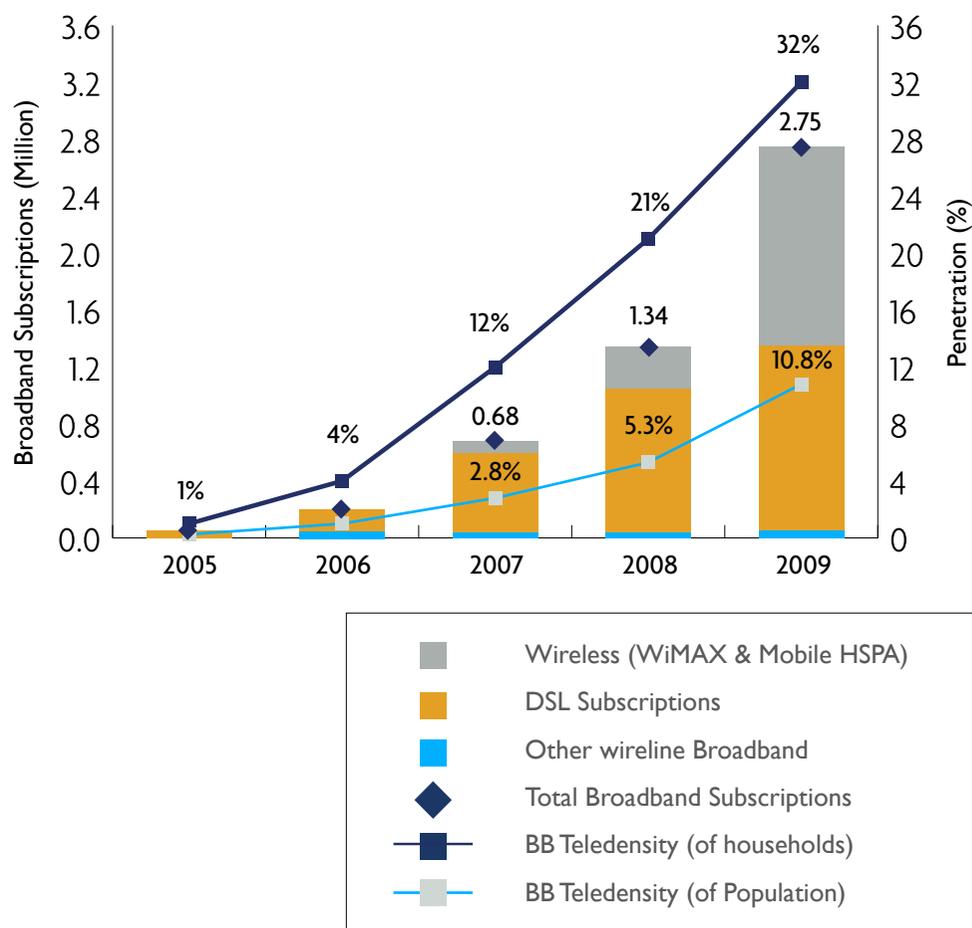
Broadband household penetration is a more relevant indicator as a single broadband connection in a house can provide high speed data access to all members of a household. At the end of 2009, household broadband penetration stood at around 32%, assuming that 80% of wireline broadband connections and 25% of wireless broadband subscriptions are for residential use, with the rest being either for business or individual use only. This means that around a third of all households in Saudi Arabia have a broadband connection.

As evident from Figure (3), most broadband growth in 2009 was due to a phenomenal increase in wireless broadband connections, which grew by around 488% during 2009 to over 1.41 million wireless broadband subscriptions, which translates to over 51% of all broadband connections. In contrast, while digital subscriber lines (DSL) grew by over 30% in 2009, their share of broadband subscriptions was reduced from 74% in 2008 to around 47% at the end of 2009. Other wireline broadband connections are marginal constituting less than 2% of broadband subscriptions.

Despite the high growth rates over the last few years, there is high potential for more growth in broadband services. The broadband market is significantly underserved in many suburban and rural areas. With the opening of the fixed telecommunications market to competition, the intense competition in mobile

broadband offerings, and the increased consumer demand for fast internet connections, the broadband market is expected to continue to grow at a fast pace, as the mobile and fixed service providers continue to roll out their broadband networks with competitors fulfilling the growing demand.

Figure (3): Broadband Market Evolution (2001 -2009)

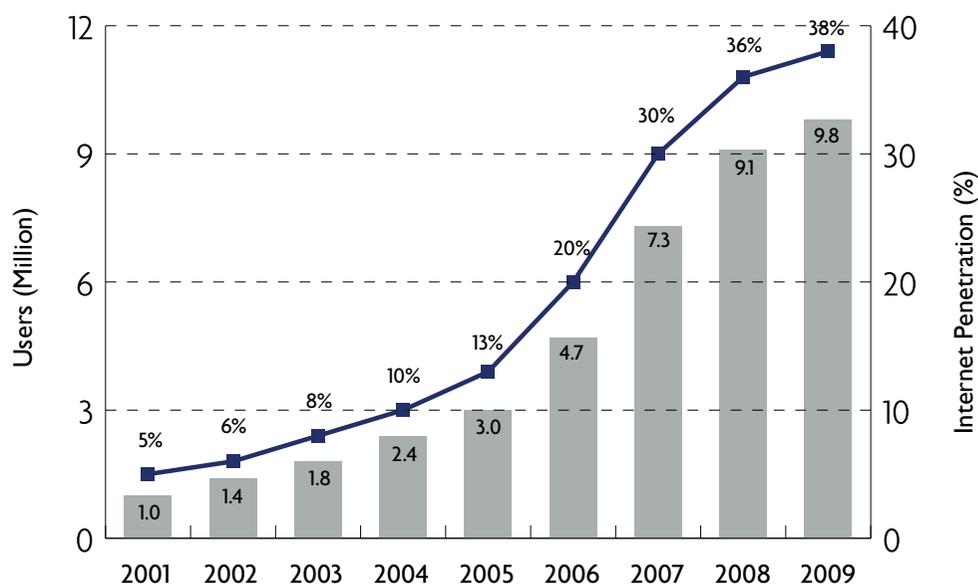


2.1.4 Internet Services Market

The number of internet users grew from around 1 million in 2001 to an estimated 9.8 million at the end of 2009, a ten-fold increase in 8 years, as shown in Figure (4). This corresponds to a CAGR of around 33% over the eight years period (2001-2009). internet penetration increased to 38.3% of the population by the end of 2009 or 383 Internet users for every 1000 inhabitants. This internet penetration rate is lower than that of the developed countries (64%), but is well above the world average (26%), and more than double the averages of the developing countries (17.5%) and the Arab world (18%).

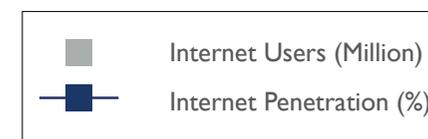
This rapid growth of internet users in Saudi Arabia is attributable to increased public awareness, growth in broadband availability, decreasing costs of personal computers and internet access, and enhanced usefulness of the internet brought about by increased availability of local content, of Arabic language sites, and of e-services such as online banking, e-commerce, and e-government applications.

Figure (4): Internet Market Evolution (2001-2009)



Notes:

- 1) For years 2001-2006: CITC estimates based on reported Internet connections (dial-up and broadband).
- 2) 2007 and 2008: Based on the results of two major field surveys of the Internet market commissioned by CITC.
- 3) 2009: CITC estimate (projection) based on the results of the two field surveys of 2007 and 2008.

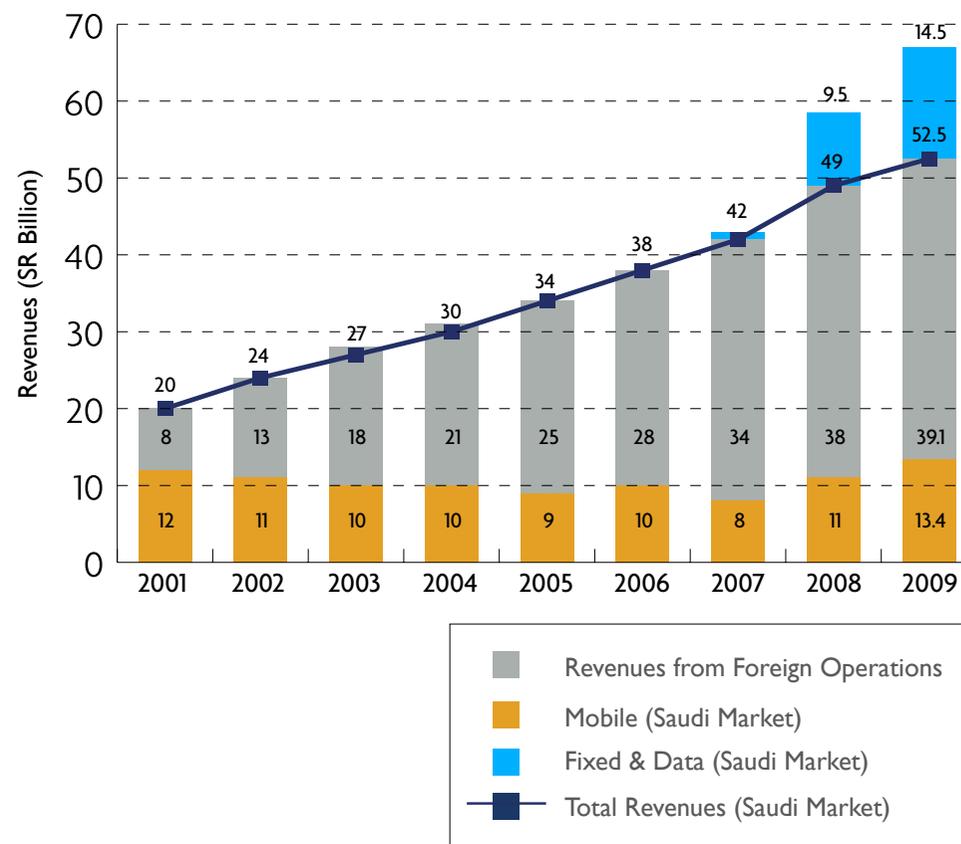


2.1.5 Telecom Services Sector Revenues

Telecom services revenues in Saudi Arabia have been steadily growing at a CAGR of around 13%, increasing from about SR 20 billion (US \$5.3 billion) in 2001 to SR 52.5 billion (US \$14 billion) in 2009. Figure (5) tracks the overall revenue growth, including both fixed and mobile services revenues, over the nine years (2001-2009). Mobile services revenues represent around 77% of all telecom sector revenues in the Saudi market, which is in line with trends in other countries.

In addition to revenue from the domestic market, investment by Saudi licensed telecom companies in foreign telecom markets including Kuwait, Malaysia, Indonesia, India, Turkey, and South Africa, have led to a rapid growth of revenue for the sector from foreign operations, from SR 455 million in 2007, to SR 9.5 billion in 2008, and to around SR 14.5 billion (US \$3.9 billion) in 2009. Domestic revenues, however, still represent over 78% of the total telecom sector revenues of SR 67 billion (US \$17.9 billion) in 2009.

Figure (5): Telecom Sector Revenues (2001-2009)

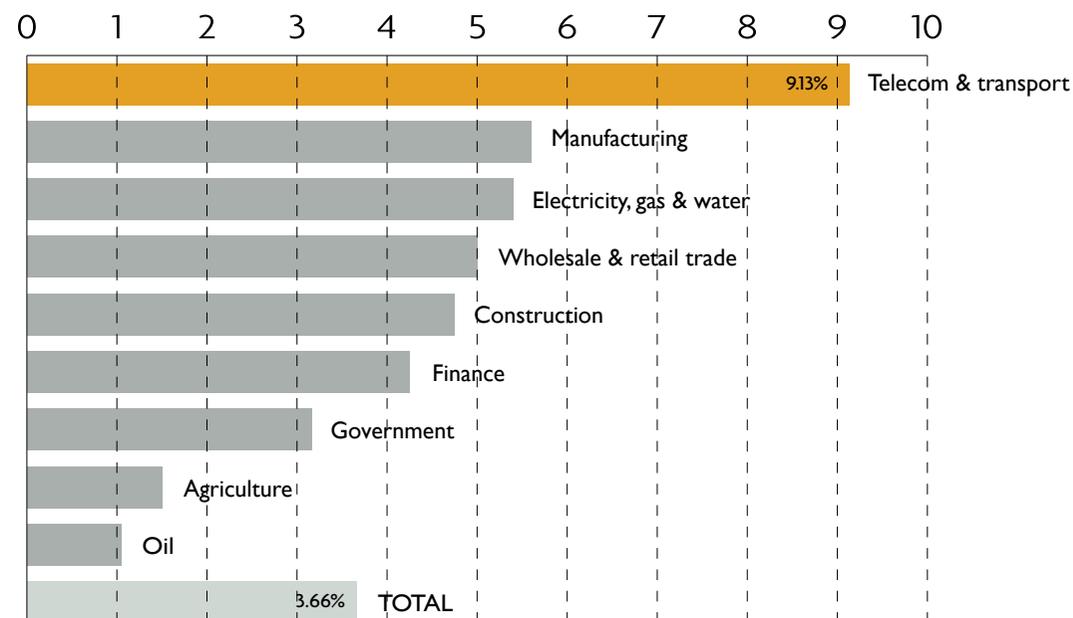


2.1.6 Telecom Sector Liberalization and Economic Growth

The ICT sector reforms have led to remarkable benefits for the market, including increased investment, higher sector growth, and increased contribution to the gross domestic product (GDP), in addition to the positive spillover effects of raising the efficiency and productivity of other areas of the national economy

Published economic data shows that the telecom and transport sector was by far the fastest growing market of the economy as shown in Figure (6). The sector grew over the past five years (2004-2009) by a CAGR of 9.13%, two and a half times (250%) the overall GDP CAGR of 3.66%. The growth is mainly attributable to the rising mobile subsector and more recently accelerated broadband and internet penetration.

Figure (6): Real GDP Growth By Sector – compound annual growth rate (CAGR) over five years (2004-2009.)



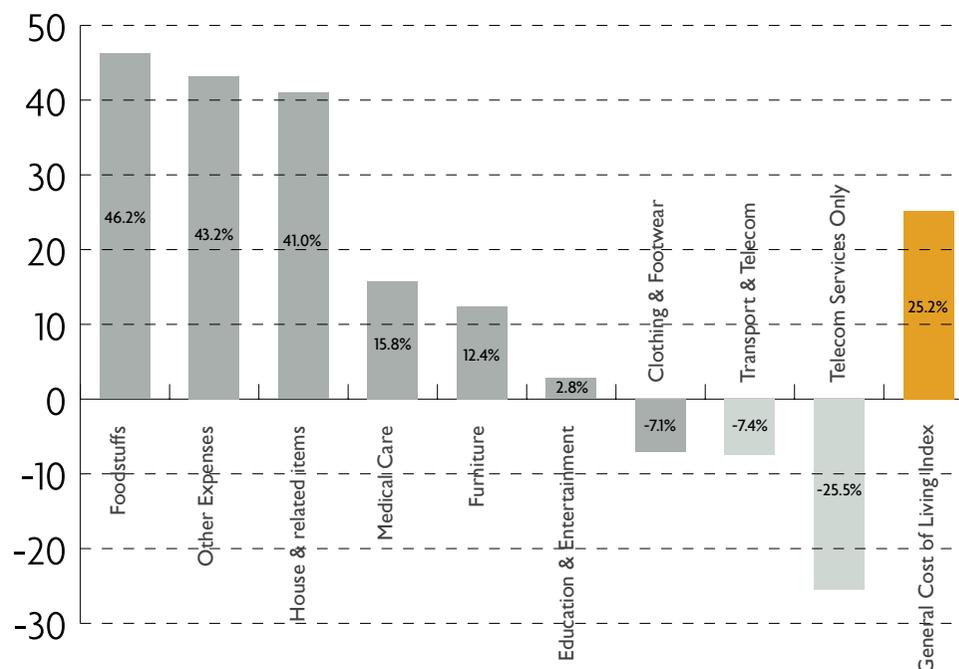
Source : Saudi Arabian Monetary Agency, jadwa investment (Feb.2009) and CTIC analysis.

2.1.7 Telecom Service Prices and Inflation

The liberalization of the telecom sector, and the resulting competition in the market, have led to remarkable benefits for the economy as a whole and for consumers in particular – in terms of increased service availability, more consumer choices, better quality of service, improved customer care, supplier choices, and lower prices.

While the cost of living index continued to rise in the last few years due to increased prices of most of its components, the prices of telecom services have progressively decreased. Figure (7) depicts the relative changes in the overall cost of living index (CLI) and of its major expenditure groups during the seven years 2002-2009. The telecommunications services subgroup is also included in Figure (7) for ease of comparison. While the general CLI index increased by around 25.2% cumulatively over the last seven years, with costs of most of its expenditure groups rising, the costs of the transportation and telecom group decreased by around -7.4%. Most notable, however, is that the cost of telecom services subgroup went down during the same period by 25.5%.

Figure (7): Change in the Cost of Living Index (inflation) in Saudi Arabia over the period 2002-2009 (cumulative)



source : CITC analysis based on data published by the central Department of Statistics & Information (www.cdsi.gov.sa)

2.2 Regulatory Framework

CITC has been the telecommunications regulator since 2001 and information technology promoter since 2003 in the Kingdom of Saudi Arabia. The Telecom Act (enacted in June 2001) and its Bylaws (issued in July 2002) provide the basis for regulatory framework. The CITC Ordinance (issued in June 2001 and amended in July 2003) defines CITCs mandate, functions, governance, and financing. The Rules of Procedures (issued in 2004) detail the steps service providers and CITC need to follow for timely disposition of issues addressed to CITC.

ICT service providers who are licensed to offer specific services, under the terms and conditions of their licenses, may utilize technologies of their choice, since CITC applies a "technology neutral and service specific" licensing regime. CITC's agenda includes development of a fair and equitable competitive environment such that the ICT market can be further liberalized. This will also encourage the licensed service providers to rollout their network infrastructures, offering new and advanced services, provision of services at affordable tariffs, and universal availability of ICT services throughout the Kingdom.

During 2009, CITC continued to review and develop its regulatory framework. Keeping in mind the public interest and protection of consumers, a number of public consultations were conducted with due consideration for comments received from stakeholders and interested parties. The following regulatory framework documents and guidelines were published in 2009 (the associated Decisions are listed in Appendix B):

- Regulatory Framework for Disaster Recovery Planning for the ICT Industry in the Kingdom of Saudi Arabia and associated Guidelines.
- Allocation and Use of Short Message Codes.
- National Numbering Plan Structure for Free-phone numbers (800).
- Quality of Service Scheme.

- National Guidelines for Human Exposure to Radiofrequency Electromagnetic Fields.
- CITC Statutes as well as the published regulatory framework documents are available on the CITC web site (www.citc.gov.sa).

2.3 CITC Roles and Responsibilities

CITC roles and responsibilities are defined by its Ordinance and other relevant Government directives. The most important roles of CITC include the following:

- Implement ICT sector policies, plans, and programs.
- Issue necessary licenses for ICT service provisioning.
- Liberalize and regulate the telecommunications market while attracting local and international investments in the ICT sector.
- Encourage reliance on market forces for the provision of telecom and IT services.
- Safeguard the public interest, protect consumer rights and ensure safety and security within the ICT environment.
- Ensure fair and equitable treatment of all stakeholders including service providers, investors, the Government, and consumers.
- Establish the basis for telecommunications services tariff regulation.
- Establish conditions related to Universal Service and Universal Access.
- Manage the radio frequency spectrum resource, including development of the National Frequency Plan, and propose a spectrum usage fee structure.
- Establish and manage the National Numbering Plan.
- Promote IT services, and increase awareness and usage of the Internet.
- Oversee Internet services provisioning and manage the country code top-level domain name (.sa).
- Participate in e-Government and e-Commerce programs.
- Encourage research and development in the ICT sector and encourage modernization of networks and services.

هيئة الاتصالات وتقنية المعلومات

Communications and Information Technology Commission

www.citc.gov.sa



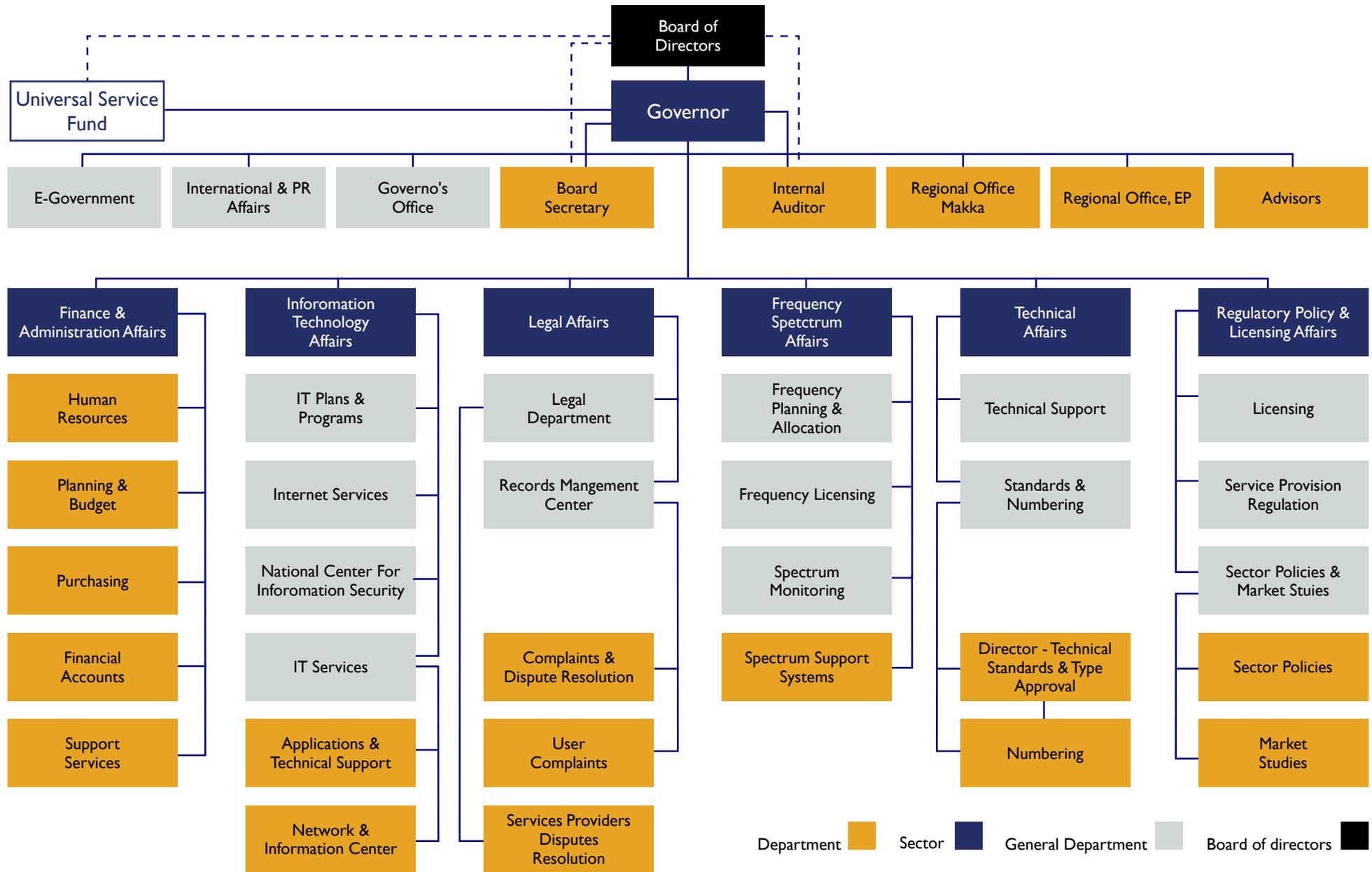
His Excellency, the governor, presenting the the license of fixed telephony services to His Royal Highness Prince Abdulaziz bin Ahmed, Chairman of the Board of Atheeb telecom company

3. ORGANIZATIONAL STRUCTURE AND MANPOWER

The Governor of CITC is the chief executive officer. He supervises CITC senior management as well as the Commission's relations with external parties including Government entities and other stakeholders. Five Deputy Governors (Regulatory Policy & Licensing Affairs, Technical Affairs, Spectrum Affairs, Legal Affairs, and IT) as well as several General Managers and Advisors report to the Governor. The organizational structure is shown in the Chart below.

CITC has been building a competent and motivated workforce through recruitment and development of highly qualified personnel. The total number of CITC staff reached 327 at the end of 2009, 96% of which are Saudis. The professional staff (engineers, IT specialists, technicians; financial; and legal specialists) accounted for over 66% of total employees.

CITC has developed a Code of Conduct for its employees in order to ensure that the rights of all stakeholders are respected and that they are dealt with courteously, fairly and impartially; to safeguard against conflicts of interest, either real or perceived; and to protect against misuse of authority. Excerpts from the Code of Conduct are published on the CITC website (and reproduced in Appendix H of this Report).



4. KEY ACTIVITIES AND ACHIEVEMENTS

4.1 Promotion of Competition and Sector Development

4.1.1 Licensing and Market Liberalization

CITC continued its drive to further liberalize the ICT markets and enhance competition. New licenses were issued for various services, while others were terminated during the year. A total of 298 licenses were issued by the end of 2009 (Appendix F).

As part of the fixed services market liberalization, and pursuant to the Council of Ministers Resolution #38 issued on 18/2/1429H (26/2/2008G) approving the award of 3 fixed telecom licenses, CITC issued the new fixed services license to Etihad Atheeb Telecom in April 2009, after completion of all licensing requirements including an initial public offering (IPO). Atheeb launched its commercial services on June 6th 2009 under the brand name "GO". CITC is following up with the remaining two fixed license candidates, Optical Communications Co. (with Verizon of USA) and Saudi Integrated Telecom Co. (with PCCW of Hong Kong) with regard to the completion of other requirements for the issuance of their licenses.

Moreover, CITC continues to monitor compliance of facilities based fixed, mobile, and data licensees with their license obligations, including network rollout, coverage obligation, and provision of services.

4.1.2 Broadband Strategy

CITC initiated development of a broadband strategy for the Kingdom in view of the increasing importance of broadband access, its implications for economic

and social development; the CITC developed a draft broadband strategy. A draft of the broadband strategy was completed, detailing the main objectives of the strategy, the roles of the relevant stakeholders including the Government, CITC, and service providers. The strategy also lists expected difficulties and possible solutions.

The Commission also launched a study to analyze the status of the broadband market in the country compared to global trends and international best practices. This will assist in revising the broadband strategy and developing an action plan to implement short-term initiatives and long-term programs to stimulate the growth of broadband in all parts of the Kingdom. The study is planned to be completed in 2011.

4.1.3 Reference Interconnection Offer (RIO)

As part of the periodic revision of the Reference Interconnection Offer (RIO) submitted by STC, the dominant service provider, a public consultation on the draft 4th version of the RIO was undertaken, together with relevant benchmarking and other studies. Comments received are being reviewed and a decision will be issued in 2010 to direct STC to amend the RIO as per CITC requirements. The updated RIO will be published on both STC and CITC websites.

4.1.4 Reference Offer for Data Access (RODA)

The first version of the RODA of STC, the dominant service provider, was approved and published in 2007. In 2009, CITC initiated a revision process of the RODA document, including an international benchmarking as well as a public consultation. A decision will be issued in 2010 to direct STC to revise the RODA

per CITC requirements. The updated RODA will be published on both the STC and CITC web sites.

4.1.5 Account Separation Policy Update

A process was initiated in 2009 to review the current accounting separation policy in line with the evolving telecom market conditions. The objective is to revise the current policy and develop the regulatory guidelines to be followed by service providers who are required to file periodic reports of separated accounting results for defined business units. The policy revision process project is planned to be completed in 2011.

4.1.6 Mergers, Acquisitions, and Bankruptcy in the Telecom Sector

CITC started a project in 2009 to develop a regulatory framework and procedures to be followed in studying requests for regulatory approval for mergers, acquisitions, or bankruptcies. Relevant statutes in the Kingdom statutes were examined to determine responsibilities of the competent authorities in the Kingdom. A benchmark study is being undertaken, to be followed by a public consultation. The project is scheduled for completion in 2010.

4.1.7 Number Portability

This project aims to develop unified guidelines for number portability, including both fixed number portability (FNP) and mobile number portability (MNP). These guidelines will include possible technical solutions for both FNP and MNP, and address issues such as inclusion of cost recovery and service fees, obligations of service providers, implementation procedures and time frames, dispute

resolution. During 2009, a benchmark study was completed together with a study on the impact of introducing new technologies on number portability. Examples of new technologies considered include voice over internet protocol (VoIP), next generation networks (NGN) and convergence. A public consultation process is planned in 2010.

4.1.8 Domain Name Registration and Internet Service Supervision

The Saudi Network Information Center (SaudiNIC) within CITC is the registered authority with the Internet Corporation for Assigned Names and Numbers (ICANN) for allocating top level domain names (ccTLD) for Saudi Arabia (.sa). The SaudiNIC continued its activities in domain names registration in 2009, registering a total of 2319 new “.sa” domain names and amending 2451 others.

In 2009, ICANN adopted a plan to open a fast-track process for registration of ccTLD in local languages (using non-Latin scripts). The Kingdom was one of the first countries to apply for a Saudi domain name in Arabic (السعودية). Upon approval of the application, expected in early 2010, SaudiNIC will start to process requests for domain names in Arabic, using (السعودية) top level domain name.

As part of the Internet development project, SaudiNIC completed parts of planned enhancements to the (.sa) domain name services. The enhancements were concentrated in three areas: (a) disputes resolution procedures; (b) opening second level domain names (.sa) registration; and (c) enhancing the registration regulations. Once approved, these enhancements will mark the start of a new stage in local domain names registration in Saudi Arabia.

A new system was installed in one ISP site to provide CITC with automatic and immediate data on internet usage patterns. The data collected helps to indicate market directions and identify security gaps.

4.1.9 Raise Readiness for Transition to IPv6

Usage of Internet services has grown rapidly. The current version of Internet Protocol (IPv4) is approaching depletion with over 90% of its addresses already assigned. Much more domain IP addresses are needed, especially with the rapidly increasing demand. Upgrade to the Internet Protocol version-6 (IPv6) is necessary to ensure the availability of sufficient IP Numbers to meet the present and future demands. During the year, CITC conducted a well-attended workshop to raise awareness of IPv6, to stimulate public and private sector interest, and to underscore the need for the upgrade. CITC also established the national IPv6 Task Force to accelerate the transition. Members of the Task Force include ISPs, government and educational sectors. Membership is open to all interested parties. Seven meetings were held so far. In addition, a laboratory was built to test IPv6 technology and solutions. Finally a website (www.ipv6.org.sa) was launched to document group's activities.

4.1.10 Stimulus Program for IT Industry in the Kingdom

CITC embarked on a program to support the IT industry in the Kingdom by building capacity and improving its competitive potential, and to facilitate new investment opportunities with particular emphasis on local IT small and medium enterprises (SMEs). The key objectives of the initiative are to advance the national IT sector, and to contribute to the transformation of Saudi Arabia to a knowledge economy and information society. The first step in 2010 is to choose a sample of 5 to 10 local IT SMEs and provide them with consultancy services to analyze their business

plans, activities, systems and models and consequently recommend appropriate improvements in these areas, and extend support to such companies.

4.2 Consumer Protection

4.2.1 Consumer Complaints

In fulfilling its responsibilities towards protecting consumer rights, The Commission handled and resolved 9369 complaints during the year. Most complaints pertained to billing, annoying calls, service interruptions, quality of service, and mobile number portability (MNP).

4.2.2 Violations and Dispute Resolution

CITC Violations Committee considered about 1200 reported violations of the Telecommunications Act, and issued appropriate decisions in accordance with the applicable statutes. Most violations were related to cable cuts, illegal sale of call services, sales of unlicensed ICT equipment, and illegal prepaid cards, in addition to violations related to telecom licenses terms and conditions.

4.2.3 Tariff Regulation of ICT Services

A project was launched in 2009 to enhance the CITC's tariff regulation procedures towards a more effective tariff approval and notification regime. An international benchmark study was undertaken to compare processes and tariff regulation in selected comparable countries. The intent is to provide a transparent and effective competitive environment, protecting the interests of consumers as well as those of the service providers. A public consultation process is also planned. The project is

expected to be completed in year 2010.

On the other hand, CITC continued to regulate the service tariffs of STC, the current dominant service provider, and issued the necessary decisions as detailed in Appendix B, and available on the CITC website.

4.2.4 Quality of Service

In order to protect consumer rights and to ensure high quality ICT services, CITC conducted a comprehensive review of the general framework of Quality of Service (QoS). This included revision of QoS indicators and targets in line with global trends, processes to verify the accuracy of QoS reports by service providers, and methods to handle non-compliance. CITC issued its decision (# 229/1430) on the QoS Scheme which came into effect in Q3 2009.

CITC continued its follow-up on the QoS quarterly reports filed by the service providers, to verify compliance with approved CITC standards. The Commission also performed inspection visits to call centers and customer service outlets of service providers.

4.2.5 Internet Service Quality

CITC aims to ensure that Internet users be provided with high quality and better services. To this end, CITC established a pilot test system to test service quality of both dial up and broadband internet services, including digital subscriber line (DSL), fixed wireless broadband (WiMax) and mobile broadband services. The first version of the pilot test system was launched in Riyadh during 2009, and is capable of testing 30 Internet service providers (ISPs) automatically every five minutes. Based on a review of the pilot tests results, CITC will assess in the year 2010, the

possibility of applying this system in a number of regions of the Kingdom.

4.2.6 Internet Filtering

In order to protect internet users, particularly, children and family members, CITC has continued its Internet filtering activities in 2009, handling over 300,000 requests to block or unblock websites. A new draft filtering policy was also developed, together with revised internal procedures and staff guideline manual.

4.2.7 Anti-SPAM Program

SPAM continues to pose a threat to users of ICT services at both the national and international levels. In this context, CITC developed a plan of action consisting of nine initiatives, including the preparation and distribution of a set of awareness and educational materials, the launch of a dedicated anti-website for the program (www.spam.gov.sa), and development of a draft anti-SPAM regulatory framework document. The anti-SPAM regulatory framework, expected to be issued in 2010, includes guidelines for sending and receiving e-mails, the duties and rights of e-mail users, and the tasks and responsibilities of service providers.

4.2.8 National Center for Information Security

The National Center for Information Security (CERT-SA), established in 2006, aims to raise awareness and knowledge of the risks and threats that affect the security of information and to coordinate the efforts of prevention, detection, and response to information security incidents at the national level. During the year, CERT-SA further developed its monitoring unit in order to meet the growing demand for information security services needs of rapidly increasing users, equipped its e-forensic lab with

hardware and software system in order to better detect and investigate computer related crimes, and reviewed policies and procedures of the Center's services.

4.2.9 Disaster Recovery Planning, Reliability, and Business Continuity

CITC recognizes the importance of preparing for emergencies and disasters in order to ensure continuity of ICT services to end users. The Commission aims to improve the reliability of licensee networks, and provide guidance to licensed infrastructure operators to prepare for, and respond to, such emergencies and disasters. During the year, the Commission finalized the "Regulatory Framework for Disaster Recovery Planning for the ICT industry in the Kingdom of Saudi Arabia", and the associated Guidelines for recovery planning, which were subsequently approved by the Board, and published on the CITC website.

CITC also developed a process for service providers to notify CITC in the event of network cuts or interruption to ICT services, and for escalation as necessary. Further, CITC prepared a comprehensive report on the status of network reliability and redundancy of the licensed service providers' networks.

4.2.10 Technical Specifications for ICT Equipment.

Technical specifications are the basis of ICT equipment approval. CITC has prepared and published 59 technical specifications covering most ICT applications. The Commission continued to revise/amend these specifications based on new technologies and international standards. CITC conducted benchmark studies and public consultation on technical specifications. The 93 newly revised specifications will be finalized and published in 2010.

4.2.11 Measurements of Radiation Levels from Base Stations

The aims of this ongoing field measurement program, which is being carried out in conjunction with leading academic and research institutions in the Kingdom, is to verify compliance with CITC guidelines on limiting the radio frequency (RF) exposure from wireless base stations. During 2009, CITC achieved the following:

- Finalized the national guideline document on the human exposure to radiofrequency electromagnetic fields based on the strictest international standards and recommendations of the World Health Organization (WHO) and following a public consultation and analysis of received comments. The national guidelines were approved (by CITC decision # 247/1430) and published.
- Completed field measurements which showed that radiation levels in the Kingdom are hundreds of times lower than international standards upper limit for human exposure.
- Implemented an extensive public awareness program on human exposure to radiation from wireless base station antennas and mobile phones. This included conducting numerous workshops, TV and media interviews, and issuing a booklet entitled "Facts and misconceptions about radio waves from mobile phones and wireless base stations" which answers frequently asked questions on this subject.
- Created a special section on the CITC website dedicated to updated information on the subject (www.citc.gov.sa/rfe).
- CITC monitors findings and outputs from the International EMF Project of the World Health Organization (WHO), and contributes to it.

4.2.12 Supervision of Telecom Services during Ramadan and Hajj

In cooperation with other Government agencies, CITC worked to ensure provision of high quality ICT services to pilgrims. A CITC task force of specialists was formed to follow up on the performance of licensed service providers in Makkah, Madinah and the Holy Sites during Ramadan and Hajj seasons. Detailed activities are listed in Appendix D-6.

4.2.13 Awareness Campaign on Proper Use of ICT

One of the objectives of CITC is to increase public awareness of best utilization of ICT services, spread digital culture, and protect security and privacy of users of such services. In this regard, CITC launched its first awareness campaign to the public using different media such as the press, broadcasting, handouts, e-mail, the Internet, and roadside advertisements billboards. The campaign messages stressed the importance of supervision of children's use of the internet, protection of personal data; safeguarding against malicious mobile calls resulting in blackmail, extortion, fraud etc; proper use of Bluetooth technology features; and advice against using mobile phones while driving.



A visitor looking at one of the CITC awareness campaign brochures



A visitor filling a questionnaire related to communication services and information technology

4.3 Scarce Resource Management

4.3.1 Spectrum Management and NFP Implementation

The National Frequency Plan (NFP) was prepared by the CITC and approved by the Council of Ministers in March 2008. It defines the allocation of frequency bands to different radio services and user categories, consistent with the needs of users of radio spectrum in the Kingdom and in line with global best practices. The NFP went into effect on May 7th 2008, with an implementation schedule divided into two, three and five year time frames. CITC is following up the NFP implementation with different current users of the spectrum, especially with regard to the evacuation of current assigned frequencies that are incompatible with the approved NFP.

CITC continued to perform other spectrum management activities. Appendix D-I details major activities in this regard.

4.3.2 National Numbering Plan

The revision of the National Numbering Plan (NNP) included the study of solutions to meet the increasingly urgent needs to allocate new number ranges for public mobile services. The NNP revision also proposes important changes related to fixed service, nomadic service, premium rate service (PRS or 700 service), as well as short SMS codes related to value-added services. CITC also studied the need to regulate numbers that begin with symbols (such as * or #) and the impact for the introduction of new technologies (such as NGN) on the requirements of numbering and addresses. A draft of the updated NNP was prepared during the year. CITC plans to conduct a public consultation and finalize the updated NNP in 2010.

In the area of NNP management, CITC continued to study service providers' requests for allocation of new number ranges and codes. CITC also coordinated with the International Telecommunication Union (ITU) on signaling point codes.

4.3.3 Rights of Way and Co-location

In order to encourage a level playing field competition and in the interest of avoiding unnecessary duplication of outside plant networks, the facilities based service providers should have access to right of way (RoW) and co-location of outside plant facilities. The Commission stated a project to develop technical and regulatory policy guidelines, based on benchmarks for international best practices, to regulate granting RoW to construct, manage, operate, and maintain outside plant networks (backbone, backhaul, and metro rings). These guidelines will take into consideration security and safety aspects for outside plant deployment and operation. During the year, CITC conducted a public consultation and analyzed received comments. Based on these comments, another benchmarking exercise was conducted to verify the suitability of some items included in the public consultation. During 2010, the ROW and Co-location Guidelines will be finalized and submitted for Board approval. After approval, the guidelines will be issued to all service providers for compliance.

4.4 Regulatory Environment and Transparency

4.4.1 Regulatory Environment Update

CITC continue to update the ICT regulatory environment, review its statutes and mandate, in response to sector and market evolution, and in line with global trends and international best practice in addition to the Kingdom's obligations upon joining the World Trade Organization (WTO) in 2005. The following activities were accomplished in 2009:

- Prepared draft anti-SPAM guidelines.
- Published the approved "Quality of Service Scheme".
- Issued the approved regulatory framework and associated guidelines for the "emergency and disaster recovery planning".
- Prepared regulatory framework document for the telecom market definition and dominance.
- Published the approved "National Guidelines (NG) for Human Exposure to Radiofrequency Electromagnetic Fields."
- Issued the approved guidelines for assignment and use of SMS codes.

4.4.2 Public Consultation

Consistent with its established principles of fairness, clarity, transparency and commitment to assist all stakeholders, CITC continued to seek public opinions on key ICT policy issues prior to issuing major decisions. During the year, eight key public consultations were conducted as part of the regulatory process. These are listed in Appendix C.

4.4.3 CITC Decisions

CITC continued to issue key regulatory decisions. These decisions included approving proposed tariffs, approving guidelines and regulatory frameworks and implementing Board Resolutions. Twenty-nine such decisions were issued during the year. They are listed in Appendix B, and posted on the CITC website.

4.4.4 Telecom Market Performance Indicators

As part of its efforts to monitor the performance of the telecom services market in the Kingdom, CITC has been preparing and publishing quarterly ICT indicators reports. These indicators also assist CITC in developing its regulatory frameworks and policies, in response to market evolution. The reports include performance indicators such as the service penetration levels, growth rates among other. The indicators are based on inputs filed by the licensed major service providers of fixed, mobile, data and Internet services, in addition to market surveys and other sources. Key summary results are published on the CITC website and newsletter.

4.4.5 Report on the IT Sector

As part of its drive to develop the national IT industry and to attract related investment, CITC initiated a project to publish an annual report on the status and progress of the IT sector in the Kingdom. The intent is to attract public attention to the sector, to stimulate decision makers in public and private entities to address the obstacles to growth of the sector, and to create a transparent competitive environment. The findings are planned to be discussed with key stakeholders to seek their cooperation in addressing issues and concerns raised by the Report. The first issue of the IT Report will be released in 2010.

4.4.6 Media and Public Relations Activities

CITC continued to carry out its responsibilities in raising public awareness, and proactive engagement with the press and media. During the year, a number of activities were undertaken, the details of which are available in Appendix D-5.



A press conference held at CITC

4.5 Universal Service

4.5.1 Strategic and Operational Plans for the Universal Service Fund

CITC established the Universal Service Fund (USF) to enable the provision of ICT services in commercially unprofitable areas of the Kingdom. Monies from the Fund will be disbursed to selected service providers to offer voice and Internet services in remote areas where there are no telecommunications services today. During the year, draft strategic and operational plans were prepared that will form the basis for determining the Fund's implementation program. As part of these activities, CITC also updated the USF databases, and conducted a public consultation on the draft strategic plan, analyzed the responses and prepared a related report. CITC then prepared a detailed study to identify service providers qualified to participate in the implementation of the USF projects.

The USF is in the process of finalizing the strategic plan and the annual operational plan for approval by the "Board Executive Committee of the Fund." Once these plans are approved, the USF will begin implementation of the key projects contained in the strategic plan.

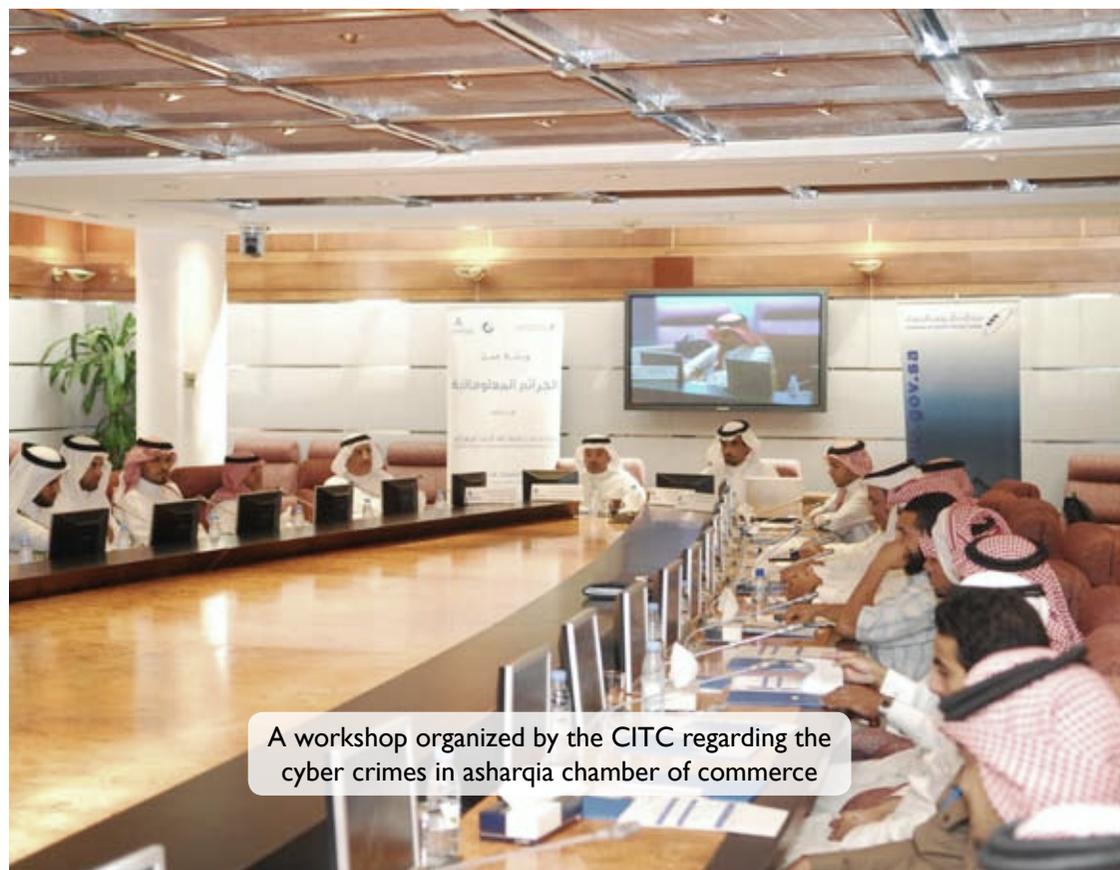
4.5.2 Pilot USF Project

The pilot USF project aims at evaluating various alternatives to provide voice and broadband Internet services to underserved areas. It will help evaluate technical, financial and administrative challenges; and quality indicators; economic efficiency; market response; service models; and technical specifications. The scope of the pilot project was documented and approved by the "Board Executive Committee

of the Fund." Tender documents on request for proposals (RFP) for the pilot project were released in the last quarter of 2009. Evaluation of the bids in response to the RFP, selection of the winning bid, award of the contract and implementation of the pilot project, will be carried out in 2010.

4.5.3 Other Activities

In addition to the major activities undertaken and highlighted in this section, CITC carried out many other activities as listed in Appendix D.



A workshop organized by the CITC regarding the cyber crimes in asharqia chamber of commerce



هيئة الاتصالات وتقنية المعلومات
Communications and Information Technology Commission

الإجتماع العادي السنوي السادس لشبكة الهيئات العربية لتنظيم قطاع الاتصالات وتقنية المعلومات

جدة - المملكة العربية السعودية
٢٤ - ٢٥ جمادى الأولى ١٤٣٠ هـ
الموافق ١٩ - ٢٠ مايو ٢٠٠٩ م

خبرات متبادلة

روابط مشتركة

His Excellency the Governor assumes the chairmanship of the Arab regulators Network from the former president of the network, Mr. Ali Ghadbani, Chairman of the National Communications in Tunisia

5. STUDIES UNDERTAKEN BY CITC

Some of the key studies carried out by CITC include the following:

5.1 Internet Usage in Saudi Arabia

CITC has undertaken a comprehensive market research/survey of the Internet, to be conducted in three phases over a number of years. In 2009, the project was in its second year and aimed to identify key indicators of usage in the Kingdom, the habits of Internet users and the patterns of usage, as well as the level of satisfaction with current internet service. The study also focused on those who are not using the internet, and analyzed the reasons or obstacles that prevent them from accessing the internet service. The field survey sample consisted of individuals, private sector companies, Government agencies, the education sector, and the health sector. The study also included interviews with a number of experts in the field who were selected based on their involvement with the various sectors included in the study and their experience in the local market. The second phase survey, for all groups, was completed during the year. The main findings of the study are available on the CITC web site.

The third phase of the market research will begin in year 2010 and the results of which will be published.

5.2 ICT Market Study

CITC initiated a detailed study of the ICT markets in the Kingdom, with a view to measure the effectiveness of the CITC policies and regulations towards liberalization of ICT markets, identify needed enhancements, and prepare a comprehensive manual of ICT indicators. Extensive market surveys and an international benchmarking study were undertaken during the year. A draft report

was completed which included a list of key ICT indicators. In 2010, a gap analysis will be conducted and specific recommendations will be made for future development of ICT policies and regulatory frameworks.

5.3 ICT Trend Analysis

This project was undertaken to analyze developments and new trends in the ICT market domestically and internationally (e.g. new ICT services, media and content, and convergence), and to assess their implications on the ICT sector especially in relation to the regulatory regime in the Kingdom. The study will also compare global and regional trends with the current situation and forecasted trends in the Kingdom. The study will include recommendations on regulatory measures for CITC to consider. The study is expected to be completed in 2011.

5.4 Internet Exchanges

CITC undertook a study on the effectiveness of establishing Internet exchanges to improve the routing of domestic and international Internet service traffic in the Kingdom, and to develop the associated regulatory framework for improving internet services. The desired result is to reduce end user prices, improve the routing of local internet traffic in the Kingdom, and attract regional and international internet traffic - resulting in an increase of internet infrastructure investment in the Kingdom. The project is expected to be completed in 2011.

5.5 Field Studies of Mobile Network Performance

CITC undertook field studies to evaluate the network performance of the mobile service providers, including measurements and analysis of the results. The study was conducted in different locations Kingdom-wide, including Makkah and Madinah during the seasons of Ramadan and the Hajj, as well as during other important occasions.

5.6 Other Studies

In addition to the studies highlighted above, CITC carried out other studies as listed in Appendix D.



6. WORK PROGRAM FOR 2010

CITC will continue to carry out its duties and responsibilities, and intends to implement a number of programs and projects during the 2010 fiscal year. Some of the major planned programs and activities include the following:

- Complete the requirements to issue the remaining two fixed telecommunications licenses.
- Update the Reference Interconnection Offer (RIO) and the Reference Offer for Data Access (RODA).
- Carry on the updating process of the Accounting Separation Policy.
- Adopt the regulatory framework for Market Definition, and Dominance.
- Adopt the regulatory framework on Mergers, Acquisitions and Bankruptcies.
- Continue to carry on tariff regulation of telecom services.
- Develop regulatory policies and licensing procedures for resale of ICT services.
- Follow up on the implementation of the “National Frequency Plan”.
- Develop a regulatory framework to grant access to all network elements.
- Complete and issue the anti-SPAM regulatory framework.
- Complete on going studies such as: Internet Usage survey, ICT Market Study, ICT Trends, Internet Exchange Points, and others.
- Examine the utilization of the digital dividend in the 700 MHz band.
- Complete the regulatory framework for right of way and co-location, and the associated guidelines.
- Update the National Numbering Plan, and complete the guidelines for general Number Portability.
- Finalized the update of technical specifications for the ICT equipment.
- Complete the program to support the IT industry in the Kingdom.
- Publish the first edition of the IT Report.
- Update the Internet Service Development Strategy.
- Continue to carry on activities related to the Domain Name Registration
- Finalize the strategic plan and the first operational plan of the Universal Service Fund.

- Award the USF pilot project, and start implementation.
- Launch the new CITC website.
- Continue with the construction of the new CITC Headquarters.



In house meeting in CITC

Appendix A: Board of Directors Resolutions

The CITC Board of Directors held seven meetings in 2009. The major resolutions adopted by the Board during the year include:

- Approval of One Network service and similar offers, with some guidelines.
- Approval in principle of the regulatory framework for market definition, and dominance.
- Approval of the CITC Annual Report 2008.
- Establishment of an Internal Audit department, and defining its roles and responsibilities.
- Approval of the Bylaws of “Telecom Act Violation Committee”.
- Approval of the CITC Budget for fiscal year 2010.
- Approval of budget of the “National Committee for Information Society” for fiscal year 2010.
- Approval of the Universal Service Fund Budget for fiscal year 2010.
- Restructuring of the “Telecom Act Violations Committee”.
- Approval of “CITC Labor Bylaws”
- Approval of the “Regulatory Framework for Disaster Recovery Planning for the ICT industry in Saudi Arabia”.
- Directing the Governor to meet with licensed service providers to enforce compliance with CITC Decisions concerning the one network and similar offers, the mobile number portability, and call termination rates; and to apply sanctions against those who fail to comply.

Appendix B: CITC Decisions

Decision #	Date (H)	Subject
223/1430	22/2/1430	Approval of missed call notification message service from Alhatif.
224/1430	23/2/1430	Approval of amendment of Premium and Premium Plus service plans from Alhatif.
225/1430	28/2/1430	Approval of amendment of data over mobile and data SIM card services from Aljawal.
226/1430	6/3/1430	Approval of amendment of optional completion of directory assistance (905) call.
227/1430	14/3/1430	Implementation of the approved National Numbering Plan for the Free-phone service (800)
228/1430	4/4/1430	Approval of provisioning of the web conferencing service.
229/1430	10/4/1430	Approval of the "Quality of Service Scheme".
230/1430	15/4/1430	Approval of multi lines for one SIM card service.
231/1430	1/5/1430	Approval of new tariffs for Audio conferencing service.
232/1430	1/6/1430	Approval of tariffs for the calls from mobile to any fixed network of other service providers.
233/1430	1/6/1430	Approval of new tariffs for calls from Alhatif or Aljawal to Thuraya Satellite network.
234/1430	1/6/1430	Approval of tariffs for video call service.
235/1430	1/6/1430	Approval of tariffs for prepaid Internet SIM service.
236/1430	21/7/1430	Approval of tariffs for services for the Disabled Individuals Bouquet.

Decision #	Date (H)	Subject
237/1430	19/8/1430	Approval of tariffs for a new service, FDIIA Plus.
238/1430	19/8/1430	Approval of tariffs for the "Premium plan with Internet" and "Premium Plus plan with Internet".
239/1430	21/8/1430	Approval of the corporate APN service.
240/1430	15/9/1430	Issuance of guidelines for assignment and use of SMS short codes.
241/1430	18/9/1430	Approval of DOD service tariffs and the (800- Free-phone) modified service.
242/1430	18/9/1430	Approval of tariff reduction of dedicated Internet access (DIA) service for business.
243/1430	22/9/1430	Approval of tariff for new services of the Bravo public radio service.
244/1430	29/11/1430	Approval of tariff reduction of IPVPN service for business.
245/1430	29/11/1430	Approval of providing VPLS service for business.
246/1430	29/11/1430	Approval of providing telephone voice bouquets for business.
247/1430	7/12/1430	Approval of the "National Guidelines for Human Exposure to Radiofrequency Electromagnetic Fields".
248/1430	25/12/1430	Approval of tariff reduction for corporate JawalNet
249/1430	2/1/1431	Issuance of the approved regulatory framework and Guidelines for "Disaster Recovery Planning for the ICT Industry in the Kingdom of Saudi Arabia."
250/1430	10/1/1431	Approval of providing international prepaid calls from Alhatif.
251/1430	11/1/1431	Approval of Amendment of Premium Plus plan tariff from Alhatif.

Appendix C: Public Consultations

Public Notice #	Date	Subject
1/1430	10/2/2009	National Guidelines for Human Exposure to Radiofrequency Electromagnetic Fields.
2/1430	14/2/2009	STC Reference Offer for Data Access (RODA).
3/1430	9/3/2009	Proposed Enhancements to Domain Names Registration under '.sa' Country Code Top Level Domain (ccTLD) for Saudi Arabia.
4/1430	11/4/2009	STC Reference Interconnection Offer (RIO).
5/1430	10/6/2009	Market Definition and Dominance in ICT Markets.
6/1430	27/6/2009	Strategic Plan of the Universal Service Fund.
7/1430	8/8/2009	ICT Indicators.
8/1430	8/8/2009	Technical Specifications.

Appendix D: Other Activities

In addition to the major activities described in Section 6 of this report; CITC undertook other activities, including:

D.1 Spectrum Management

- Granted over 6,500 frequency assignments and filed some with the ITU for protection from harmful interferences.
- Cancelled over 3,600 frequency assignments.
- Issued and renewed around 3,000 licenses for radio equipment, maritime wireless systems, amateur radio stations, and aeronautical navigation services.
- Coordinated 700 satellite frequency assignments for ARABSAT and other Saudi satellites.
- Monitored over 37,000 radio transmissions to identify unauthorized use of the spectrum.
- Measured about 20,000 licensed frequencies to verify compliance with license terms and conditions.
- Identified over 9,000 unauthorized frequency transmissions, and located their sources and users, and took necessary actions.
- Investigated about 250 interference reports.
- Monitored frequencies allocated to radio safety and rescue services.

D.2 ICT Equipment

- Prepared specifications for the use of desert traveler's radios.
- Handled over 500 applications for equipment approval.

- Evaluated about 8,000 Customs release requests.
- Responded to over 1,500 inquiries related to technical standards.

D.3 Technical Support to Government Agencies on ICT Issues

- Reviewed the document on safety levels with respect to human exposure to electromagnetic fields in the range 0-3 kHz, issued by the Saudi Arabian Standards Organization (SASO).
- Performed signal field strength measurements of radio waves from base stations for a number of Government agencies at their request, including the Ministry of Culture and Information, King Faisal Specialist Hospital, and others.
- Reviewed and commented on new proposed academic programs of the College of Engineering and College of Computer and Information Sciences, King Saud University.
- Reviewed ICT-related research proposals submitted to King Abdulaziz City for Science and Technology (KACST).
- Coordinated the provision of data services linking airports with General Authority of Civil Aviation and ICT service providers.
- Provided training for Umm Al-Qura University students on radio signal field measurements.
- Coordinated with King Abdulaziz City for Science and Technology, mobile service providers, and emergency service providers (Red Crescent, Civil Defense, Public Security, and others) to enable emergency call centers to identify the location of emergency callers.

D.4 Technical Support to Licensed Service Providers

- Studied corrective measures for STC existing towers and base stations in Jeddah, to comply with municipal guidelines/requirements.
- Performed a study to select appropriate sites in the Holy Places to be used by service providers.
- Helped to overcome difficulties faced by licensed service providers to obtain necessary permits for network rollout.

D.5 Media Activities

- Carried out an advertising campaign to urge the public to participate in the ICT market study.
- Participated in a number of conferences and exhibitions.
- Conducted a number of specialized workshops.
- Published advertisements to invite participation in various projects, public consultations, and surveys.
- Issued several press releases on issues related to CITC activities.
- Continued active engagement with the media, both national and international, through newspaper and TV interviews.
- Issued daily press clippings (of media and Internet postings) of stories related to the Commission and the ICT sector in general.
- Prepared monthly reports measuring CITC media presence.
- Published various booklets on the CITC statutes and studies.
- Launched an online quarterly newsletter on ICT indicators.
- Enhanced internal communication to keep employees updated.

D.6 Supervision of Telecom Services during Ramadan and Hajj 2009

- Monitored performance of public telecom services during Ramadan and Hajj in Makkah and Madinah.
- Monitored radio spectrum performance around the Holy Mosque and Hajj areas to protect against harmful interference.
- Monitored the quality of service (QoS) for mobile services and public trunked radio (Bravo).
- Monitored fixed, pay phone, and Internet services in the Holy Sites.
- Oversaw the provision of the free wireless Internet (Wi-Fi) service in the Holy Sites, offered by Bayanat Al Oula (licensed DSP).
- Coordinated activities of government agencies and the service providers to ensure compliance with relevant Hajj regulations.
- Conducted field inspections of service providers' sites and network performance.
- Conducted visits to some Government agencies and Pilgrims compounds to explore their assessment of telecom services.
- Responded to user complaints and provided expeditious resolutions.

D.7 Other Miscellaneous Activities

- Performed a study on access to carrier selection.
- Completed the documentation of the CITC Procedures Manual.
- Participated in an ITU-sponsored study on low-cost broadband systems.

Appendix E: Events and Meetings

CITC participated in various local, regional and international meetings and conferences, including:

E.1 Local Events/Meetings

1. Intelligent Cities Conference, Makkah, 19-20 January 2009; [Opening speech, Panelist].
2. Workshop on the IPv6 development in Saudi Arabia, Riyadh, 8 February 2009; [Organizer, Key speaker].
3. Meeting of the National Society Human Rights on radiation from mobile base stations, Makkah, 15 March 2009; [Key speaker].
4. Workshop on “electromagnetic radiation from mobile base stations, Riyadh, 8 April 2009; [Organizer, Key speakers].
5. The 8th International IT Exhibition (GITEX - Saudi Arabia), Riyadh, 19-23 April 2009; [Exhibitor].
6. Symposium on “Outlook of ICT in Saudi Arabia”, Asharqia Chamber of Commerce and Industry, Dammam, 9 June 2009; [Keynote Speaker].
7. International Symposium on Disaster Management, Riyadh, 2-6 October 2009; [Keynote Speaker].
8. Workshop on “media handling of ICT issues”, Riyadh, 18-20 October 2009.
9. Symposium on “experiences, opportunities and challenges in Public Key Infrastructure (PKI)”, Riyadh, 15-16 December 2009; [Key speaker, Session chair].
10. The 4th Arab Conference for Industrial Information and Networks, AIDMO & SASO, Riyadh, December 20-22, 2009; [Keynote speaker, Session chair].

E.2 Regional Events / Meetings

1. ICT related meetings of the Gulf Cooperation Council (GCC); [Official Representation].
2. The Arab ICT Regulators Network (AREGNET); [Official representation]:
 - Supplementary Meeting, Tunis, 15-16 April 2009.
 - 6th Annual Meeting, Jeddah, 19-20 May 2009; [Organizer, Meeting Chair, working papers].
3. ICT-related Meetings of the League of Arab States: [official representation].
4. Arab Regional Office of the International Telecommunication Union (ITU):
 - Advisory Committee of the Arab Center of Excellence, Cairo, 1-2 March and 4-5 November 2009; [official representation].
 - Regional Workshop on “MPLS technologies”, Cairo, 12-14 July 2009.
 - Regional Workshop on “ICT Applications for Rural Communications”, Damascus, 27-29 July 2009.
 - Regional Workshop on “New Approaches to frequency spectrum Management”, Rabat, 5-7 October 2009.
 - Expert-Level Training for National Regulatory Authorities and Operators on Cost Modeling, Damascus, 11-15 October 2009.
 - Regional Workshop on “Voice over IPv6”, Cairo, 20-22 October 2009.
 - Regional Human Capacity Development Forum, Cairo, 1-3 Nov. 2009.
 - Seminar on Electronic Certification, Algiers, 8-9 December 2009.
 - Regional Workshop on “the implementation of Next Generation Networks (NGN)”, Cairo, 15-16 December 2009.
5. 4th meeting of Network Operators in the Middle East, Bahrain, 8-9 April 2009; [Speaker].
6. Communications and Media Forum, Bahrain, 5-6 May 2009; [Keynote speech].

7. Workshop on “the foundations for the transition from analogue to digital TV broadcasting”, Bahrain, 28-29 June 2009.
8. Forum on “Administrative Courts and Executive Branch Decisions”, Rabat (Morocco), 25 July 2009.
9. GITEX, Dubai, 18-22 October 2009.

E.3 International Events/Meetings

1. International Telecommunication Union (ITU) [official representation]:
 - Study Groups and Working Parties for ITU-R and ITU-T.
 - The 7th World ICT Indicators Meeting. Cairo (Egypt), 3-5 March 2009.
 - The 4th World Telecommunication Policy Forum (WTPF), Lisbon (Portugal) 21- 24 April 2009; [Chair of a Working Group - I]
 - Dedicated Group on international Internet-related public policy issues, Geneva, 12 Feb. 2009 and 23 June 2009. [Chairman of the Group].
 - World Telecom 2009, Geneva, 5-9 October 2009. [Exhibitor within the Saudi Pavilion].
 - ITU Council, Geneva, 20-30 October 2009.
 - The 9th Global Symposium for Regulators (GSR09), Beirut (Lebanon), 9-12 November 2009; [Chairman of a meeting, Panelists].
2. The 1st Annual General Meeting of OAK-CERT (the Organization of the Islamic Conference - Computer Emergency Response Team), Kuala Lumpur (Malaysia), 13-15 January 2009; [Official representation].
3. Mobile World Congress, Barcelona (Spain), 16-19 February 2009.
4. CeBIT (ICT Exhibition), Hannover (Germany), 3-8 March 2009.
5. WSIS (World Summit on Information Society) Forum, Geneva, 18-22 May 2009; [Official representation].
6. World Health Organization (WHO) Meeting of the International Advisory Committee of the Electromagnetic Fields (EMF) Project, Geneva, 11-12 June 2009; [Official representation].
7. BioEM2009: Joint Meeting of the Bio-electromagnetics Society (BEMS) and the European Bio-Electromagnetics Association (EBEA), Davos (Switzerland), 14-19 June 2009.
8. World Summit on Information and Communications 2009, Korea Communications Commission (KCC), Seoul (Korea), 17-20 June 2009; [Keynote speaker].
9. ICANN’s 35th International Public Meeting, Sydney (Australia), 21-26 June 2009; [Official representation].
10. The 4th Internet Governance Forum, Sharm El-Sheikh (Egypt), 15-18 November 2009; [Official representation].



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A group photo of the Saudi delegation who participated in the 2009 World Telecommunications Exhibition in Geneva

Appendix F: Licenses Issued

F-1. Number of Licensees by Year

Service	2003	2004	2005	2006	2007	2008	2009
Fixed Telecom Service	1	1	1	1	1	1	2
Mobile Service	1	2	2	2	2	3	3
Data Communications	-	2	2	2	2	2	2
Internet Service	18	23	27	47	64	53	57
VSAT	5	5	5	7	13	14	16
GMPCS Service	2	2	2	3	3	3	3
Internet Aeronautical Service	-	1	1	1	1	1	1
Mobile Aeronautical Service	-	-	-	1	2	1	2
Automated Vehicle Location	-	6	19	24	33	26	28
Bulk SMS Service	-	6	38	92	122	135	143
Audio Text (700) Service	-	-	21	26	24	24	15
Call Center Service	-	-	4	7	11	10	8
Electronic Wallet Service	-	-	2	2	5	5	6
Mobile Service Recharging Card Service	-	-	1	4	4	4	3
Network Control & Management	-	-	2	3	4	3	4
Automatic Calling	-	-	-	-	1	-	-
Telecom Hotel	-	-	-	-	1	3	5
Interactive Voice Messaging	-	-	-	-	-	1	-
TOTAL	27	48	127	222	293	289	298

F-2: List of Licensees:

License Type: Fixed Telecom Services	
1	Saudi Telecom Company (STC)
2	Etihad Atheeb Telecom
License Type: Mobile Telecom Services	
1	Saudi Telecom Company (STC)
2	Etihad Etisalat Company (Mobily)
3	MTC Saudi Arabia (Zain)
License Type: Data Service Providers (DSP)	
1	Bayanat Al-Oula for Network Services
2	Integrated Telecom Co. Ltd.
License Type: Internet Services Providers (ISP)	
1	Advanced Operations Technology Est.
2	MTC Saudi Arabia (Zain)
3	AL-Rajhi Saudi Group
4	Gulf Computer Services Company (SPSNET)
5	Al-jazirah Network for Internet Services
6	Sahara Network Co. Ltd
7	Saudi Business Machines Ltd. (SBM)
8	Digi Systems Inc.
9	Zajoul for Advanced Communication Technology
10	Arab Circle Company for Internet Services
11	Electronia Company
12	WIDE BAND
13	City Net Establishment

14	Etihad Atheeb Telecom
15	NESMA National Co. for Advanced Technology Ltd.
16	Arabian Internet and Communications Services Company (Awalnet)
17	LINKdotNET Saudi Arabia Ltd.
18	Saudi Net Link Company Ltd.
19	Bnood Alsaudiah for Business Networking Operation and Development Co.
20	Channels Center for Electronic Devices
21	Saudi Research and Publishing Company (SRPC)
22	Mohamed Munassar Alesayi Group & Ali Hussein Alsawadi Group and Co. (DreamNet)
23	National Advanced Systems Co. Ltd. (NASCO)
24	International Systems Engineering Co. Ltd
25	Seven Eyes Co.
26	Tahseeb Est. Maintenance & Cont. Industrial Services & Supply
27	Perfect Presentation Company
28	Detecon Al Saudia Co. Ltd. (DETASAD)
29	Mohammed Ali Al-Esayi Est. for Trading
30	System of Strategic Business Solution
31	P - Group Saudi Arabia
32	Uni BHR Telecom
33	Zafa Company Limited
34	Interkey Company for Communication and Computer
35	International Gulf Gaihab Establishment
36	MeduNet
37	Middle East Internet Co. Ltd. (Cyberia)

38	Jeraisy for Internet Services Co. Ltd.
39	SAMBA Financial Group
40	Sarmad Company for Trading
41	British Telecom Al-Saudia
42	Voice & Data Telecommunication Company
43	Dar Al-Mustawrad Establishment for Trade (IT)
44	International Computer Company (ICC)
45	Applied Technologies Company
46	Integrated Networks LLC
47	Nasser H Al Harbi Trading Establishment (Al Harbi Telecom)
48	Digital Solutions Provider
49	Bayanat Al-Oula for Network Services
50	Zajil Telecom Company
51	Arabian Electronic Network
52	Nour Communications Company (NourNet)
53	Etihad Etisalat Company (Mobily)
54	Saudi Telecom Company (STC)
55	Integrated Telecom Co. Ltd.
56	Saudi Internet Company
57	Advanced Operations Technology Est.
License Type: VSAT Services	
1	High Capabilities Technologies Company Ltd.
2	Nasser H Al Harbi Trading Establishment (Al Harbi Telecom)
3	Detecon Al Saudia Co. Ltd. (DETASAD)

4	SKYBAND
5	Saudi Net Link Company Ltd.
6	Electronia Company
7	Channels Center for Electronic Devices
8	Atlas Albilad Advanced Technology for Communications
9	Baud Telecom Company
10	Integrated Telecom Co. Ltd.
11	British Telecom Al-Saudia
12	Showtime
13	Computer World & Technology Company
14	Future Core for Technology
15	Shahad Al-Sahra Trading
16	Saudi Telecom Company (STC)
License Type: Global Mobile Personal Communication Service (GMPCS)	
1	Iridium Satellite LLC
2	Thuraya Satellite Telecommunications Company
3	Farhan Commercial Company Ltd. (Thuraya Services)
License Type: Aeronautical Internet Service (Internet in an Airplane)	
1	Connexion by Boeing
License Type: Aeronautical Mobile Service (Mobile over the Airplane)	
1	OnAir-Switzerland S.a.r.l.
2	Data Star International Ltd.
License Type: Automatic Vehicle Location (AVL)	
1	Numerical Data Company Ltd.

2	Electronia Company
3	Advanced Programs Trading Co.
4	Modern Industrial Equipment Est.
5	First Information Technology
6	Orbit United Technologies
7	Abdullatif Alarfaj & Brothers Holding Company
8	SeQureME
9	Third Dimension Technology Limited
10	Al-Motabei for Electronic Systems
11	Industrial Projects Technologies Co.
12	Saudi Net Link Company Ltd.
13	Advanced Electronics Co. Ltd.(AECL)
14	Almisehal Group for Trade Ltd.
15	Technology Gates Computer Establishment
16	Petroleum and Energy Trading Services Est.
17	Zultec Fleet Management Company Ltd.
18	Mohammed Ali Al-Esayi Group for Trading
19	Sahl Vehicles Services Co.
20	iColPlus Company Ltd.
21	Arabian Company for Petrol Services Ltd.
22	Ather Trading Est.
23	System of Strategic Business Solution
24	Dawaer Technologies Co.
25	Data Star International Ltd.

26	Farhan Commercial Company Ltd. (Thuraya Services)
27	Al-Majal Security Services
28	Developed Dimension Information Technology
License Type: Bulk SMS	
1	One Card
2	Raja Abdul-Moute AlMisri Est.
3	SOLEX Plus
4	Bait Alelam Media Production Establishment
5	First for Science & Technology Co.
6	Tim We Saudi Arabia
7	AlMotahaddeth Est.
8	Arabian for Science & Technology
9	TeleCall
10	Jibal Advertising for Information Technology
11	Max Media
12	RAD International Est.
13	ZAAF Net Co.
14	Electronic Concepts Company Ltd.
15	Commerce Investment Technology Company
16	SAB Communications
17	Mobile Channels Company
18	Value Added Co.
19	Wafir International Group for Communication and Information Technology
20	Saudi Bells Telecommunications Company

21	Foundation Fahad Alothaim Services for Telecommunications
22	Tajseed Technologies Company Limited
23	Est. of Dawood Al-Nazer
24	Al-Elm Information Security
25	Zajil Telecom Company
26	Advanced Telecommunications Company (ATC)
27	Shahad A. Rehami Trading Est.
28	Integrated Opinion Est.
29	Perfect Presentation Company
30	Advertising Services Company
31	Egypt Network Co.
32	Radiant Horizon for Information Technology
33	Ghraa Telecom Company
34	Mawarid Electronics Company Ltd.
35	Ideal Business
36	MADA IT Est.
37	Moshabab Ali AlQahtani Est.
38	Dar Al-Ikhtera Aldaulia Co. for Trading
39	Arabs Call Company Limited
40	Advanced Electronics Co. Ltd.(AECL)
41	Interkey Company for Communication and Computer
42	Hash Est.
43	Typical Network Est.
44	Al-Safhah Al-Thahabiah Trading Establishment

45	Electronic Horizons Telecom Est.
46	Mansour Abdulrahman Aljelsi Co.
47	Smart Call Co.
48	First for Information Technology Services
49	MOBILINK Company
50	Zafa Company Limited
51	Link Services Est.
52	Unique Business Group Arabia (UBG)
53	E - Learning & Training Co.
54	Nomed Trading Contracting Co.
55	MeduNet
56	Al-Tekania for Contracting and Trading Co.
57	Al-jazirah corporation for press, printing, and publishing
58	Future Communications Guidance International
59	iTelgent Company
60	Technology Touches Co.
61	Rekas Company for Trade
62	Smart Massage Telecom Technical Est.
63	Technical facilities Est.
64	Fahad M Etaiwi Est.
65	Lead Marketing and Communication LLC
66	Saudi Research and Publishing Company (SRPC)
67	Electro Tasdeed Est.
68	Interactive Media Est.

69	NESMA National Co. for Advanced Technology Ltd.
70	Sara Telecom Company
71	Linki for Communications
72	Ayah International Est.
73	Saudi Trading & Resources Co. Ltd.
74	Ideal Execution Services Est.
75	Net Links Est.
76	Second Phone Technology Company
77	Fenda Communication and IT
78	Technology Development Est.
79	Anan Yaagoub Software Inc.
80	Integrated Telecom Technologies
81	Rawafed Information Co.
82	Bowwabat Almajd co.
83	Naseej Technology Est.
84	Mohamed Munassar Alesayi Group & Ali Hussein Alsawadi Group and Co. (DreamNet)
85	Golden Two Trading Est.
86	Messaging & Data for Trad Est.
87	Inteshaar Commercial Ventures
88	Peacock Advertising and Promotion Company
89	Value for Communication
90	Rke Technology
91	Mobile me for Communications
92	Telecom and Technology Est.

93	The Links Line Est.
94	Jeraisy for Internet Services Co. Ltd.
95	Central Jewel Information Technology
96	M-BUZZ
97	AlKonoZ Portal
98	Mohammed AlRasheedi Est.
99	RAMOOZ
100	Asnaf Company
101	Tech Systems Est.
102	MashaEl Alasemah Trading Est.
103	Media Call for Audio Text Services
104	Alwataniya Advertising Company
105	YMB Communications Est.
106	Uni BHR Telecom
107	Samama Technology
108	Art Vision Est.
109	Data Technology Est.
110	Arabian Advanced Systems Company
111	Media Phone for Computer Services
112	Mobile Innovative Solutions Company
113	Faisal Abdllaziz Yousf Al-Gnaee
114	Mohammed Sowaileh Al-Fitaikha Est., Branch of Al-Ayen
115	MobiZone Saudi Co.
116	Arabian Internet and Communications Services Company (Awalnet)

117	BAB International Corp. for Specilized Services
118	Sarmad Company for Trading
119	Ataas Trading Company
120	Husn Al Emirat Est.
121	Saudi Pearl Company
122	Qanawat for IT and Telecom Services
123	Optimal Technology Solutions
124	Baraheen International Company
125	Tawasul Communications Limited
126	Arabian National Co., for Supplies & Equipment
127	Ezz Elkhir for Development and Support Est.
128	abdulhadi ali al al-rahilah Foundation for Trading
119	Arabic Computer Systems Limited
130	International Company for Mobile Services
131	Sela Trading Company
132	Abdullah Mohammed Al-Othman Trading Est.
133	First Gulf Contracting Company Ltd.
134	Voice & Data Telecommunication Company
135	Tjari Commercial Co. Ltd.
136	Sky Telecommunications Ltd.
137	Okaz Establishment for Journalism and Publishing
138	Digital Zadcom for Computer Services (Zad Group)
139	ARA Media Services Ltd. (AMS)
140	Madar Sadeem Est. for Information Technology

141	Masian Establishment for Marketing
142	ERTIQA Information Est.
143	Asaig United for Communications
License Type: Audio Text Service (700)	
1	SOLEX Plus I
2	SAB Communications
3	Advertising Services Company
4	Mawarid Electronics Company Ltd.
5	Arabs Call Company Limited
6	Abdullah Mohammed Al-Othman Trading Est.
7	Interkey Company for Communication and Computer
8	Saudi Trading & Resources Co. Ltd.
9	Media Call for Audio Text Services
10	Unique Business Group Arabia (UBG)
11	MobiZone Saudi Co.
12	Saudi Pearl Company
13	Mobile Innovative Solutions Company
14	MOBILINK Company
15	Sky Telecommunications Ltd.
License Type: Call Center Service	
1	Perfect Presentation Company
2	Inteshaar Commercial Ventures
3	RMZ Commercial Co.
4	Taqniatech Co.

5	Uni BHR Telecom
6	Sanabis Communication Technology, Training & Development
7	Etisal International Co. for Marketing Services
8	Al-Khaleej for Training and Education Limited
License Type: Electronic Wallet Service	
1	One Card
2	Perfect Presentation Company
3	Zafa Company Limited
4	FANA Internationals for Communications
5	Interkey Company for Communication and Computer
6	Nomed Trading Contracting Co.
License Type: Prepaid Card Recharging Services	
1	One Card
2	Interkey Company for Communication and Computer
3	Uni BHR Telecom
License Type: Network Operation Center (NOC)	
1	Jeraisy for Internet Services Co. Ltd.
2	Detecon Al Saudia Co. Ltd. (DETASAD)
3	Integrated Networks LLC
4	International Electronic Telecommunications Company (Inteltec Saudi Arabia)
License Type: Telecom Hotel	
1	Tuwaiq Communication Company
2	Interkey Company for Communication and Computer
3	Electronia Company

4	Jeraisy for Internet Services Co. Ltd.
5	Nour Communications Company (NourNet)

Appendix G: CITC Websites

Main CITC site:

<http://www.citc.gov.sa>



CITC intranet site:

<http://my>



The National Center for Information Security (CERT-SA):

<http://www.cert.gov.sa>



Saudi Internet Service Portal:

<http://www.Internet.gov.sa>



Saudi Network Information Center:

<http://www.nic.net.sa>



IPv6 Task Force:

<http://www.ipv6.org.sa>



Saudi National Anti-SPAM Program:

<http://www.spam.gov.sa>



National Committee for Information Society:

<http://www.ncis.org.sa>



Appendix H: Code of Ethics and Professional Conduct

- Respect the rights of all stakeholders who interact with the CITC, and deal with them courteously, fairly and impartially.
- Refrain from any actions, dealings or work activities which are considered improper or are seen as inconsistent with moral and honorable conduct.
- Do not accept or request any gifts, compensation, invitations or other benefits of any kind from parties who have a direct or indirect business relationship with the CITC.
- Do not directly or indirectly exploit your position at CITC for personal advantage or profit, or for the benefit of a relative or a friend.
- Refrain from any activity that can lead to conflict of interest, real or perceived, between your own personal interests on the one hand, and professional responsibilities on the other. In the case where such conflict exists or may exist, or if you are subjected to conflicting external pressures, or if in doubt of the proper course of action, refer the issue, in confidence, directly and in writing to your immediate supervisor.
- Refrain from any action that might lead to preferential treatment of persons or entities involved with the CITC, or might negatively impact CITC's reputation.
- Avoid establishing personal working relationships with people, establishments or companies whose self interest is linked to CITC decisions, and refrain from offering advice or revealing information which is not publicly available, and which might provide unfair advantage to any party.
- Do not reveal confidential information obtained during the exercise of duties whether verbally, in writing or electronically.
- Do not, either directly or indirectly, exploit or utilize information which is obtained during the course of employment at the CITC and which is not publicly available, for personal gains or for the benefit or harm of others.

- Do not get involved in any business or undertake any independent work activities of a similar nature to that of the CITC's. To be involved in any other business activity, which is not of a similar nature to that of the CITC, a prior approval must be obtained



member of staff

Appendix I: CITC Financial Accounts

	31 Dec 2008 (Audited) SR (000)	31 Dec 2009 (Not audited) SR (000)
Revenues:		
- Commercial Services Provisioning Fees	4,951,306	4,756,072
- Licence Fees	23,300,117*	404,075
- Spectrum Usage Fees	2,383,000	1,051,515
- Other Revenues	34,227	28,286
Total Revenues	30,668,650	6,239,948
Expenditures:		
- Employee Costs	109,322	132,606
- Administrative and General Expenditures	41,502	52,759
- Consultancy	19,532	40,416
- IT Systems and Software	5,818	9,988
- Capital Expenditures	122,830	98,523
Total Expenditures	229,004	334,292
NET REVENUES (Surplus)	30,369,646	5,905,656

Note:

* The substantial jump in license fee revenues for the fiscal year 2008 is due to the collection of the third mobile license fee paid by Saudi Zain, valued at 22.9 billion SAR (non-recurring fee).

** As per the CITC Ordinance (Articles 11 & 12), the Commission collects the fees charged for the provision of commercial services, usage of frequencies and issuance and renewal of licenses, and deposits these amounts with the General Treasury in a current account of the Ministry of Finance and National Economy. The Commission does not keep reserve. The whole surplus (Revenues – Expenditures) is returned to the Public Treasury.

هيئة الاتصالات وتقنية المعلومات
Communications and Information Technology Commission



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