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zain

Changes

Our Business

5G
#عالم_جديد

User Guide for Government and the Business Unit

Zain Business

A Reliable Partnership

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1. Introduction:

This document is a user guide for customers of government and the business sector by Zain Saudi Arabia, and this guide has been prepared to help identify how to deal with the company's various services and the rules related to these services according to what was issued by the Communications and Information Technology Commission.

2. Open a new account in Zain portal by the authorized person.

2.1. Documents required for Individual Institution:

- ❖ Owner ID matching.
- ❖ A copy of the commercial register "CR".
- ❖ A copy of the VAT registration certificate.
- ❖ A copy of the national address document.
- ❖ A copy of the authorization letter certified by the Chamber of Commerce.
- ❖ Matching the ID of the delegate.

2.2. Documents required for Companies:

- ❖ A copy of the commercial register "CR".
- ❖ A copy of the VAT registration certificate.
- ❖ A copy of the national address document.
- ❖ A copy of the authorization letter certified by the Chamber of Commerce.
- ❖ ID matching of the delegate

2.3. Documents required for Governmental Sector:

- ❖ Copy of the royal order, royal decree, or justifications for the establishment of the entity.
- ❖ A letter approved by the government entity appointing an authorized representative.
- ❖ A copy of the unified national number certificate issued by the Ministry of Human Resources and Social Development.
- ❖ Matching the ID of the delegate.

2.4. Communication channels for opening a new account:

www.sa.zain.com

corp@sa.zain.com







05800 00062



Shops listed in the following link:
<https://zain.sa/b2b,Flagships-a>

2.5. Mechanism to open a new account:

				
Governmental	<ul style="list-style-type: none"> -Communicate with one of the above channels. -The client will be directed to the government accounts department. - An account manager is appointed. -The account manager communicates with the applicant to complete the required documents. -The account manager creates the account. 			
Companies	<ul style="list-style-type: none"> -Communicate with one of the above channels. -The client will be directed to the SME and corporate department. - An account manager is appointed. -The account manager communicates with the applicant to complete the required documents. -The account manager creates the account. 			
Institution	<ul style="list-style-type: none"> -Communicate with one of the above channels. -The employee will contact the applicant to complete the required documents. 			

3. The available services with the prices, and features



3.1. Mobile Voice Packages:

Zain Business gives you freedom to control your business with the best prices. Zain Business packages are competitively priced to be positioned as the best packages in the market. Zain gives its clients the freedom to control and customize their packages by centralizing the control of the lines with the authorized person that you assign.

Zain Business has the most generous data and worry-free Cross net minutes. Our packages are designed to serve all needs by offering the most generous data. We provide worry-free bundles to call all local networks. Also, our International and roaming offers and rates are the best in the market.

Zain is gives more flexibility in using the internet on multiple SM cards. Whether your internet is unlimited or not, enjoy using your monthly internet bundle using another SIM card. You might want to use the other SIM card in your tablet, MiFi, Router, or even in any smart device, you will be using the same original internet bundle.

Zain is unique with its advanced technologies. Wi-Fi Calling feature allows iPhone users to use their mobile phones while roaming with local rates; the first in the region to launch this service at no additional cost.

Communication over the LTE -VoLTE, allows you to reach others faster with Cristal Clear voice, this service keeps you connected to the Internet at high speed during calls

Zain Business packages combined the benefits of postpaid and prepaid lines at the same time. We designed two distinct wallets for business and personal; which allow employees to use the lines for personal use without impacting the monthly bill of the company.

Zain has the best LTE and LTE-Advanced in the Kingdom. Zain enjoys the best 4G Coverage in the kingdom as it covers 93% of the population.

Zain runs its LTE-Advance network to let you enjoy higher speeds and lower latency on your mobile device.

Packages & Rates:

	Partner 40	Partner 80	Partner 100	Partner 200	Partner 400	Partner 600	Partner 750
Within Group Minutes	1000 Minutes	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
On-net Calls	250 Minutes	1200 Minutes	2000 Minutes	3000 Minutes	Unlimited	Unlimited	Unlimited
Off-net Calls							
Local Data	2 GB	5 GB	12 GB	50 GB	Unlimited	Unlimited	Unlimited
Social Media (YouTube, Google Maps, Snapchat, Twitter, Instagram, WhatsApp & TikTok)	1 GB	2 GB	8 GB	10 GB	-	-	-
On-net SMS	250 SMS	1200 SMS	2000 SMS	3000 SMS	5000 SMS	Unlimited	Unlimited
Off-net SMS							
International Calls	-	-	-	50 Minutes	100 Minutes	150 Minutes	300 Minutes
Roaming Calls	-	-	-	-	50 Minutes	100 Minutes With Free Calls Receiving	150 Minutes With Free Calls Receiving
Roaming Data	0	0	0	1 GB	3 GB	10 GB	10 GB
Number of Multi-SIM	-	-	-	1	2	2	2
Multi-SIM Data	-	-	-	Shared with the main SIM	100 GB	100 GB	100 GB
Multi-SIM Fees	-	-	-	SAR 25	SAR 25	SAR 25	FREE
Monthly Fees	SAR 40	SAR 80	SAR 100	SAR 200	SAR 400	SAR 600	SAR 750

- International bundle can be used to the following destinations: Egypt, Turkey, Nepal, Indonesia, India, Oman, Pakistan, United Kingdom, Yemen, Tunisia, Philippines, France, Sudan, Bangladesh, Palestine, United Arab Emirates, Morocco, Jordan, Germany, Syria, Spain, Lebanon, Nigeria, Sri Lanka, Malaysia, Bahrain, USA, Qatar, Kuwait and China.
- Roaming bundles are valid in preferred destinations only. To check the preferred operators and countries, please visit www.sa.zain.com or send the country name to 959 via an SMS.
- For more customized packages and benefits, look also at the "Add-On Bundles for Mobile Packages"
- All prices do not include VAT

3.2. Mobile Internet Access:

To enhance Zain's integrated services through packages targeting businesses that require broadband services. Broadband packages offer the ability to do business while you are on the move with a degree of security and high-quality services that can be added. Making your office everywhere.

Why Zain Business Everywhere packages?

- Simplified and variant offering for all businesses
- Most generous data with best technology of MBB
- Optional services to specialize your connection serving your business needs

Package	Mobile Internet 2GB	Mobile Internet 10GB	Mobile Internet 50GB	Mobile Internet 100GB	Mobile Internet Unlimited
Data	2 GB	10 GB	50 GB	100 GB	UL GB
Price	50	100	120	150	325

- All prices do not include VAT

New Mobile Internet Access 5G Unlimited

Zain’s 5G is the fastest, and the most effective to achieve your business goals. It is the most important factor to elevate businesses, manufacturing, and the mobility of the business, no matter it is. As you can use it within your businesses and outside while on the move.

Why Zain 5G?

Unlimited Capacities

Because at Zain Business, we believe that your business has no limits, and to do them, we offer you a non-stop and unlimited internet, without Fair Usage Policy (FUP)

The best in coverage and speed. Zain granted the “Lion’s Share” of the International and local prizes within the telecom community, which make us proudly claiming and owning the widest coverage and fastest internet in the Kingdom. Which allows you to connect for longer periods on 5G while you are mobilizing, and gives you a top-quality internet experience.

Internet devices and more. We offer you with devices to make sure that it will deliver the best experience on 5G. Whether it is a router or MiFi, or any devices of your choice, our offer makes it the most convenient in the market.

Packages and prices

Bundle	Monthly Fees	Device Discount
Broadband 5G	SAR 349	Router/ MiFi

Please check the 5G coverage of your area through the coverage map on:

<https://sa.zain.com/ar/coverage-map>

- If the area is not covered with 5G, you will be connected with the speed of the available network.
- The device discount is provided by a 24 or 12 Months commitment contract.
- All prices do not include VAT.

How to Subscribe

Visit us on: www.sa.zain.com

Send us an e-mail to: businessteam@sa.zain.com

Or call us on 0580000062

3.3. Add-On Bundles for Mobile Voice Packages

3.3.1. Data Add-on Bundles

Bundles	Price (SAR)	Activation Code
1 GB	25	A 1GB
2 GB	40	A 2GB
5 GB	60	A 5GB
10 GB	75	A 10GB
20 GB	90	A 20GB
50 GB	100	A 50GB
UL	350	A U GB

3.3.2. Minutes On Other Networks Add-on Bundles

Bundles	Price (SAR)	Activation Code
500 Minutes	30	A 500 LM
1000 Minutes	50	A 1000 LM
3000 Minutes	120	A 3000 LM

Bundles	Price (SAR)	Activation Code
5000 Minutes	175	A 5000 LM
10000 Minutes	250	A 10000 LM

3.3.3. International Minutes Add-on Bundles

Bundles	Price (SAR)	Activation Code
50 Minutes	30	A 50 IM
100 Minutes	55	A 100 IM
200 Minutes	100	A 200 IM
500 Minutes	250	A 500 IM

- International Add-on bundles can be used to the following destinations: Egypt, Turkey, Nepal, Indonesia, India, Oman, Pakistan, Yemen, Philippines, Sudan, Bangladesh, United Arab Emirates, Lebanon, Nigeria, Sri Lanka, Malaysia, Bahrain, USA, Qatar, and Kuwait.

3.3.4. SMS Add-on Bundles

Bundles	Price (SAR)	Activation Code
100 SMS (Local)	10	A 100 SMS
200 SMS (Local)	15	A 200 SMS
500 SMS (Local)	35	A 500 SMS
1000 SMS (Local)	60	A 1000 SMS

- All packages and add-ons have monthly validity
- The postpaid add-ons need to be activated through the authorized person only.
- The prepaid add-ons can be activated by the end customer using activation code.
- All prices do not include VAT
- For more information, please visit www.sa.zain.com

3.4. Roaming

3.4.1. Data Roaming Bundles

With Zain’s new data roaming bundles, share the moments of joy with your friends and family via Facebook, Snapchat, Instagram and much more by staying connected to the internet in more than 80 countries.

Bundle	Price (SAR)	Validity	Activation Code
2 GB	99	1 Day	RD1
5 GB	129	3 days	RD3
10 GB	199	7 days	RD7
UL	399	30 Days	RD30

To check your roaming data availability, send the country name to 959 via SMS, or please visit www.sa.zain.com

To check data roaming availability, send the country name via an SMS to 959 or refer to www.sa.zain.com

- All prices do not include VAT
- For prepaid customers, the amount of tax will be collected when recharging the balance.
- Unlimited data (subject to fair usage of 2 GB per day and after exceeding the daily limit, the speed becomes 1 MB per second).

3.4.2. Voice World Wide Bundles

With Zain’s voice roaming bundles, always stay connected with your loved ones by subscribing to any of the below bundles which can be used in all countries worldwide.

Bundle	Price (SAR)	Validity	Activation Code
100 Minutes	75	3 Days	V3
150 Minutes	125	7 Days	V7
300 Minutes	200	30 Days	V30

* Receiving calls will be for free if you subscribe to any of the voice bundles.

Each Minute can be consumed for:

- Local calls while roaming.
- Calls back to KSA.

- The postpaid add-ons need to be activated through the authorized person only.
- The prepaid add-ons can be activated by the end customer using activation code.
- To check your roaming balance, send "RBC" to 959 via SMS.
- All prices do not include VAT
- For more information, please visit www.sa.zain.com

3.4.3. Additional roaming minutes packages for the Gulf countries:

Through the voice roaming packages from Zain, always stay in touch with your loved ones by subscribing to any of the packages below that can be used in various Gulf countries.

Bundle	Price (SAR)	Validity	Activation Code
12 Hours	69	12 Hours	GCC0
3 Days	189	3 Days	GCC3
7 Days	299	7 Days	GCC7

3.4.4. Additional Roaming Hybrid Packages around the world:

Through the additional roaming hybrid packages from Zain, always stay connected with your loved ones by subscribing to any of the packages below that can be used in different parts of the world.

Bundle	Data	Price (SAR)	Validity	Activation Code
100 Minutes	4 GB	199	3 Days	DV3
150 Minutes	15 GB	329	7 Days	DV7
200 Minutes	20 GB	429	15 Days	DV15
400 Minutes	40 GB	549	30 Days	DV30

* Receiving calls will be for free if you subscribe to any of the voice bundles.

Each Minute can be consumed for:

- Local calls while roaming.
- Calls back to KSA.

3.5. Zain Data Sharer

With Zain data sharer you can share your company data bundle with your employees. Zain Data Sharer keeps your employees connected with the flexibility they need. Each of your employees gets his own data plan. Our exclusive business solution comes with an additional dedicated portal to allow you the best control features and to tailor the right offer for your organization.

Zain Business allows a smarter data sharing for your team. Sharing data is the smart way to stay connected. With Zain data sharer, your



employees have the data they need for every task, no matter how big or small – so that they never miss an opportunity.

Zain Business offers maximum control through an innovative tool. Through an exclusive portal you can allocate data individually per user and adjust it each time needed through an internet portal at your disposal. Both portal Authorized person and user can check the data balance and adjust their consumption.

Zain Business boosts business and connection efficiency. A flexible flow of data means your employees always have what they need, with less wastage and no risk of unexpected charges. And by sharing data, you'll save time and money compared with individual accounts.

Zain Business provides flexibility in tailoring individual plans within your organization. You can tailor your plan to meet the working needs of every individual enabling you to grow your business.

Packages and Prices:

Bundle	Monthly Fees (SAR)	Maximum number of SIMs for the Bundle
200 GB	1,850	100
500 GB	4,000	250
1 TB	7,400	500
2 TB	13,400	1,000

- All bundles follow a 12-month commitment contract
- All prices do not include VAT

3.6. Direct Internet Access (DIA)

The Service:

Zain is offering dedicated internet access where the customer gets a symmetrical uplink and downlink internet speed that ranges from 1 Mbps 10 Gbps with 1:1 contention ratio. It will be done through **Microwave (Carrier Grade) /LTE /Fiber and 5G.**

Dedicated Internet Access (DIA) services are designed to support data applications, such as Internet, e-mail, and web based applications. These services provide a high quality network connection for businesses requiring a secure and reliable Internet access. It is ideal for business applications where the company wants to provide Internet access via LAN to their employees.

The network infrastructure will serve customers subscribing to this service, utilizing Zain's robust MPLS network.



Properties:

Zain offers DIA service with guaranteed speed with 1:1 contention ratio for all customers with best quality of service in the market.

Zain DIA is secured, reliable, scalable and cost effective service that support small and large companies to achieve their objectives.

As a vital part of the standard product the SLA will be **99.5% availability** which is one of the best offering for quality of service in the market, a premium SLA starting from **99.9%** will be offered with protection.

Zain's highly skilled solution architects and technical after sales support team guarantee the best quality of service for Zain valuable customers.

Fees:

Visit the following link:

[Dedicated Internet Access for Business | Zain KSA](#)

3.7. IP - Virtual Private Network (IP-VPN)

The Service

IP VPN is a standard, reliable and flexible connectivity resource that uses the standard internet protocol (IP) and it helps customers 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.

This solution enables enterprises to develop IP-VPN communication over Zain's MPLS network, the solution provides private/secured connection of customer's main servers to remote clients connected over Zain wireless 3G/4G and Microwave through a private APN/ Network profile that can be customized according to the technical requirements.

IP-VPN use LTE, 5G, microwave and fiber network to connect business branches to the head office and make sure all the clients in the branches can reach HQ and vice versa.

IP-VPN provides remote access connectivity to corporates' private networks by providing them secure remote access and network reliability to support the key business operations e.g. (ERP, Data Ware house, CRM, ATM connectivity...etc.)

Zain offers a mix of all technologies wherever applicable with any topology required. (Hub n Spoke, Full Mesh). Our state of the art solution architect department takes the responsibility to serve you best in an economical and modernized manner.

Properties:

- Need IP connectivity between geographically distributed branches

- A single, integrated IP-based network to consolidate voice, data, Internet and video applications
- A fully scalable architecture without network disruption
- Remote users access
- Secure and private network
- Ability to transmit data with different levels of QoS
- Cost efficient
- Flexible IP VPN technologies and packages

Fees:

Visit the following link:

[IP VPN for Business | Zain KSA](#)

3.8. Zain SIP Trunk



The Service:

SIP is fixed telephony service designed exclusively for corporations to cater for their voice communications needs. It provides reliable means with a high speed leased circuit for fixed voice lines. This new service will bring a powerful new dimension to Zain's ICT product range moving ambitiously towards one stop shop concept for SMEs, Corporates and government sector. With

various billing options, and competitive priced service plans, SIP is a flexible solution for corporations to enhance their productivity

How it works:

SIP Trunking” is an IP based voice solution utilizing the SIP standard. SIP Trunking enables customers to make secure IP based calls. This technology allows companies to have fixed communications for their employees over IP networks. It was developed as a cost effective replacement to the old PSTN trunks, and can accommodate more calls in the same physical link. It also allows effortless expansion of the capacity, straightforward integration with modern IT networks, and can reduce the cost.

Properties:

- Flexibility of channels
- 5, 10, 20, 30, 60, 120, 200 channels will be offered to customers as standard off-the-shelf product. More than the above channels, it will be treated as bespoke level.
- Free/discounted features.
- Cost effective Pricing model based on CUG, On-net, Off-net and international, instead of the classic model in market.
- The self-service portal allows the customer to control his subscription and package features without any manual intervention from Zain teams.
- Package plans designed to suits best the customer usage
- Unlimited calls per channel.
- State of the art customer care support.
- Customer facing NOC for direct technical support

Fees:

Visit the following link:

[IP Voice Solutions for Business | Zain KSA](#)

3.9. Fleet Management

The Service:

Connectivity solutions to manage your business easily. Fleet management is an administrative approach that allows companies to organize and coordinate work vehicles with the aim to improve efficiency, reduce costs, and provide compliance with government regulations.

Properties:

- Wide Network Coverage
- End to End Solution on MRC Model
- 24/7 Customer service support



- Fleet Management Market Leader in KSA
- Owned and customizable Application
- Reduce cost
- Improving driver behavior
- Increasing Fleet Life Cycle Management
- More Efficient Business Operation
- Better Visibility of Remote Assets

Fees:

Visit the following link:

[Zain Fleet Management | Zain KSA](#)

3.10. M2M Service

The Service:

Zain KSA is providing machine-to-machine sim communication service with variety of different speed packages allowing the customer to choose what suits them most. M2M technology allowing millions of machines, sensors and devices to be communicated without necessarily require human interaction and managed by accessible management platform by the customer.



How it works:

- **TRANSPORTATION & LOGISTICS:** Facility Management, Public Services, Retail
- **HEALTHCARE:** Sports and Fitness, Healthcare equipment, Remote Monitoring
- **INDUSTRY AND ENERGY:** Industrial Automation, Remote Controlling, Smart Metering
- **OTHER APPLICATIONS:** Traffic Management, Asset Tracking, Fleet Management

Properties:

- Flexible Packages to Connect Your M2M Service Solutions.
- Trusted Connectivity Through the Best Technology of Network and Coverage.
- Attractive Offers to Different Business Sizes to Support M2m Service Market Dynamics.
- Diversified Add-ons Based on M2M Requirements.

Fees:

Visit the following link:

[Machine-to-Machine Business Services | Zain KSA](#)

3.11. Zain Hawil - Push-To-Talk (PTT)

The Service:

With Zain Hawil Push-To-Talk Service (PTT), perform your tasks simply and smoothly, and keep in touch with your field operations.

How it works:

Zain Hawil PTT service provides instant communication for field operations with wide coverage utilizing 2G / 3G / 4G networks variant subscription models to suit your business needs.

Properties:



Instant communication service



Anywhere self-management through the portal (dispatcher) to manage the groups, recording, communication, dispatching, and check devices status



Track your device using GPS



Exchange of rich media (Voice, images, and locations)



Subscribe and communicate with no network investment. Benefit from the nationwide coverage of Zain's 2G & 3G & 4G



Specialized radio devices that can handle rough conditions

Fees:

Visit the following link:

<https://sa.zain.com/en/business/zain-hawil-push-to-talk-ptt/ptt-basic>

3.12. Bulk SMS



The Service:

Packages designed to make your business reach the largest customer segment.

Zain Business offers bulk SMS packages to do your business quickly and easily with a high degree of security to manage your business anywhere.

Properties:

- State-of-the-art platform: SMPP, HTTP, and API connections
- Ability to monitor and guarantee delivery and provide reports to track activities.
- Easy-to-use interface
- Good value prices
- SMSC with high bandwidth ability to send up to 2K SMS per second.

Fees:

Visit the following link:

<https://sa.zain.com/en/business/mobility/bulk-sms>

4. Details, conditions and duties of the service provider and the beneficiary:

4.1. Customer Rights:

- ❖ The right to know the details of service prices and features, and any restrictions or exclusions on its use, or any fees that will apply when these restrictions or exclusions are exceeded
- ❖ The right to obtain the service as agreed upon in the subscription contract, and in a manner that does not violate the Authority's regulations.
- ❖ The right to obtain a copy of the service subscription contract; Signed and authenticated by the service provider, and customer can take a copy of it at any time upon his request.
- ❖ The right to obtain a document - paper or electronic - for any amount he paid to the service provider, indicating the type of service that was paid, the amount and date of payment.
- ❖ The right to obtain the service in all POSs, and not limiting some services to specific POSs.
- ❖ The right to confidentiality of his information and communications; They are guaranteed and may not be viewed, listened to, or recorded.
- ❖ The right to receive regular, clear, correct and detailed invoices, free of charge; Send it to him on paper or electronically, in Arabic or English, according to his choice.
- ❖ The right to a credit limit for the service; It is stated in the service subscription contract, and in the monthly invoice
- ❖ The right to request a credit limit reduction; Taking into account that the credit limit after the reduction is not less than the minimum value of the package, and that it is not raised except at his request.
- ❖ The right not to exceed the total invoice amount of the credit limit; Except for the last call before reaching the credit limit, the fees for usage during international roaming, as well as the increase by no more than 10% of the credit limit, in the event the user requests a return of the service.
- ❖ The right to request cancellation of the service and not to be required to attend in person when there are means of identity verification
- ❖ The right not to demand any financial compensation; Except for the services you requested
- ❖ The right to transfer his mobile phone number from one service provider to another, according to the number transfer procedures and obligations
- ❖ The right to the continuity of the service, and not to suspend or cancel it; Except as per the rules
- ❖ The right to obtain evidence of his request to cancel the service, and not to charge any fees for the service to be canceled; Starting from the date of submitting the cancellation request
- ❖ The right to return the excess amounts he paid, within (10) ten days at most from the date of discovery, or add them to any other account of the subscriber with him, if the subscriber so desires.
- ❖ The right to request suspension of service for a period not exceeding (12) twelve months; He shall pay the recurring wages for this period.

- ❖ The right not to calculate service fees, during the period of its interruption, due to the service provider.
- ❖ The right to file a complaint with the service provider, through all possible means, whether electronic, by telephone or in person; And then get a reference number for the complaint.
- ❖ The right not to ask customer to pay the amount objected to his validity, and to file a complaint about it within the statutory period; Until his complaint is resolved, and the service shall not be suspended or canceled because of that amount during the period of investigation of the complaint.
- ❖ The right to have his complaint addressed by the service provider, within a period not exceeding (5) days from the date of submitting the complaint.
- ❖ The right to escalate the complaint to the Communications and Information Technology Commission, in the event of the expiry of the period without the service provider resolving the complaint, or his dissatisfaction with the provided solution
- ❖ The right to a settlement in accordance with the settlement mechanism applied in the company in accordance with the regulations of the Authority, in the event of non-fulfilment of service quality standards due to the service provider.

4.2. Customer Responsibilities:

- ❖ Carefully review the terms and obligations of the service, before subscribing to it.
- ❖ Responsibility for all numbers registered in his name, and the consequences thereof.
- ❖ Commit to the terms of the service and its obligations, and not to misuse telecommunications services; Such as intentionally making a communication that violates the rules of public morals, or has a threatening nature, or leads to panic or annoyance
- ❖ Verify the validity of the invoice related to his services when it is issued, and commit to the statutory period for submitting a complaint about the validity of the invoice, in case he objects to its validity; By submitting a complaint before the next invoice is issued
- ❖ Paying the service due amounts in the invoice to the service provider, to avoid suspending or canceling the service
- ❖ Follow the instructions sent by the service provider regarding the use of the service during international roaming; To avoid an increase in the invoice amount
- ❖ Develop controls to reduce intrusion

5. The mechanism of requesting a new service, Renewal, Modification, Suspending and Cancellation:

Department	Service Type	Mechanism
Government Account	New Service	-Email / letter * from the authorized person, addressed to the account manager. - Clear list of requirements or a purchase order in case of the government sector approves the offer submitted by Zain in according to bidding process. -Complete the required documents (digital contract/authorization letter)
	Renew	-Email / letter * from the authorized person, addressed to the account manager. - purchase order. -Complete the required documents.
	Amendment	-Email / letter * from the authorized person, addressed to the account manager.
	Suspend	-Email / letter * from the authorized person, addressed to the account manager.
	Terminate	-Email / letter * from the authorized person, addressed to the account manager.
SME	New Service	Email to corp@sa.zain.com or to the account manager if any. - Clear list of requirements -Complete the required documents (digital contract/authorization letter)
	Renew	Contract will be renewing automatically unless there are devices agreement or special discount.
	Amendment	Email to corp@sa.zain.com or to the account manager if any.
	Suspend	Email to corp@sa.zain.com or to the account manager if any.
	Terminate	Email to corp@sa.zain.com or to the account manager if any.
Corporate	New Service	-Email / letter * from the authorized person, addressed to the account manager. - Clear list of requirements -Complete the required documents (digital contract/authorization letter)
	Renew	-Providing signed copy by the authorized person on the renewal proposal, this copy will be shared by email or by mail to the account manager.
	Amendment	-Email / letter * from the authorized person, addressed to the account manager.
	Suspend	-Email / letter * from the authorized person, addressed to the account manager.
	Terminate	-Email / letter * from the authorized person, addressed to the account manager.

* Letter: It is a written request signed by the authorized person that includes details of the required service and is sent by mail or hand delivered to the account manager.

6. The period required to deliver the service and the period for fixing issues.

New Customers “Fulfillment and installation”

- MBB and Mobile and IOT services: 48 hours starts from request receiving.
- SIP and DIA “Fixed services”: 8 weeks from request receiving.

Existing Customers “Fixing issues”

- MBB and Mobile and IOT services: 24 hours starts from request receiving.
- SIP and DIA “Fixed services”: 78 working hours start from request receiving acknowledgment.

**Subject for POC*

7. Billing Cycles and Payment methods:

- Invoices of the government sector and the business sector are issued periodically on the 16th of each gregorian month, contains the charges for the previous period.
- Invoice Summary is a brief explanation of the invoice at the account level that contains the invoiced amounts for the invoice period and the final due amount.
- The company allows paying the bill manually through Zain branches or automatically through payment channels or by bank transfer to the Zain KSA bank account, and some government sectors customers are paid their bills through the Ministry of Finance.
- All details of the services under the account are clarified so that each service and charges.
- In each invoice, there is a section showing the tax details for each service and the taxable amount.
- When adding / activating a new line before the date of issuing the bill, the value of the bill is calculated from the date of activation until the date of issuing the bill in proportion to the Gregorian month
- Business and government sector subscribers can pay the contract in full or on specific numbers related to the contract with different amounts
- Business and government sector subscribers can view the details of the bill through the account designated for each company and accessed by the authorized person.

8. Service Level Agreement (SLA) for fixing issues as per service:

Voice and Broadband Services and IOT:

-In case of service disconnection after payment, the authorized person should call the contact center at 14477 with commitment to fix the issue within 48 working hours by knowing that customer care is available 24/7 at +966590014477

-in case of damage on any device delivered by Zain, Customer should visit any of the Zain's main shops and the issue should fix within 48 working hours if the device is available.

In case of device not available and customer didn't deserve alternative device, will inform the customer with the expected date of device availability.

** Zain is not responsible on misuse.*

Fixed and DIA services:

In case of service disconnection after payment, the authorized person will contact business support team at 00966592419999.

9. The mechanism for support, complaints, suggestion, and settlement requests with the update channel.

Voice and Broadband Services and IOT:

- ❖ For complaints and suggestion, authorize person should call 14477 or direct communication with the account manager, or visit the following link: <https://sa.zain.com/ar/business/email-us#no-back>
- ❖ Customer will be updated with the expected date for responding on the raised ticket.

Fixed and DIA services:

- ❖ Zain is proud to allocate a permanent operations department dedicated to fixed services and available for both governmental and non-governmental sectors.
- ❖ This operations department is available 24/7
- ❖ This operations department contains specialized and qualified engineers to solve any technical problem directly.
- ❖ This operations department provides support, complaints and suggestions registration, and settles damages, if any.
- ❖ The fixed services operations department is available on the number 00966592419999 through the authorized person.
- ❖ Also, the contracting company can also communicate directly with the account manager to provide direct support and facilitate the procedures.
- ❖ The customer will be updated with the expected time to solve the problem.

Service	Support	Suggestion and Complaints
Mobile MBB IOT	Call 00966590014477 Zain Branches Account Manager	Website: https://sa.zain.com/ar/business/email-us#no-back Call: 00966590014477 Zain Branches Account Manager.
SIP DIA IP-VPN	Call 00966592419999 Account Manager	Website: https://sa.zain.com/ar/business/email-us#no-back

		Call: 00966590014477 Zain Branches Account Manager.
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10. The escalation in case of delay in service fulfilment or key account manager not responding to the authorized person.

Voice and Broadband Services and IOT:

- ❖ For complaints, authorize person should call 14477, or visit the following link:
<https://sa.zain.com/ar/business/email-us#no-back>
- ❖ Customer will be updated with the expected date for responding on the raised ticket.
- ❖ For escalation in case issue not fixed or not responding please communicate on the following email address:
Corp@sa.zain.com

Fixed and DIA services:

- ❖ For complaints, authorize person should contact the business support team on 00966592419999.
- ❖ Or by visit the following link:
<https://sa.zain.com/ar/business/email-us#no-back>
- ❖ Customer will be updated with the expected date for responding on the raised ticket.
- ❖ For escalation in case issue not fixed or not responding please communicate on the following email address:
Corp@sa.zain.com

11. Information needed in the contracts, and it's work procedure as per CITC

- ❖ Zain provides the customer with a copy of the electronic contract, which contains all the necessary information, according to what was issued by the CITC.
- ❖ Customer can ask for the e-contract by contacting the account manager.
- ❖ CITC link:
<https://www.citc.gov.sa/ar/RulesandSystems/RegulatoryDocuments/Termstoprovide/Pages/default.aspx>

12. The settlement in case of breaching the commitment and the SLA:

Service Provider:

- ❖ In case of no commitment on the service quality standards, due to the service provider: the settlement should be made in favor of a client in the shadow of the settlement mechanism applied in the company according to CITC regulations.
- ❖ In case of customer didn't commit to the contract, contract will be terminated as per the terms and conditions agreed with the customer*
- ❖ The termination of the contract may result sums of money to be paid to the service provider

Customer:

- ❖ In case of the service provider issue related to the payments, service will be reconnected, and customer should be refunded with the agreed amounts of money.
- ❖ In case customer didn't pay the service fees, service will be suspended until receiving customer payment.

13. Other requirements:

Terms & Conditions

Article 1: Introduction

This Contract is prepared in accordance with the regulations, bylaws and decisions issued by the Communication and Information Technology Commission, in case of conflict between the hereunder terms and conditions and the terms and conditions outlined in any of the regulations, bylaws or decisions issued by the CITC, then the terms and conditions of the CITC shall prevail. This introduction shall constitute an integral part of this Contract and shall be read and interpreted with it.

Article 2: Definitions

1. "Company" refers to the Mobile Telecommunications Company – Saudi Arabia (Zain KSA), a Saudi public joint stock company registered under the laws of the Kingdom of Saudi Arabia under commercial registration number (1010246192) and licensed to provide mobile telecommunications services.
2. "Customer" refers to the legal, natural or authorized person who requests the subscription in any of the services provided by the Company, and signs the Contract after understanding and agreeing to all terms & conditions herein.
3. "CITC" refers to the Communications and Information Technology Commission.
4. "Contract" refers to the terms & conditions outlined hereunder, the Service request form, and any other annexes attached to the Contract herein which are considered an integral part of this Contract and governs the relation between the Company and the Customer upon activation of the service, and subject to the regulations, bylaws and decisions issued by the by CITC.
5. "Commitment Period" refers to the minimum subscription period during which the Customer shall remain subscribed to the Permitted Package and may not terminate the Service unless the fees for the remaining of the Commitment Period is paid.
6. "Service/s" refers to any of the products and/or services requested by the Customer and provided by the Company as stipulated in the Service request form.
7. "Taxes" refers to the value added tax which shall be added to the Customer bill in accordance with the prevailing laws of the KSA.
8. "Device/s" refers to the devices or any part thereof owned by the Company or any of its contractors and used to make the Service available to the Customer.
9. "Device Discount Program" refers to a device subsidy program offered by the Company that allows the Customer to purchase a Device at a discounted price with Commitment Period as defined in the Request Form for the Device Discount Program.
10. "Vanity Numbers Category" refers to any of the categories of the vanity number defined by the Company at its sole discretion which classifies as a vanity number and the associated fees.
11. "Permitted Postpaid Package" refers to the postpaid packages available for subscription with the Device Discount Program or the vanity number.

Article 3: Credit Limits and Insurance Deposit

1. The Company reserves the right to determine the credit limit of the Customer based on his monthly average consumption or as deemed appropriate by the Company. In case the Customer reaches his credit limit, the Company has the right to suspend the Service.

2. The Customer agrees to provide the Company with any information or data it requests for establishing, auditing, or administering his account. The Customer also authorizes the Company to obtain and collect any information related to him or his accounts from the Saudi Credit Bureau (“SIMAH”).
3. The Customer acknowledges that the Company may disclose and/or share his information or data or account information to SIMAH in accordance with the Membership Agreement and Code of Conduct or to any other agency approved by Saudi Arabian Monetary Agency (SAMA).
4. The Customer acknowledges that the Company has the right to require the Customer to pay any amount exceeding the credit limit in the following cases: last call fees commenced before reaching the credit limit, fees for using international roaming service, and the excess fee up to 10% of the credit limit in case the Customer requested the Company to resume the Service after its suspension due to credit limit.
5. The Company has the right to require the Customer to pay an insurance deposit either upon signature of the Contract or during its validity, as may be deemed appropriate by the Company in order to protect its rights, which shall include the following cases:
 - a. There are undisputed and unpaid amounts due for payment by the Customer to the Company;
 - b. The Customer have defaulted previously in paying bills to the Company or in his credit history at SIMAH;
 - c. The Customer is a new customer at the Company with no history available;
 - d. Upon Customer’s request to activate the roaming service. 1. The Customer shall not use or allow the use of the Service or make any modifications to the devices, equipment and related software in violation of the laws and regulations of the Kingdom of the Saudi Arabia or in violation of the terms of this Contract or for the purposes for which it has been allocated. The Customer shall be responsible for any unlawful use of the Service and all related consequences.
6. The Company reserves the right to deduct any unpaid due amounts payable by the Customer in accordance with the Contract form the insurance deposit.

Article 4: Customer’s Obligations 2

2. The Customer shall pay the amount of the insurance deposit and any other due amounts on the dates specified by the Company.
3. The Customer shall, in the event that the Company provides devices for the provision of the Service, allow the Company’s authorized personnel to enter into premises or sites occupied by him or under his control and to remain in such locations to the extent required for any of the agreed and permitted purposes In accordance with the regulations, bylaws and decisions of the CITC.
4. The Customer shall comply with the required licenses for the software used in the devices and equipment, including any related intellectual property rights or any other rights required to provide any services, installation or use of any equipment at his location (including communications devices and equipment) during the entire Service provision duration by the Company.
5. The Customer may not rent, resell or assign the Service without the prior written consent of the Company.
6. The Customer shall notify the Company of any changes in the information provided by him or by his authorized representatives.
7. The Customer acknowledges that if the Company installs any Device for the Customer, the Company shall continue to be the owner of such Device and shall reserve the right to reclaim the Device after the termination of the Contract.

Article 5: Fares and Fees

1. The Company shall bill the postpaid services every Gregorian calendar month and shall provide the details of the pre-paid services’ invoices every Gregorian calendar month according to the Customer’s request.
2. Customer undertakes, upon receipt of the first month’s invoice, to pay the subscription fees for the first month, establishment or connection fees, and any additional services fees as selected by the Customer, according to the fares approved and announced by the Company. The services or goods provided under the Contract are subject to Taxes, the Company shall add Taxes to the monthly invoice, establishment or connection fees, and any additional services and other fees and prices related to the Service and goods subject of this Contract in accordance with the regulations applicable in the Kingdom of Saudi Arabia at the prevailing rate as applicable. The Customer shall indemnify and hold the Company harmless from and against any and/or all costs of whatever nature and

howsoever caused arising as a result of the Customer's failure to pay to the Company the amount of Taxes in accordance with the payment terms set out thereon.

3. The Customer undertakes, upon receipt of the next months' invoices, to pay the monthly subscription fees, any additional Service fees as selected by the Customer, and any call fares as shown on his monthly invoices, according to the fares approved and announced by the Company. The Customer agrees that the Company has the right to change these fares and fees during the validity of the Contract, by providing a prior notice to the Customer on the application of such changed fares and fees in accordance with the terms and conditions stated hereto.

4. The Customer has the right to file an objection to the Company for any errors in the invoice within 60 days of the issuance date of the invoice. Any objection on the invoice errors shall not be accepted after this date.

5. The Customer undertakes to pay all undisputed amounts resulted from his use of the Company's Services as shown in its records despite the way it was used and the actual identity of the user.

6. The Company has the right to include previous due amounts in the current invoice in the following cases:

a. Undisputed amounts whether repeated or not and that is for (150) days from their due date.

b. Undisputed amounts for international roaming service's fees and that is for (150) days from the service's usage date.

c. If the Customer's failure to settle the due amount was proven and a mutual agreement was reached that he will pay the due amount in installments. 1. This Contract shall be valid and enforceable for a minimum of a month from the date on which the Service was provided to the Customer (except for the services associated with the Commitment Period as the Contract shall remain valid until the end of the Commitment Period) and shall be automatically renewed for a similar period unless the Customer requests the termination or the modification of the Service.

2. The Customer may terminate the Service any time provided that Article 6 (3) shall apply in case of termination of a Service associated with Commitment Period in accordance with the regulations, bylaws and decisions issued by the CITC.

3. In case of termination of the Service by the Customer or the Company in accordance with this Article 6 and Article 7 prior to the end of the Commitment Period, where the Customer have agreed to a Commitment Period, the Customer shall be obliged to pay the fees for the remaining of the Commitment Period at the time of termination as stipulated in this Contract. For the avoidance of doubt, termination of the Service by the Customer shall include porting the number to another operator, transfer the number to another customer, change from postpaid to prepaid, and downgrade the original package to another package with lower subscription fees.

Article 6: Contract Period and Termination

. This Contract shall be valid and enforceable for a minimum of a month from the date on which the Service was provided to the Customer (except for the services associated with the Commitment Period as the Contract shall remain valid until the end of the Commitment Period) and shall be automatically renewed for a similar period unless the Customer requests the termination or the modification of the Service.

2. The Customer may terminate the Service any time provided that Article 6 (3) shall apply in case of termination of a Service associated with Commitment Period in accordance with the regulations, bylaws and decisions issued by the CITC.

3. In case of termination of the Service by the Customer or the Company in accordance with this Article 6 and Article 7 prior to the end of the Commitment Period, where the Customer have agreed to a Commitment Period, the Customer shall be obliged to pay the fees for the remaining of the Commitment Period at the time of termination as stipulated in this Contract. For the avoidance of doubt, termination of the Service by the Customer shall include porting the number to another operator, transfer the number to another customer, change from postpaid to prepaid, and downgrade the original package to another package with lower subscription fees.

Article 7: Suspension or Termination of the Service

1. The Customer has the right to request the suspension of the Service for a maximum of (12) months, and shall pay the reoccurring suspension fees for this period.

2. The Customer has the right to request the termination of the Service in accordance with Article (6).

3. The Company may suspend or terminate the Service in accordance with the regulations, bylaws and decisions issued by the CITC in any of the following cases:

- The Customer's failure to provide the insurance deposit referred to in Article (3).
- The Customer's failure to abide by the terms of payment according to the details of the Service (Monthly Fees and Commitment Period).
- The Customer's failure to pay the invoices within their due dates; provided that twenty five (25) days have lapsed from the due date.
- The Customer's violation of any of the terms and conditions listed herein or in the regulations, bylaws and decisions issued by the CITC.
- The Customer's failure to pay the undisputed invoices within seventy five (75) days of their due date. In such case, the Company has the right to transfer the unsettled due amounts to any of the Customer's other accounts and shall notify the Customer of such action.
- The Company discovers that the Customer has provided false or misleading documents or information, and the Customer has failed to provide the Company with the updated/corrected documents and information to update/correct the Contract.
- Preventing the Company's authorized personnel from entering the premises or sites of the Service for three times a year if there are any devices in such sites owned by the Company.
- The CITC's request for such suspension or termination of Service.
- If the Customer uses pre-paid services: his failure to recharge his balance, make a phone call, send a text message or browse the internet and that is within ninety (90) continuous days of the expiration of his last valid balance.

4. It is agreed upon that regardless of the suspension or the termination of the Service, the Customer is responsible for paying any due amounts to the Company.

5. If the Customer wishes to terminate or modify the Service/Contract, a request must be filed by sending an email from one of the email addresses specified in the authorization letter form issued by the Company.

Article 8: Limitation of Liability

1. The Company shall not be liable to the Customer in case of a force majeure event or any other reasons beyond its control, except for the financial reimbursements to the Customer for the remainder of the subscription period.
2. The Company shall not be liable to the Customer for any loss or damage to his SIM Card as a result of a defect in his mobile phone, delay in its functions, or stoppage in any of the requested Services.
3. The Company shall not be liable for any instability, shortage or interruption in the Service resulting from adjusting the network to improve the Service or any faults resulting from climate or geographical changes except for the financial reimbursements to the Customer for the interruption period if the deliberate interference of the Company was proven.

Article 9: Mobile Number Portability

Mobile Number Portability process shall be in accordance with the regulations, bylaws, and decisions issued by the CITC.

Article 10: Device Discount Program:

1. The Customer shall pay the discounted price of the chosen device as soon as signing the Contract. The fees and the monthly amounts of the Permitted Postpaid Package shall be billed monthly and shall be paid by the Customer on the due date specified in the Contract.
2. The Customer shall subscribe or has to be already subscribed to a Permitted Postpaid Package to be eligible to subscribe to the Device Discount Program.
3. The Company reserves the right to evaluate at its sole discretion the Customer's eligibility to subscribe to the Device Discount Program based on the Customer's credit history at the Company. The Company may at its sole discretion reject the Customer's request to purchase a device under the Device Discount Program.
4. The Customer may not benefit from the Device Discount Program more than once under the same mobile number.
5. The purchased device is subject to the warranty terms specified by the device's manufacturer. The Company shall not be liable for any error or defect in the device.

Article 11: Vanity Numbers Category Subscriptions:

1. The Company may- at its sole discretion- allow the Customer to subscribe in the Vanity Numbers Category when he subscribes to the Permitted Postpaid Package from time to time. The Customer has to choose a Permitted Postpaid Package to subscribe to a vanity number by submitting the vanity numbers’ request form. The Customer may not change the Permitted Postpaid Package during the Commitment Period except to upgrade or change the package in a way that does not affect or reduce the Permitted Postpaid Package’s fees.
2. If the Customer paid the vanity number’s fees in advance, the following terms shall apply:
 - 2.1 The Commitment Period does not apply on the vanity number requested by this form and the Customer has the right to subscribe in a Permitted Postpaid Package to activate the vanity number.
 - 2.2 The Company will add the paid vanity number’s fees as a Balance to the Customer’s account (the “Balance”) which will remain valid for 12 months from the activation date (The “Balance Validity”).
 - 2.3 The Company will deduct the fees of the vanity number’s usage that may exceed the advantages given to the Customer in the Permitted Postpaid Package subscribed to by the Customer from his Balance. This deduction shall not include the subscription or usage fees of any other Services or packages requested by the Customer or any other due amounts.
 - 2.4 The Company has the right to cancel the Balance or whatever is remaining from it upon the expiry of the Balance Validity, or in case the Customer does any of the following: transfers the vanity number to any other operator, transfers the number to any other customer, changes the Permitted Postpaid Package to a pre-paid package, requests the disconnection of the vanity number or fails to pay the invoices.
3. The Customer acknowledges and agrees that the Vanity Numbers Category shall be specified by the Company at its sole discretion according to its policies and the regulations and policies of CITC. The Company reserves the right to change the Customer’s Vanity Numbers Category for any reason without notifying him. It is agreed that the Customer may not request any discount on the fees in case the Company changes the Customer’s Vanity Numbers Category.
4. The Company reserves the right to cancel the vanity number in case the Customer requests the disconnection of the vanity number or fails to pay the invoices according to the payment terms specified in this Contract or in the Service’s request form.
5. In case the Customer requests the termination of the vanity number, requests to downgrade his package or transfers the number to another operator, a penalty shall be applied according to the following:

Vanity Numbers Month	The Applied Penalty (per month)											
	1	2	3	4	5	6	7	8	9	10	11	12
Gold	8250	7500	6750	6000	5250	4500	3750	3000	2250	1500	750	0
Silver	3666.7	3333.4	3000.1	2666.8	2333.5	2000.2	1666.9	1333.6	1000.3	667	333.7	0
Bronze	1375	1250	1125	1000	875	750	625	500	375	250	125	0
Econo	916.7	833.4	750.1	666.8	583.5	500.2	416.9	333.6	250.3	167	83.7	0

Article 12: General Provisions

1. The Customer acknowledges that he is legally competent to conclude the Contract, and agrees to abide by all the terms and conditions contained herein.
2. The Customer shall have the right, in case of a dispute or a disagreement arising under this Contract, to submit the dispute to the CITC if an amicable resolution wasn’t reached with the Company.
3. The Company shall have the right to revise the terms and conditions of this Contract in accordance with the regulations, bylaws and decisions issued by the CITC.
4. The Company commits to maintain the confidentiality of the Customer’s information and the Customer acknowledges and agrees that the Company may reveal his information or the details of his usage of the Service upon the request of CITC or any component authority Furthermore, the Customer is obligated to provide the Company with any information of any of the users of his numbers.
5. In case of any discrepancy between the Arabic and English provisions of the terms and conditions of this Contract, the Arabic text shall prevail. 1. In case the Customer wishes to transfer one of the numbers to one of its employees; the Customer shall pay the due bills up to the date of transferring the number. The Customer shall provide the Company with the names of the employees that the numbers will be transferred to. The process of transferring the numbers is subject to the regulations, bylaws and decisions issued by the CITC.

2. The Customer shall inform the Company in writing no later than seven (7) days of the change of the address mentioned in the Contract. All notices and bills shall deem to be delivered when sent to the address stipulated in the Contract.

Article 13: Special Terms and Conditions for Business Contracts:

1. In case the Customer wishes to transfer one of the numbers to one of its employees; the Customer shall pay the due bills up to the date of transferring the number. The Customer shall provide the Company with the names of the employees that the numbers will be transferred to. The process of transferring the numbers is subject to the regulations, bylaws and decisions issued by the CITC.

2. The Customer shall inform the Company in writing no later than seven (7) days of the change of the address mentioned in the Contract. All notices and bills shall deem to be delivered when sent to the address stipulated in the Contract.