

Mobily Business Services Booklet



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01-Introduction

A. Why Mobily Business?

B. Evolution Journey



A- Why Mobily Business?

Mobily Business is proud to provide the latest ICT services in the Kingdom of Saudi Arabia, and proud of its interest in providing the Saudi business sector with the most advanced and sophisticated solutions.

Mobily Business offers its customers the best value on voice and data packages that are designed to meet their business communication needs, and also provides them with many packages and add-on services at competitive prices.

Mobily Business provides great coverage of wireless and fiber-optic network in KSA, in addition to one of the largest data centers system in the world, which have more tier certified constructed facilities than any other company in the region. Its technical infrastructure was awarded with the highest international awards, which built a base towards moving forward in the innovation path.

Mobily Business had brought world-class cloud-based solutions, that have been designed to cover the needs of all sized enterprises. We at Mobily Business believe that our core values of innovation, customer satisfaction, and integrity differentiate us from our competitors. Our focus is on developing and maintaining customer fulfillment via delivering high-quality services every day that outstand customers' expectations.



B- Evolution Journey

Mobily Business has one of the largest and most advanced portfolios of ICT solutions in the Kingdom; encompassing Voice, Data, Connectivity, and IT services.

Solutions includes Data Center, Enterprise Cloud, Security, Managed Services, IoT and Infrastructure solutions. Mobily Business IT Services portfolio is the most reliable, robust, diverse and cost-effective option, which leverages its industry-leading data, network, superior connectivity and world-class infrastructure that includes:

- Uptime TM Institute Tier-II, Tier-III and Tier-IV certified data centers in both construction and gold operations sustainability spanning across the Kingdom's major cities. Thus, promising the highest level of availability, geographical redundancy, and physical network security as well.
- ISO/IEC 27001:2005 ISMS, CSA Star Certified, ISO14644 Class 8, Cisco® powered enterprise-grade cloud infrastructure offering fully scalable cloud solutions while guaranteeing resiliency, efficiency and availability that matches global standards.
- First operator to launch IoT platform in the Kingdom. The managed connectivity platform powered by Cisco Jasper is addressing the core needs of IoT Business, while its flexible plans and automation engines monetize the business.
- Enterprise Cloud platform that is as practical as it is powerful. The platform is designed to run the most complex, mission-critical applications. The cloud is engineered with the performance, security, resilience and services to support customer's entire IT estate.



02-Telco Services

- A. Mobile Services
- B. Connectivity Services
- C. Managed Services
- D. Fixed Voice Services



02- TELCO SERVICES

A- Mobile Services

- Business Postpaid (Mobile Voice)

- Data Connect Postpaid (Mobile Internet Access)
- Bulk SMS Business (Bulk SMS)
- Roaming Add-Ons (Mobile Voice/Data Roaming)
- Coverage as a Service
- Cell On Wheels (COW) 4G & 5G

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

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Description	Benefits	What the Service Provides	Who Benefits from this Service?
<p>Mobily Business Postpaid will enable businesses to communicate more effectively through voice packages. The new postpaid packages offer multiple values to the user on Voice, data, and smartphones discounts with many other added value services that meets the business needs.</p>			

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Description

Benefits

What the Service Provides

Who Benefits from this Service?

- Multiple postpaid packages with many features based on the customer's needs.
- Devices discounts and multiple payment options.
- Additional Value-Added Services that enables bill control and cost optimization.

02- TELCO SERVICES

A- Mobile Services

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D- Fixed Voice Services

Description	Benefits	What the Service Provides	Who Benefits from this Service?
<ul style="list-style-type: none">• Six voice packages (Mobily Business 40, Mobily Business 80, Mobily Business 120, Mobily Business 200, Mobily Business 400 and Mobily Business 800).• Postpaid and Control Plus subscription type.• Smartphone discount.• Add-On Services for local, international and roaming usage.			

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C- Managed Services

D- Fixed Voice Services

Description	Benefits	What the Service Provides	Who Benefits from this Service?
Business customers that seeks affordable voice packages that adds value to their business needs and communication.			

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Description	Benefits	What the Service Provides	Who Benefits from this Service?
<p>Data Connect is a service that enables our customers to experience high-speed internet connectivity through data SIMs supporting the latest internet technologies to accommodate their rapid business needs and growth.</p> <p>Mobily Business Data Connect provides various and flexible packages (Postpaid and Prepaid) to ensure business is continuously running at its optimum.</p>			

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Description	Benefits	What the Service Provides	Who Benefits from this Service?
	<ul style="list-style-type: none"> • High-speed performance and reliable connectivity with a competitive price. • Multiple packages that offers variety of data volume that suits the business needs. • postpaid additional data add-ons and prepaid renewals. • Bundled with the latest 5G devices with no set-up required. 		

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Description

Benefits

What the Service Provides

Who Benefits from this Service?

- Data SIM cards for both Postpaid and Prepaid packages.
- Latest 5G routers with enhanced features and multi users support

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Description	Benefits	What the Service Provides	Who Benefits from this Service?
Mobily business customers who need a mobile internet service that suits their business needs.			

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Description	Benefits	What the Service Provides	Who Benefits from this Service?
<p>Mobily Bulk SMS service provides the option of sending a large volume of messages to different users through Mobily network, while directly benefiting from volume SMS rates' discounts. Whether it is for authentication, information, promotional messages or customer service orientated communications, Mobily Bulk SMS can provide a timely and cost-efficient mass-market communication tool.</p>			

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Description

Benefits

What the Service Provides

Who Benefits from this Service?

- Cost-effective and efficient.
- Full-Geographic Network Redundancy:
Providing two messaging gateways in different geographic locations, with the possibility of having access to both gateways.
- Customer database confidentiality that is never used, nor shared with any third party.
- Consistent brand communications enhancing the brand image and awareness.

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Description

Benefits

What the Service Provides

Who Benefits from this Service?

One-Way Bulk SMS:

- Send-Only mechanism: Business customer can send messages to end-users.
- Customer will get account to send SMS to end user.

Two-Way Bulk SMS:

- Send to and receive messages from end-users.
- Customer gets an account to send SMS to end-user and a short code to receive messages.
- Customers can choose between the Postpaid or Prepaid payment options.

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Description	Benefits	What the Service Provides	Who Benefits from this Service?
Business customers who need to send a large number of SMS to a wide base of mobile phone users with reduced rates per SMS.			

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Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
<p>Mobily Business Roaming Services enables customers to enjoy using their phones while roaming through variety of benefits Minutes, data and SMS.</p>				

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D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?	
Roaming Data Bundles:					
-	-	Business Connect 1	Business Connect 2	Business Connect 3	Business Connect 4
Price	In SAR	171.35	228.85	343.85	401.35
Roaming Data	Data in GB	5 GB	5 GB	10 GB	Unlimited
Validity	Days	7	28	28	28

* All prices are inclusive of VAT

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Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?																																						
<p>Passport Bundles:</p> <p>Roaming Voice & Data:</p> <table><tr><th>-</th><th>-</th><th>Business Passport 100</th><th>Business Passport 500</th><th>Business Passport 1000</th></tr><tr><td>Price</td><td>In SAR</td><td>228.85</td><td>401.35</td><td>573.85</td></tr><tr><td rowspan="3">Voice Minutes</td><td>Call Back KSA</td><td>100</td><td>500</td><td>1000</td></tr><tr><td>Local Calls</td><td>100</td><td>500</td><td>1000</td></tr><tr><td>Incoming Calls</td><td>100</td><td>500</td><td>1000</td></tr><tr><td>SMS</td><td>Incoming SMS</td><td>Free</td><td>Free</td><td>Free</td></tr><tr><td>Roaming Data</td><td>Data in GB</td><td>5 GB</td><td>10 GB</td><td>Unlimited</td></tr><tr><td>Validity</td><td>Days</td><td>7</td><td>28</td><td>28</td></tr></table>					-	-	Business Passport 100	Business Passport 500	Business Passport 1000	Price	In SAR	228.85	401.35	573.85	Voice Minutes	Call Back KSA	100	500	1000	Local Calls	100	500	1000	Incoming Calls	100	500	1000	SMS	Incoming SMS	Free	Free	Free	Roaming Data	Data in GB	5 GB	10 GB	Unlimited	Validity	Days	7	28	28
-	-	Business Passport 100	Business Passport 500	Business Passport 1000																																						
Price	In SAR	228.85	401.35	573.85																																						
Voice Minutes	Call Back KSA	100	500	1000																																						
	Local Calls	100	500	1000																																						
	Incoming Calls	100	500	1000																																						
SMS	Incoming SMS	Free	Free	Free																																						
Roaming Data	Data in GB	5 GB	10 GB	Unlimited																																						
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Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?	
GCC Bundles:					
Roaming Voice:					
-	-	Business Roaming Voice-25	Business Roaming Voice-15	Business Roaming Voice-150	Business Roaming Voice-100
Price	In SAR	56.35	44.85	90.85	148.35
Voice Minutes	Call Back KSA	25	15	50	100
	Local Calls	25	15	50	100
	Incoming Calls	25	15	50	100
SMS	Incoming SMS	Free	Free	Free	Free
Validity	Days	7	28	28	28
* All prices are inclusive of VAT					

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Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?	
International Bundles:					
Roaming Voice:					
-	-	Business Roaming Voice-50	Business Roaming Voice-20	Business Roaming Voice-100	Business Roaming Voice-250
Price	In SAR	113.85	56.35	171.35	286.35
Voice Minutes	Call Back KSA	50	20	100	250
	Local Calls	50	20	100	250
	Incoming Calls	50	20	100	250
SMS	Incoming SMS	Free	Free	Free	Free
Validity	Days	7	28	28	28
* All prices are inclusive of VAT					

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Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
<p>Mobily Business Roaming Services enables customer to enjoy multiple benefits while roaming the world for their business needs:</p> <ul style="list-style-type: none">•Roaming minutes•Roaming SMS•Roaming Data				

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Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
<ul style="list-style-type: none">•Eligible in multiple countries around the world as mentioned in Mobily website•Multiple validity periods weekly or monthly.•Internet packages when roaming.				

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Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
Business customers who seeks roaming services around the world with multiple values.				

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Description	Service Requirements	Timeframe	Submission Cost	Request Processing Time	How to Request the Service?
<p>Mobily provides integrated infrastructure solutions to meet the diverse needs of our clients. That’s why we launched Indoor Coverage Solutions (IBS), a comprehensive offering that includes the design, installation, operation, and management of wireless network coverage using the latest technologies. These solutions are designed to enhance indoor connectivity in facilities such as airports, hospitals, stadiums, malls, and both public and private sector buildings.</p>					

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Description	Service Requirements	Timeframe	Submission Cost	Request Processing Time	How to Request the Service?
<ul style="list-style-type: none">• A site survey will be conducted at the customer’s location to verify the feasibility of service delivery.• The presence of internal infrastructure within the building or facility is required.• Permanent spaces and locations must be allocated for hosting telecom equipment as per the approved design, along with providing continuous power supply.• Adherence to the agreed service quality level as outlined in the contract with the customer, in compliance with applicable regulatory requirements.					

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Description	Service Requirements	Timeframe	Submission Cost	Request Processing Time	How to Request the Service?
<ul style="list-style-type: none">•After the service request is submitted, the specialized team will assess the project based on the building’s size and the client’s specific requirements.•The client will then be informed of the estimated project completion timeline, in accordance with the terms agreed upon in the contract.					

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Description	Service Requirements	Timeframe	Submission Cost	Request Processing Time	How to Request the Service?
<ul style="list-style-type: none">•The cost is estimated based on the building’s size, the required telecom equipment, and the agreed-upon technology as specified in the contract with the client.					

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Description	Service Requirements	Timeframe	Submission Cost	Request Processing Time	How to Request the Service?
<div>• Depending on the completeness of the required project information, the request will be reviewed within 45 days from the date of receiving all necessary details from the client.</div>					

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Description	Service Requirements	Timeframe	Submission Cost	Request Processing Time	How to Request the Service?
<div><ul style="list-style-type: none">• Via the company’s website (www.mobily.com.sa)• By contacting Customer Service at (901)• By sending an email to (DigialSalesB2B@mobily.com.sa)• Through the assigned Account Manager</div>					

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Description	Service Requirements	Network Type	Target Number of Users	Coverage Duration
Service Area	Submission Cost	Request Processing Time	How to Request the Service?	
Providing telecom service delivery via a mobile communication vehicle to meet the customer's needs.				

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Description	Service Requirements	Network Type	Target Number of Users	Coverage Duration
Service Area	Submission Cost	Request Processing Time	How to Request the Service?	
<ul style="list-style-type: none">• Verifying the technical feasibility of connecting the vehicle to the Mobily network• Permission to install a power generator• Ensuring accessible and convenient routes for vehicle deployment• Providing access permits for staff and equipment• Permission to level the ground and perform excavation work to stabilize the mobile vehicle during installation• Allowing 24/7/ site maintenance access• Determining whether fencing is required for the vehicle, including fence specifications and branding signage• The service requester must facilitate site access for installation, and allow for the dismantling and removal of mobile telecom equipment immediately after the service ends, within a reasonable time frame• Commitment to the agreed service quality as stated in the contract with the client, including minimum acceptable signal strength, average upload/download speeds based on expected users, and other performance metrics. Compliance with all applicable regulatory requirements in this regard				

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Description	Service Requirements	Network Type	Target Number of Users	Coverage Duration
Service Area	Submission Cost	Request Processing Time	How to Request the Service?	
<div><ul style="list-style-type: none">• 4G Network: Fourth Generation• 5G Network: Fifth Generation</div>				

02- TELCO SERVICES

A- Mobile Services

- Business Postpaid (Mobile Voice)
- Data Connect Postpaid (Mobile Internet Access)
- Bulk SMS Business (Bulk SMS)
- Roaming Add-Ons (Mobile Voice/Data Roaming)
- Coverage as a Service
- Cell on Wheels (COW) 4G & 5G

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

Description	Service Requirements	Network Type	Target Number of Users	Coverage Duration
Service Area	Submission Cost	Request Processing Time	How to Request the Service?	
Based on customer request and expected usage				

02- TELCO SERVICES

A- Mobile Services

- Business Postpaid (Mobile Voice)
- Data Connect Postpaid (Mobile Internet Access)
- Bulk SMS Business (Bulk SMS)
- Roaming Add-Ons (Mobile Voice/Data Roaming)
- Coverage as a Service

- Cell on Wheels (COW) 4G & 5G

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

Description	Service Requirements	Network Type	Target Number of Users	Coverage Duration
Service Area	Submission Cost	Request Processing Time	How to Request the Service?	
As per the agreed timeframe between the client and the company				

02- TELCO SERVICES

A- Mobile Services

- Business Postpaid (Mobile Voice)
- Data Connect Postpaid (Mobile Internet Access)
- Bulk SMS Business (Bulk SMS)
- Roaming Add-Ons (Mobile Voice/Data Roaming)
- Coverage as a Service

- Cell on Wheels (COW) 4G & 5G

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

Description	Service Requirements	Network Type	Target Number of Users	Coverage Duration
Service Area	Submission Cost	Request Processing Time	How to Request the Service?	
Based on customer request				

02- TELCO SERVICES

A- Mobile Services

- Business Postpaid (Mobile Voice)
- Data Connect Postpaid (Mobile Internet Access)
- Bulk SMS Business (Bulk SMS)
- Roaming Add-Ons (Mobile Voice/Data Roaming)
- Coverage as a Service

- Cell on Wheels (COW) 4G & 5G

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

Description	Service Requirements	Network Type	Target Number of Users	Coverage Duration
Service Area	Submission Cost	Request Processing Time	How to Request the Service?	
<div><div>4G:</div><div>A one-time site setup fee of SAR 200,000 applies, and a monthly operational fee of SAR 285,000</div></div> <div><div>5G:</div><div>A one-time site setup fee of SAR 200,000 applies, and a monthly operational fee of SAR 380,000</div></div>				

02- TELCO SERVICES

A- Mobile Services

- Business Postpaid (Mobile Voice)
- Data Connect Postpaid (Mobile Internet Access)
- Bulk SMS Business (Bulk SMS)
- Roaming Add-Ons (Mobile Voice/Data Roaming)
- Coverage as a Service

- Cell on Wheels (COW) 4G & 5G

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

Description	Service Requirements	Network Type	Target Number of Users	Coverage Duration
Service Area	Submission Cost	Request Processing Time		How to Request the Service?
Up to 15 business days for requests within cities, and up to 20 business days for requests outside cities.				

02- TELCO SERVICES

A- Mobile Services

- Business Postpaid (Mobile Voice)
- Data Connect Postpaid (Mobile Internet Access)
- Bulk SMS Business (Bulk SMS)
- Roaming Add-Ons (Mobile Voice/Data Roaming)
- Coverage as a Service

- Cell on Wheels (COW) 4G & 5G

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

Description	Service Requirements	Network Type	Target Number of Users	Coverage Duration
Service Area	Submission Cost	Request Processing Time	How to Request the Service?	
<ul style="list-style-type: none">•Digital channels•Official website•Account manager•Branch visits•Customer service via 901				

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- **DIA (Dedicated Internet Access)**

- FiberNet

- IP VPN (Layer 3 Connectivity Service)

- Ethernet VPN (Layer 2 Connectivity Service)

- VSAT

C- Managed Services

D- Fixed Voice Services

 **More Information** **Terms & Conditions**

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Dedicated Internet Access)

- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT

C- Managed Services

D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
<p>Direct Internet Access (DIA) is a dedicated, symmetrical, reliable, secure and scalable internet service that is provided through many modern-access technologies to meet different business needs.</p>				

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- **DIA (Dedicated Internet Access)**

- FiberNet

- IP VPN (Layer 3 Connectivity Service)

- Ethernet VPN (Layer 2 Connectivity Service)

- VSAT

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

What the
Service Provides

Who Benefits
from this Service?

- Dedicated and shared options meet business budget needs.
- Committed service with a service level agreement for performance and support.
- Resilience options through optional, Backup Links upon request.
- Flexible speed options.
- Provide static public IP addresses.
- Wide coverage through many access technologies.
- Availability of IPv4 and IPv6.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- **DIA (Dedicated Internet Access)**

- FiberNet

- IP VPN (Layer 3 Connectivity Service)

- Ethernet VPN (Layer 2 Connectivity Service)

- VSAT

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

What the
Service Provides

Who Benefits
from this Service?

- An internet service from only one committed provider.
- Professional and reliable support 24/7.
- Different coverage and backup options.
- Easily managed through Mobily self-service portal and mobile app.
- One unified bill for all your services.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Dedicated Internet Access)

- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT

C- Managed Services

D- Fixed Voice Services

Description	Features	Benefits	What the Service provides	Who Benefits from this Service?
<p>This service comes in Four packages:</p> <ul style="list-style-type: none">• DIA Platinum (Dedicated Internet Access)• DIA Bronze (Shared Internet Access - Terrestrial)• DIA Zone Connect• DIA for SME (Shared Internet Access - Terrestrial)				

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Dedicated Internet Access)

- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT

C- Managed Services

D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
<p>Business customers who need:</p> <ul style="list-style-type: none">• To run business applications and systems on internet with a committed bandwidth.• A fully scalable and redundant Internet service that supports their business needs.• An internet service with a static public IP.				

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)

- FiberNet

- IP VPN (Layer 3 Connectivity Service)

- Ethernet VPN (Layer 2 Connectivity Service)

- VSAT

C- Managed Services

D- Fixed Voice Services



More Information



Terms & Conditions

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT

C- Managed Services

D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
<p>FiberNet service is an internet service that relies on the latest fiber optics technologies to offer all the speed and stability that our customer’s business deserves.</p>				

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT

C- Managed Services

D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
	<ul style="list-style-type: none">• High and reliable internet speeds.• High performance at affordable prices.• Professional and reliable support 24/7.• Service Management through the self-service portal and mobile app.			

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)

- FiberNet

- IP VPN (Layer 3 Connectivity Service)

- Ethernet VPN (Layer 2 Connectivity Service)

- VSAT

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

What the Service Provides

Who Benefits from this Service?

- The ability to choose from a variety of packages.
- The ability to switch between packages to fulfill your enterprise needs.
- Free modem device that supports Wi-Fi.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT

C- Managed Services

D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
Internet packages with different speeds starting from 100 Mbps up to 500 Mbps.				

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT

C- Managed Services

D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
Mobily Business FiberNet is suitable for small and medium enterprises.				

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- **IP VPN (Layer 3 Connectivity Service)**
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT

C- Managed Services

D- Fixed Voice Services



 More Information

 Terms & Conditions

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)**
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

Who Benefits from this Service?

IP-VPN is a reliable and secured Layer-3 service that enables Mobily Business customers to use the standard Internet Protocol (IP) to connect two or more sites, buildings or branches through a single virtual private network that enables flexible and continuous data and applications exchange between different users and nodes. The service is delivered on Mobily next generation MPLS global network.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)

- FiberNet

- IP VPN (Layer 3 Connectivity Service)

- Ethernet VPN (Layer 2 Connectivity Service)

- VSAT

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

Who Benefits
from this Service?

- Full range of network topologies
- Different Class of Service (CoS) Profiles.
- Committed service with a service level agreement for performance and support.
- Flexible speed options.
- Resilience options through optional, backup links upon request.
- Wide coverage through various access technologies.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)**
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

Who Benefits
from this Service?

- A Layer-3 MPLS VPN service from only one committed provider.
- Guarantees high prioritization and low latency through different CoS.
- Professional and reliable support 24/7.
- Different coverage and backup options.
- Fully scalable service that supports customer business growth.
- Easily managed through Mobily self-service portals.
- One unified bill for all your services.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)**
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

**Who Benefits
from this Service?**

Business Customers who need:

- To build a reliable and secure enterprise WAN with a committed bandwidth per branch to enable their ICT needs.
- To ensure high prioritization and low latency for different business needs.
- A fully-scalable & redundant connectivity service that supports their business needs.

02- TELCO SERVICES

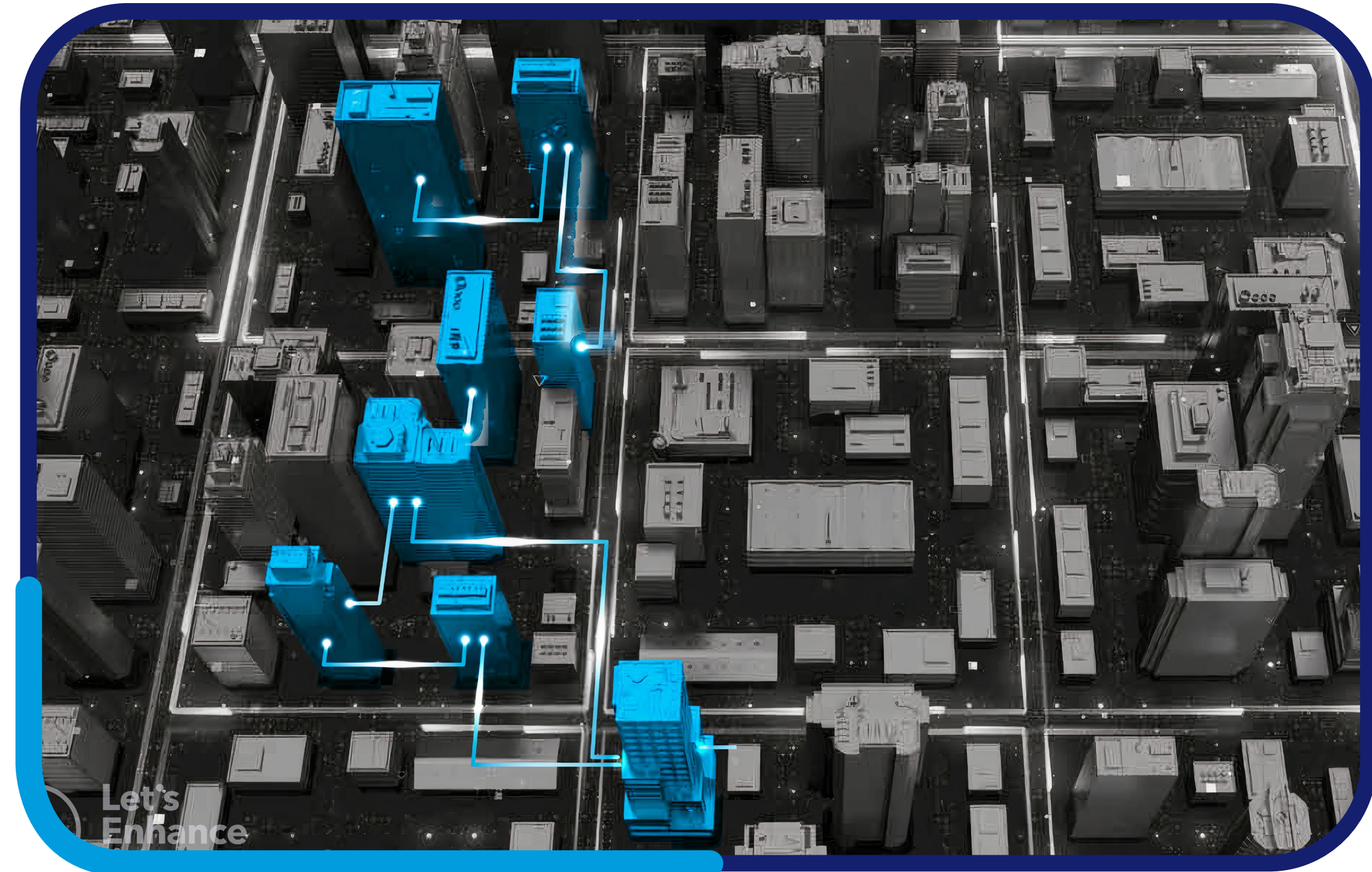
A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- **Ethernet VPN (Layer 2 Connectivity Service)**
- VSAT

C- Managed Services

D- Fixed Voice Services

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02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- Ethernet VPN (Layer 2 Connectivity Service)**
- VSAT

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

Who Benefits from this Service?

Ethernet-VPN is a reliable and secured Layer-2 service that enables Mobily Business customers to connect two or more sites, buildings or branches through a single Wide Area Network (WAN), allowing a variety of protocols and giving security, flexibility and controllability for traffic of enterprise WAN. It comes in a variety of "Point to Point" options for data centers or major sites replication, or VPLS option for Hub and Spoke or full mesh connectivity between multiple branches and HQ. Service is delivered on Mobily next generation MPLS global network.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)

- FiberNet

- IP VPN (Layer 3 Connectivity Service)

- Ethernet VPN (Layer 2 Connectivity Service)

- VSAT

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

Who Benefits
from this Service?

- Full range of network topologies
- Different Class of Service (CoS) Profiles.
- Ability to create virtual private LAN services (VPLS).
- Committed service with a service level agreement for performance and support.
- Flexible speed options.
- Resilience options through optional, backup links upon request.
- Wide coverage through various access technologies.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)

- FiberNet

- IP VPN (Layer 3 Connectivity Service)

- **Ethernet VPN (Layer 2 Connectivity Service)**

- VSAT

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

Who Benefits
from this Service?

- A Layer-2 MPLS VPN service, which is more secure from only one committed provider.
- Maintain full control over customer's own network.
- Professional and reliable support 24/7.
- Different coverage & backup options.
- Scalable and reliable service.
- Easily managed through Mobily's self-service portals.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)

- FiberNet

- IP VPN (Layer 3 Connectivity Service)

- Ethernet VPN (Layer 2 Connectivity Service)

- VSAT

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

**Who Benefits
from this Service?**

Business customers who need:

- A reliable and secured Layer-2 service that enables customers to connect the headquarter with the branches.
- To ensure high prioritization and low latency for different business needs.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- Ethernet VPN (Layer 2 Connectivity Service)
- **VSAT**

C- Managed Services

D- Fixed Voice Services



More Information

Terms & Conditions

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT**

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

Who Benefits
from this Service?

Mobily provides internet and data connectivity services over VSAT technology in remote areas. VSAT is mainly used at places where connectivity through other media is not feasible. With the availability of VSAT services, Mobily is able to provide internet and data connectivity services anywhere in the Kingdom.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT**

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

Who Benefits
from this Service?

- Access technology that can reach anywhere in the Kingdom.
- High quality service, irrespective of the distance.
- Dedicated and shared options meet business needs.
- Flexible speed choices.
- Fast service deployment.
- Committed service with a service level agreement for performance and support.
- Service management through Web Portal and mobile app.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT**

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

Who Benefits
from this Service?

- Internet and connectivity service from only one committed provider.
- Professional and reliable support 24/7.
- Coverage across the Kingdom.
- Scalable and reliable service.
- High availability.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

- DIA (Direct Internet Access)
- FiberNet
- IP VPN (Layer 3 Connectivity Service)
- Ethernet VPN (Layer 2 Connectivity Service)
- VSAT**

C- Managed Services

D- Fixed Voice Services

Description

Features

Benefits

Who Benefits
from this Service?

Business customer who need:

- Internet and connectivity at locations where no other wireline or wireless media is available.
- To run business applications and systems on internet and connectivity with a committed bandwidth.
- A fully-scalable and redundant internet and connectivity service that supports their business needs.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

C- Managed Services

- Managed Router Service

- Managed LAN

D- Fixed Voice Services



More Information

Terms & Conditions

02- TELCO SERVICES

- A- Mobile Services
- B- Connectivity Services
- C- Managed Services
 - Managed Router Service
 - Managed LAN
- D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
<p>The Managed Router service provides network management services with an easy and fast way to select, install, monitor and manage edge routers at customer premises. The service provides professional and specialized skills to ensure network efficiency and high performance, thus allowing customers to concentrate on their core business, By eliminating the hassle of daily monitoring or router maintenance, reduce overall maintenance, and support costs.</p>				

02- TELCO SERVICES

- A- Mobile Services
- B- Connectivity Services
- C- Managed Services
 - Managed Router Service
 - Managed LAN
- D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
	<ul style="list-style-type: none">• Helps customers keep their business running and network available with proper monitoring and management of their router hardware.• Improved operational efficiency, 24/7 fully-managed operations and reporting.• Allows customers to focus on their main business.• Business up and running rather than build and manage your own solution.• Update and upgrade the router.• Online customer portal for reports and monitoring.			

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

C- Managed Services

- Managed Router Service

- Managed LAN

D- Fixed Voice Services

Description

Features

Benefits

What the Service Provides

Who Benefits from this Service?

- Cost-effective, low total cost of ownership (no training, operation or monitoring cost).
- Service reliability and redundancy with SLA protection, guaranteeing high availability.
- One-stop solution for data and hardware services for easy access.
- Consultancy and design services from Mobily's technical teams to meet customer's business needs.

02- TELCO SERVICES

- A- Mobile Services
- B- Connectivity Services
- C- Managed Services
 - Managed Router Service
 - Managed LAN
- D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
The Managed Router Service comes in three packages to suit the needs of customers.				

02- TELCO SERVICES

- A- Mobile Services
- B- Connectivity Services
- C- Managed Services
 - Managed Router Service
 - Managed LAN
- D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
All business customers who are looking for a managed service provider.				

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

C- Managed Services

- Managed Router Service

- **Managed LAN**

D- Fixed Voice Services



 More Information

 Terms & Conditions

02- TELCO SERVICES

- A- Mobile Services
- B- Connectivity Services
- C- Managed Services
 - Managed Router Service
 - Managed LAN
- D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
<p>The Managed LAN service provides network management services with an easy and fast way to select, install, monitor and manage LAN switches at customer premises. The service provides professional and specialized skills to ensure network efficiency and high performance, thus allowing customers to concentrate on their core business, eliminate the hassle of daily monitoring, reduce overall maintenance, and support costs.</p>				

02- TELCO SERVICES

- A- Mobile Services
- B- Connectivity Services
- C- Managed Services
 - Managed Router Service
 - Managed LAN
- D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
	<ul style="list-style-type: none">• Cost-effective, low total cost of ownership (no training, operation or monitoring cost).• Service reliability and redundancy with SLA protection, guaranteeing high availability.• One-stop solution for data and hardware services for easy access.• Consultancy and design services from Mobily’s technical teams to meet customer’s business needs.• Online customer portal.			

02- TELCO SERVICES

- A- Mobile Services
- B- Connectivity Services
- C- Managed Services
 - Managed Router Service
 - Managed LAN
- D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
<ul style="list-style-type: none">• Improved operational efficiency, 24/7 fully-managed operations and reporting.• Helps customers to keep their business running and the network available with the proper monitoring and management on the devices.• Start immediately rather than build and manage own solution.• Allows customers to focus on their main business.• Keep customer updated with reports and monitoring tool.				

02- TELCO SERVICES

- A- Mobile Services
- B- Connectivity Services
- C- Managed Services
 - Managed Router Service
 - Managed LAN
- D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
<p>The Managed LAN service comes in three packages to suit the needs of customers.</p>				

02- TELCO SERVICES

- A- Mobile Services
- B- Connectivity Services
- C- Managed Services
 - Managed Router Service
 - Managed LAN
- D- Fixed Voice Services

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
All business customers who are looking for a managed service provider.				

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

- SIP Trunk Services

- Fast Connect



More Information

Terms & Conditions

02- TELCO SERVICES

- A- Mobile Services
- B- Connectivity Services
- C- Managed Services
- D- Fixed Voice Services
 - SIP Trunk Services
 - Fast Connect

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
<p>Optimize your business by operating your phone service with Mobily’s SIP Trunk Service, which provides a fixed link associated with unlimited landline numbers. You’ll have an option of flexible bundles and competitive call rates on fixed and mobile coverage across Saudi Arabia. You can keep your existing landline numbers when moving to Mobily, that includes all types of numbers such as UAN 9200 or Toll Free 800.</p>				

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

- SIP Trunk Services

- Fast Connect

Description

Features

Benefits

What the Service Provides

Who Benefits from this Service?

- Affordable subscription
- Competitive rates for calling mobile and landlines numbers
- Multiple access technology options (GPON, AE, PMP, P2P)
- Scalability: start with 10 landline numbers and increase your SIP trunk up to 300,000 landline numbers
- Free minutes on-net and off-net per landline.
- Free calls within company groups

02- TELCO SERVICES

- A- Mobile Services
- B- Connectivity Services
- C- Managed Services
- D- Fixed Voice Services
 - SIP Trunk Services
 - Fast Connect

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
<ul style="list-style-type: none">• Cost reduction on subscription and rates (free CUG).• Multiple coverage options with redundant routes.• One summary invoice for all your SIP Trunk services.• Full controlling on line level (set credit limit, block international/mobile per line).• Flexibility: You can design your SIP Trunk by a flexible combination of number of channels and landlines.• Earn more Neqaty points.				

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

- SIP Trunk Services

- Fast Connect

Description

Features

Benefits

What the Service Provides

Who Benefits from this Service?

- Layer 3 data connectivity circuit with private IP VLAN
- Up to 100,000 channels and 300,000 landline numbers
- Optional discounted back-up link upon request
- You can also get a short code number after obtaining CST approval

02- TELCO SERVICES

- A- Mobile Services
- B- Connectivity Services
- C- Managed Services
- D- Fixed Voice Services
 - SIP Trunk Services
 - Fast Connect

Description	Features	Benefits	What the Service Provides	Who Benefits from this Service?
<p>Business customers who need:</p> <ul style="list-style-type: none">• To build their own voice platform with full controllability on line-by-line budget.• To ensure high-quality voice and low latency for different business needs.• A fully scalable and redundant SIP Trunk service that supports their business needs.				

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

- SIP Trunk Services

- Fast Connect



More Information



Terms & Conditions

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

- SIP Trunk Services

- Fast Connect

Description

Features

Benefits

Mobily Business had brought FastConnect solutions to Saudi Market that have been designed to connect government and enterprise customers directly to the Oracle Cloud Infrastructure via a dedicated, secure and scalable connection in the Mobily Data Center in Jeddah.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

- SIP Trunk Services

- Fast Connect

Description

Features

Benefits

- Multiple Layer-2 and Layer-3 Access Technologies
- available to choose from.
- Flexible speed options.
- Full range of network topologies.
- Committed service with a service level agreement for
- performance and support.

02- TELCO SERVICES

A- Mobile Services

B- Connectivity Services

C- Managed Services

D- Fixed Voice Services

- SIP Trunk Services

- Fast Connect

Description

Features

Benefits

- A layer-2 & layer-3 MPLS VPN service with peace of mind
- from only one committed provider.
- Guarantees high prioritization and low latency through
- different CoS.
- Professional and reliable support 24/7.
- Different coverage and backup options.
- Scalable and reliable service.

03-General Information

- A. Open new business account, order new, renew, modify, suspended and disconnect services methods
- B. Services Delivery and SLA
- C. Billing and Payment
- D. Complaints and Technical Issues
- E. Complaints Handling Procedures
- F. Representations and Warranties
- G. Service Continuity and Fault Management
- H. Customers Commitments
- I. Settlements and Risk Controls
- J. Services Contract

Open new business account, order new, renew, modify, suspended and disconnect services methods.

Open New Account

Required Documents

Government Entities

- Authorization Letter (Stamped from the government entities)
- Authorized Person ID and Contact Details
- Valid Government ID Number (700 No.)

Companies & Corporates

- Authorization Letter (Attested from Chamber of Commerce)
- Authorized Person ID and Contact Details
- Valid CR ID / Corporate governmental ID Number

Open new business account, order new, renew, modify, suspended and disconnect services methods.

Request New services

Required Documents

Government Entities

- Stamped Official Purchase Order

Companies & Corporates

- Official Request from the Authorized person
- (PO – Signed Service Order Form – Official Email – Official Request through Digital channels)

Open new business account, order new, renew, modify, suspended and disconnect services methods.

Modify and Renew Services

Required Documents

Government Entities

- Stamped Official Purchase Order
- Stamped Service Request Form

Companies & Corporates

- Official Request from the Authorized person
- (PO – Signed Service Order Form – Official Email – Official Request through Digital channels)

Open new business account, order new, renew, modify, suspended and disconnect services methods.

Disconnect services

Required Documents

Government Entities

- Official Stamped Request Letter

Companies & Corporates

- Official Stamped Request Letter

Open new business account, order new, renew, modify, suspended and disconnect services methods.

Suspend services

Required Documents

Government Entities

- Official Request from the Authorized Person

Companies & Corporates

- Official Request from the Authorized Person

Open new business account, order new, renew, modify, suspended and disconnect services methods.

Available Channels

- Sales Account Manager.
- Mobily Business Customer Service Center 901
- Mobily Business Website.
- Email toBusiness.sales@mobily.com.sa

Services Delivery and SLA

Service Delivery:

Mobily is committed to ensure the delivery of the service as soon as possible to all customers after completing the service prerequisites checklists and based on the available service infrastructure and technical solution agreed with the each customer after visiting the site for survey and agree on delivery time plan.

Service Type	Service Name	Delivery Expected Time
Fixed Connectivity and Internet Services	DIA	15 working days from official valid service request date received to Service Delivery Team
	IPVPN	15 working days from official valid service request date received to Service Delivery Team
	Ethernet VPN	15 working days from official valid service request date received to Service Delivery Team
	FiberNet	15 working days from official valid service request date received to Service Delivery Team

Services SLA:

SLA		Availability	Response Time	Resolution time
Standard		24X7X365	4 Hours	24 Hours
Silver	Critical		2 Hours	8 Hours
	Major		4 Hours	24 Hours
	Minor		6 Hours	48 Hours
Gold	Critical		30 Min	4 Hours
	Major		2 Hours	12 Hours
	Minor		4 Hours	24 Hours

Billing and Payment

Invoices

- Mobily Business products and services' invoices will be generated monthly on the seventh (7th) of each Georgian month
- The Customer must pay all charges that are subject of an invoice from Mobily in full within 30 days of the invoice date
- An invoice from Mobily shall be deemed accepted by the customer, if the customer does not provide a complaint/objection to Mobily within (60) days from the issuance date of the invoice

Delivery Channels:

- The monthly invoice will be sent via email (in PDF format) to the AP certified email address
- Download the invoices using the corporate account in Mobily Business ePortal
- Request a copy of the invoice through Mobily Business Contact Center (call 901 or Send email to 901@mobily.com.sa)

Payment Channels:

- Bank Transfer to the service linked IBAN number.
- Credit Cards/MADA Cards through Mobily Business ePortal and APP.
- SADAD using Service Account Number and/or Billing Account Number

Complaints and Technical Issues

Invoices:

All complaints can be sent to Mobily Business Contact Center through:

- Call 901
- Email to 901@mobily.com.sa
- Sales Account manager (if available)
- Mobily Business ePortal and APP

Technical Support:

All technical support requests can be sent to Mobily Business Technical Support Center through:

- Call 901
- Email to BOS@mobily.com.sa
- Sales Account manager (if available)
- Mobily Business ePortal and APP

Resolution SLA:

- SLA varies based on the issue type and based on the product purchased SLA as a service and based on agreement with each customer

Escalation:

Any Escalation on the sales account manager or any other mobily business employee for breaching any SLA or in case any service delivery delay, can be communicated through the below channels:

- Contact Center by calling 901
- Sending and email to 901@mobily.com.sa
- Corporate account in Mobily Business ePortal.

Complaints Handling Procedures

Mobily Business is committed to its best to comply with article 24 of the Regulations on the Protection of Rights of ICT Services' Users and on the Terms of ICT Service Provision document that contains the following:

1. The service provider must establish a special department to receive, manage and address user complaints related to its services.
2. The user has the right to submit his complaint to the service provider within (60) days after the latest of:
 - a. the last occurrence of the incident giving rise to the complaint or (if the complaint relates to an invoice) the date of issuance of the relevant invoice, or
 - b. the date on which the user becomes aware of the incident or receives the invoice, if it becomes apparent that the user is not aware of the invoice or the occurred incident at the time.
3. A complaint to a service provider can be also submitted by a person for and on behalf of group of users provided that:
 - a. the complaint is based on the same material facts and legal basis;
 - b. the person submitting the complaint also submits proof of legal representation of the users concerned.
4. The service provider must handle complaints within a period not exceeding five (5) days from the date the user submits his complaint to the service provider.
5. The service provider should establish clear and detailed procedures for handling user complaints ensuring its treatment according to the period specified in paragraph (4) above of this Article, taking into account the following:
 - a. The procedures for complaint handling by the service provider shall be in an electronic system, as all the procedures for complaint handling must be saved and documented.
 - b. Submission of the complaint should be made available through all possible means, such as by calling, through personal attendance or other, electronic, means. The service provider cannot oblige the user to be limited to a single means for filing his complaint.

- c. Users should be provided with a reference number for their complaint.
 - d. Information to the user must be provided by text message (SMS) or other electronic means, after the complaint's submission, on the expected period of time to address the complaint. If the expected period expires before the complaint is processed, users must be informed of the progress of their complaint and of the new period expected for closure, taking into account the total period specified in this document.
 - e. The users must be provided with a written, clear and detailed response (by SMS or email) about the result of their complaint, and not just in summary terms such as "the complaint has been addressed".
6. The service provider must publicise the means through which it receives complaints and its processing procedures on its website and service provision outlets, clearly and prominently, in Arabic and English.
 7. The service provider must suspend any claim towards the user for a disputed amount, whether the dispute is before the service provider or before the Commission, and not suspend or cancel the service for that objected amount, until the complaint transmitted to the service provider or escalated before the Commission has been processed completely, but this does not exempt the user from paying the non-disputed amount within the payment period specified in the invoice.
 8. Users may escalate their complaints to the Commission, when a solution has not been reached with the service provider within (180) days from the date of the service provider's closing the complaint, or the expiry of the period specified in paragraph (4) of this Article. The Commission may exceed this period in cases in which it was found that there were objective reasons preventing the user from submitting his complaint to the Commission during that period.

9. The Commission may not accept investigating the complaint when there are valid reasons for this, for example:
 - a. If the subject of the complaint is outside the jurisdiction of the Commission.
 - b. If the subject of the complaint was previously decided upon, whether by the Commission or a competent judicial authority.
 - c. If the user has the same complaint, which is still pending before the Commission or a competent judicial authority.
 - d. If the user escalates his complaint after the expiry of the specified regular periods, other than in the case of allowed exceptions.
 - e. If the complaint is unrealistic, incomplete, or based on incorrect requests, or if it does not fulfil the conditions for its admission.
 - f. If it appears that the complaint includes any inappropriate language.
10. The Commission may request from the service provider or the user any data or documents regarding the complaint pending before it, and they must provide the Commission with what is requested within the periods specified by the Commission.
11. The Commission shall terminate complaints submitted to it within a period not exceeding (30) days from the date of their escalation, unless the nature

Representations and Warranties

- * Either Party warrants and represents that:
 - (a) it has the full right and authority to enter into, execute, deliver and perform its obligations under this Contract and any Order
 - (b) it has secured all necessary consents, licenses, and other approvals as may be required to perform its obligations under this Contract and any Service Order (the "Required Rights")
 - (c) it will maintain the Required Rights and will, at its cost, exercise any renewal right thereunder, and will use reasonable commercial efforts to acquire extensions, additions or replacements as are necessary to cause the required rights to continue through the applicable Contract or Order term
 - (d) shall at all times recognize, adhere to and comply with all applicable laws and regulations including, without limitation, those of CST.
- * Except what is stated in the service contract or any applicable Order, all representations, conditions, warranties or other terms, whether express or implied, by statute or otherwise, including (without limitation) any implied terms as to condition, quality, performance or fitness for purpose of the service, are excluded to the fullest extent permitted by law.
- * Customers and mobily relation shall, at all time, be governed by all laws and regulations of the Kingdom of Saudi Arabia including, without limitation, those of Communications and Information Technology Commission (CITC).
- * All disputes arising out of or in connection with any agreement between the tow parties shall be finally decided by the courts of KSA.
- * Customer should maintain updated contacts of his authorized person/s (AP) on Mobily system as Customer invoices, SMS are sent to AP defined contacts, and call center is accepting calls/emails from defined AP only.
- * Customer waives his right to dispute any invoice not disputed within sixty (60) days from the date of the invoice.

Service Continuity and Fault Management

1. Mobily Business will repair any service failures as soon as they are discovered or are communicated to Mobily Business by the user, whichever comes earlier, and will ensure that no fees/charges are charged to the customer during the period of interruption and faults.
2. Mobily Business are responsible for the good functioning and timely repair of any elements of their network outside the user's premises, devices and equipment required for providing services, including any connections and equipment installed or provided by Mobily Business within the customer's premises, or pursuant to obligations they have accepted when agreeing with the customer.
Mobily Business shall bear maintenance and repair expenses related to any such elements, for any reason, also including the natural obsolescence of networks and devices.
3. Mobily Business, upon receiving a fault report by a customer, must send to the customer the following:
 - a. The report number registered on mobily business.
 - b. The estimated time needed to fix the fault.
 - c. The date and time of the visit to the site - if needed - taking into account the user's availability.
 - d. A verification number to ensure that the fault is fixed and to request that the user close the maintenance request.
 - e. A notification to the user after the fault fixes is completed.
4. mobily Business will inform customers in advance of any required maintenance or upgrade works, if such works are likely to disrupt service for the users or require entry into their premises.
5. Customers, before communicating with mobily business, have to verify the proper functioning of their connections and any equipment they are responsible for in their premises, with the exception of any connections and equipment installed or provided by mobily business within the customer's premises, or as part of the service provider's obligations when agreeing with the customers.

Customers Commitments

1. Customer should review and read carefully all related products and services terms and conditions.
2. Customers may not use the services, equipment, software or other products they receive from the service provider, allow their use or modify them in violation of any applicable regulations in the KSA or in violation of the terms and conditions of their service contract. Users shall be held liable for any such illegal use and its consequences.
3. Customer is responsible for the protection of his internal network from any irregular breach, insofar as this breach is due to his calls, or data traffic.
4. Customers must pay the deposit amount and any periodic and non-periodic amounts due to mobily in time as specified in the service contract.
5. Where the service provider offers the installation of peripherals or other communications equipment, users must allow persons authorized by the service provider to enter their premises or sites occupied or controlled by the user, and remain in such sites to the extent reasonably necessary for the following purposes:
 - a. Carrying out any required repair or inspection works for such equipment or software or for other tools associated with the provision of a particular service to the user;
 - b. The installation of any communications equipment and tools within the site, for the provision, withdrawal, removal, maintenance or replacement of the service to the user.
6. Customers must comply with the terms of any licenses accompanying any software used in the service provider's hardware and equipment, and respect any related intellectual property rights or any other third party rights associated with the provision of any services, or the installation or use of any equipment on the user's site (including telecommunication devices and equipment) throughout the period of service provision or of its availability to the user.
7. Customers shall be responsible for communications outgoing from their devices or other telecommunication equipment, and shall be responsible for its proper use, at their own cost, regardless of the identity of the person who made or accepted these communications. Users may submit a complaint against the charges for electronic communications that they believe have not taken place through their devices or other electronic communications equipment.

Settlements and Risk Controls

According to article 27 from the Regulations on the Protection of Rights of ICT Services' Users and on the Terms of ICT Service Provision document in case service provider failure to comply with the standards and was determined responsible by the Commission, according to the facts of the case before it:

- a. Providing a financial settlement for the service.
- b. Correcting a problem to remove its effect on the user.
- c. Correcting the cause of the problem that led to the settlement, to prevent its re-occurrence again to another user.
- d. Letting the service contract of the user to be canceled or transferred to another service provider without any obligation of the user

Services Contract

Any service contract must include at least the following information:

a. User information:

The name of the enterprise and the commercial register number and date and city of issuance, or the identification number of the enterprise in case the commercial register is not available for cases exempted by the Ministry of Commerce or for non-commercial entities, The information of the authorized person with supporting documents attached, as specified by the Commission.

b. Information on the required service (number or numbers of service or account, type of service, package description if a description of the individual services covered is included).

c. Credit limit of the service required - (if any).

d. Date of the service contract.

e. Information on the service provider employee who concludes the contract on behalf of the service provider, with the employee acknowledging the access and verification of the user's original identity card, when requesting the service through the personal presence of the service provider's employee.

f. Details of the tariffs and charges required for the services, equipment and devices provided, distinguishing between periodic and any non-periodic charges, whether at the start or the end of the service.

g. Details of the services, products and their features that the service provider is obliged to provide, and the mechanisms in place for the settlement amount if the service provider fails to meet the quality parameters approved by the Commission or stipulated in the service contract, if found.

h. Details of the terms and obligations of the user and the consequences of non-compliance.

i. Details on any discounts or offer/offers, including the period of their validity, and any terms or obligations that will apply to the user during, or after the end of, the discount.

j. Details of any limitations to the use of the services provided under the service contract, and any fees that will apply when exceeding such limitations.



- k. The term of the service contract, and the conditions for its extension, whether automatic or at the request of the user.
- l. Service billing dates in line with any Commission requirements.
- m. Conditions for any service modification and termination.
- n. The conditions under which the service provider has the right to suspend and terminate the service, in whole or in part.
- o. Any available mechanisms, terms and conditions for the transfer of the user's balance between different types of services subscriptions provided by the same service provider.
- p. Information on the service provider's:
 - 1. complaint procedures, also including the contact details of the service provider's complaint department.
 - 2. procedures for dispute escalation to the Commission.

