



# User Guide for Government and Business Customers



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# Procedures of opening account with GO

(\*) To open an account for business Customer with 'GO', the customer must provide the following information:

- Company Name & Type
- Company Registration certificate & VAT certificate
- National Address
- Contact Number ( Authorized Person Name, ID, Mobile number and Email)



## For Small & Medium Enterprises

- Verify owner's ID
- Certified copy of the authorization letter from the Chamber of Commerce
- Verify authorized representative's ID



## For Large Enterprises

- Verify owner's ID
- Certified copy of the authorization letter from the Chamber of Commerce
- Verify authorized representative's ID



## For Government Entities

- Copy of Royal Decree, High Order, or legal documents establishing the entity
- Official letter from the government entity appointing an authorized representative
- Copy of the Unified National Number certificate issued by the Ministry of Human Resources & Social Development
- Verify authorized representative's ID

Upon account creation, the customer will be provided with a unique account number.

Required documents must be handed directly to the account manager or sent from the authorized representative's email to the account manager.



## B2B Services

### 1. Connectivity & Internet

#### Layer 2, Layer 3 Connectivity Service (Ethernet, IPVPN)

Layer 2, Layer 3 Connectivity Service (Ethernet, IPVPN) services that enables Business customers to use 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.

##### Features and Benefits



Easy and Fast Deployment



High Speed Internet Access ranging from 1 Mbps and up to 1 Gbps



Symmetrical & Dedicated Upload and Download 1:1



Truly Unlimited Data



Reliability (Competitive SLA)



Rapid scalability (for future growth - Access speeds up to 1 Gbps)



Round-the-clock support 24/7



## B2B Services

### 1. Connectivity & Internet

#### Dedicated Internet Access (DIA)

The Dedicated Internet Access (DIA) service from GO guarantees your business a stable, high-speed Internet connection, reliable and secure service through various Internet packages that suit all needs of your business and can be offered with long-term contracts (up to five years) at low prices.

#### Features and Benefits



Easy and Fast Deployment



High Speed Internet Access ranging from 1 Mbps and up to 1 Gbps



Symmetrical & Dedicated Upload and Download 1:1



Truly Unlimited Data



Reliability (Competitive SLA)



Rapid scalability (for future growth - Access speeds up to 1 Gbps)



Round-the-clock support 24/7



# B2B Services

## 2 . Voice Solutions

### Session Initiation Protocol (SIP) Trunking

Our SIP Trunk was designed to overcome the phone line congestion and all the other limitations of traditional Private Branch Exchange (PBX) services, GO SIP Trunk solutions route customer calls based on state-of-the-art Voice over IP (VoIP) technology.

#### Features and Benefits



Easy and Fast configuration



Highly Quality of Voice



Cost Effective



Multiple add-on options (Toll-Free 800, Universal Access Number 9200)



Reliability (Competitive SLA)



Rapid scalability



Round-the-clock support 24/7



# B2B Services

## 2 . Voice Solutions

### Unified Communication as a Service (UCaaS)

Unified Communications as a Service (UCaaS) is a cloud-based solution that combines various communication channels, such as voice, video, and collaboration tools. GO UCaaS offers a single all-in-one cloud telephony platform for businesses to communicate with their customers and employees. Customers can configure extensions to computers, mobile softphones, or IP-phones from anywhere over the internet with multiple features and options.

#### Features and Benefits



HD Voice Solutions



User-Friendly with Computer & Mobile



Remote work and communication from anywhere



Cost-effective



High scalability and flexibility



Compliance with security and privacy standards



Around the Clock Support  
24/7 Support.





## B2B Services

### 3 . Managed Services

#### Managed Routers Service (MRS)

The enterprise router is the building block of connectivity. Managing it requires expertise, incurs substantial expenses, and ensuring it's always available is a challenge. GO Managed Router Service (MRS) is a value-added service on top of data connectivity delivered by GO to help enterprises, governments, and data centers by having their router infrastructure managed.

#### Features and Benefits



Easy and Fast Deployment



Reduce Operational Cost



Boosts Productivity



Reliability (Competitive SLA)



High scalability (for future growth)



Round-the-clock support 24/7



## B2B Services

### 3 . Managed Services

#### Managed SD-WAN

Managed SD-WAN from GO is a business solution for enterprises to manage their branches and optimize applications performance digitally and securely. It enables them to have network agility, full visibility on all branches with simplified WAN operations, and full control while enabling secure any to any connectivity and access to cloud services. GO Secure SD-WAN is provided through FORTINET Technology.

#### Features and Benefits



Complete independence of transport options



Zero-touch Provisioning



Centralized and Fully Management



Dynamic Routing



Highly security



Cost Effective



## B2B Services

### 3 . Managed Services

#### Distributed Denial of Service (DDoS) Protection

DDoS attacks has been one of the most expensive and menacing digital threats to any businesses today, with the potential to cause serious damage to the brand reputation by crashing or slowing business' network, servers or websites. GO's Anti-DDoS Protection Service is using a unique combination of solutions that enables any business to respond in real-time without interrupting legitimate traffic to business network.

#### Features and Benefits



Easy and Fast configuration



Efficiency cleans all traffic under attack



Boost Productivity (by enabling quick response to DDoS attacks)



Reliability (Competitive SLA)



Rapid scalability



Round-the-clock support 24/7



## B2B Services

### 3 .Digital Solutions

#### Datacenter Facilities Service (Colocation)

GO empowers business customers across a variety of industries to increase their business continuity, reduces cost and with ease of scalability through GO Colocation Hosting service. Our Datacenter Facilities Solutions offer a reliable Colocation host for customer operations. The high availability we offer ensures customer business's continued online growth and outreach.

#### Features and Benefits



Easy and Fast Deployment



Reduce Operational Cost



Boosts Productivity



Reliability (Competitive SLA)



High scalability (for future growth)



Round-the-clock support 24/7



## B2B Services

### 3 .Digital Solutions

#### Cloud Infrastructure as a Service (IaaS)

As a Class-C cloud provider, GO has taken major strides in building a cutting-edge Cloud IaaS environment, empowering businesses with seamless data management—without the complexity of maintaining on-premise infrastructure.

With Autoscale, our intelligent scaling solution, customers can effortlessly adjust resources on demand, ensuring optimal performance and cost-efficiency as business needs evolve.

#### Features and Benefits



##### Easy and Fast Deployment

No need to dig into a bunch of documentation. Simply buy and configure your virtual machines.



##### Cost-effective

Owning your virtual data center without bearing the costs of ownership, maintenance or upgrades.



##### Compliance with the highest standards

(Tire 3, ISO/IEC 27001, 27018 , 27701, and 27017)



##### Hosting locally

Customer data is Hosted & secured locally within KSA and licensed by CITC.



##### High scalability

Cloud infrastructure allows your business to grow and scale upwards (or downwards) at the click of a button, to meet and match demand.



##### Reliability

We provide a 99.98% uptime SLA for Cloud infrastructure services.



##### Around the Clock Support

24/7 Support.



## B2B Services

### 3 .Digital Solutions









#### GO Business Chat Service

GO Business Chat Service is One Platform For All Customer Conversations, For All Agents!

You can communicate with customers through the latest AI-powered, feature-rich, and integrated communication platform. It allows you to communicate with customers, receive their requests, and engage with them from one place across various social media channels and email!

All WhatsApp, Instagram, Facebook, Messenger, Line, Email, Google Business, and Live Chat conversations are in one place.

#### Features and Benefits

-  Integrate all communication channels in one platform
-  Unlimited Users
-  AI-Powered Chatbot
-  Ability to activate WhatsApp Business API
-  Schedule and send bulk messages to contacts
-  All customers transactions in one place
-  Unified Messages (Inbox & private messages)
-  Live Reports & Detailed Analysis



## B2B Services

### 4 .Internet of the Things (IoT)

#### Machine to Machine (M2M)

M2M services give your business the ability to manage and connect M2M SIMs which support all communication network technologies (2G, 4G, 5G, Nb-IoT) automatically and effectively without the need for human intervention, helping you reduce service operating expenses. Our SIM chips built with tough industrial-grade materials to make them extra durable.

#### Features and Benefits



Boost productivity



Predictive Maintenance



Round-the-clock support 24/7



Real-time Monitoring



Cost-saving



Data Collection and Analysis



Rapid scalability (for future growth)



## B2B Services

### 4 .Internet of the Things (IoT)

#### Fleet Management Service (FMS)

Our fleet management service provides continuous monitoring of transport processes in your fleet, tracking every step accurately and enabling you to always know the status and route of your fleet. Our fleet control service also offers advanced solutions to enhance business efficiency and achieve on-time execution through accurate step-by-step monitoring.

#### Features and Benefits



Optimized Operations



Maintenance Management



Cost-saving



Real-Time Tracking



Control the driver's daily journey



Data-Driven Insights (Data analytics)

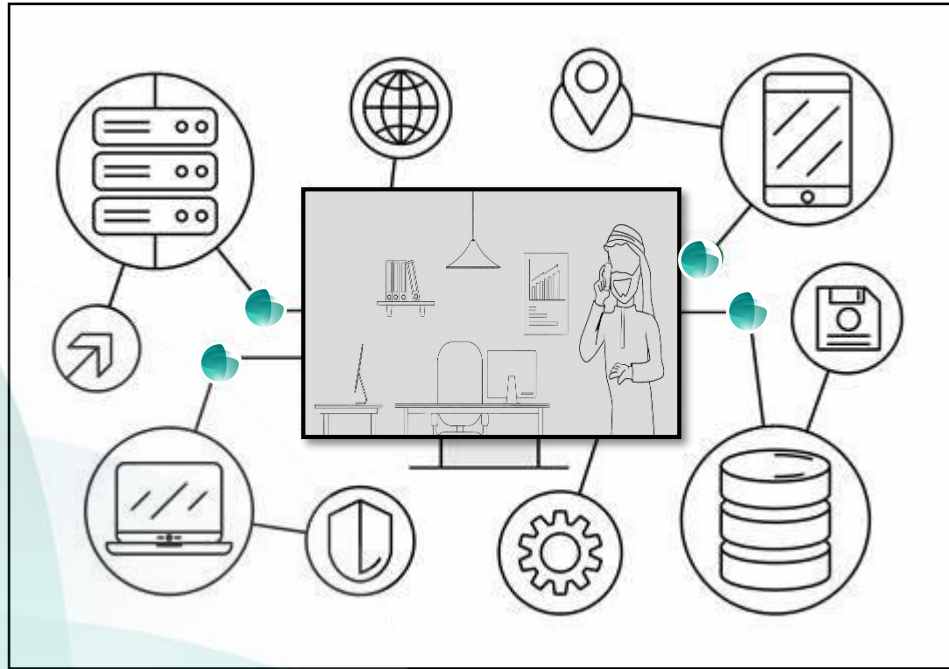


Enhanced Asset Security





## B2B Services



For More Details

<https://go.com.sa/en/business>



## Details, terms, and obligations of the service provider and the customer

### Please Visit Following Links

<https://go.com.sa/en/business>

<https://go.com.sa/en/enterprise-terms-and-condition>



# Details, terms, and obligations of the service provider and the customer

## Customer Rights:

The right to know service features and price details, and any limitations or exceptions, or any applicable fees when exceeding these limitations or exclusions.

The right to be provided with the service as agreed in the subscription contract, and in accordance with CITC regulations.

The right to receive a copy of the service subscription contract. Signed and certified by the service provider. Upon request the customer may acquire a copy at any time, provided that such request does not exceed a year after service termination.

The right to receive a paper or electronic invoice - for any amount paid to the service provider, stating the service that has been paid, amount submitted and payment date.

The right to receive the service from all service provider outlets. Without restricting or limiting some services at specific outlets.

The right of confidentiality of his information and calls, which are guaranteed and may not be viewed, or listen to, or recorded.

The right to receive without any extra charges on a regular basis a clear, accurate, and detailed bills, and as preferred by him in Arabic or English, paper or electronic.

The right to have a credit limit on the service; stated clearly in the service contract and the monthly bill.

The right to request a reduction of the credit limit; provided it is after the reduction not less than the minimum value of the package, and shall only be increased upon his request.

The right to have his invoice not exceeding the total amount of the credit limit; with the exception of last call processed before reaching the credit limit, and usage charges while roaming, and the increase in the value of 10% of the credit limit in the event of requesting to reconnect the services.

The right to request to terminate the service, this request does not need the personal presence of the customer unless in the case of final termination of the entire service, if subscribing to the service requires personal presence.



## Details, terms, and obligations of the service provider and the customer

The right not to be billed any financial compensation; unless for the services that he requests.

The right to transfer his mobile phone number between operators, in accordance with the procedures and obligations of MNP.

The right of having continuity of service, and not to be suspended or terminated; unless according to applicable regulations.

The right to get prove of his request to terminate the service, and not imposing any fees on the terminated service starting from the submission date of the termination request.

The right to have any excess amounts paid returned during thirty (30) days from the date of discovery of the excess amounts, or the service provider may transfer the said amount to any other service account of the customer upon his request.

The right to request suspension of the service for a period of not more than (12) months; provided that the customer pays recurring charges for that period.

The right not to bill for service charges during non-operational days of the service if such interruption was due to the service provider.

The right to file a complaint to the operator. Through all possible means. Whether electronic or via phone call or personal presence and obtaining a complaint reference number.

The right not to be claimed payment of the amount that is subject to objection , during the statutory period until a decision is made regarding the complaint, and not to have any suspension or termination of the service because of that amount, during complaint processing.

The right to resolve his complaint by the service provider, within a period not exceeding (5) days from the date of the complaint.

The right to escalate the complaint to the Communications and Information Technology Commission. If his complaint was not resolved by the service provider or if he was dissatisfied with the solution provided.



# Details, terms, and obligations of the service provider and the customer

## Customer Responsibilities:

- Review the service terms and conditions carefully before subscribing.
- Comply with the service terms and conditions and not to abuse the service; such as deliberately making a connection that violates the rules of public morality, or has menacing characteristics, or triggers panic or inconvenience.
- Assume responsibility for all the numbers registered under his name.
- Verification of the invoice when issued, and adherence to statutory duration of filling a complaint on the invoice by filling the complaint before the next invoice.
- Payment bills due to the service provider, within the payment periods specified in the bill, in order to avoid service suspension or termination.
- Follow the instructions sent by the service provider related to the use of the service while roaming, to avoid incurring large invoices.



## Mechanism for requesting a new service, renewal, modification, suspension, and cancellation of service

Needed Documents	Procedure	Service
A letter from the authorized person to the account manager + PO	If a government or business sector customer wishes to request a new service, communication should be made through the company's official channels and via the customer's authorized representative. The customer will be notified upon the successful execution of the request, and new documents may be requested if necessary.	New Service Request •
A letter from the authorized person to the account manager + PO	If a government or business sector customer wishes to modify the service (such as increasing speed, reducing speed, or transferring the service), the request should be made through the company's official channels and via the customer's authorized representative. The customer will be notified once the request is successfully completed, and new documents may be requested if necessary.	Service Modification •
A letter from the authorized person to the account manager	The government or business sector customer shall request service suspension through the company's official channels and via the customer's authorized representative. The customer is entitled to suspend the service for a period not exceeding 12 months, in accordance with the regulations of the Authority.	Service Suspension •



## Mechanism for requesting a new service, renewal, modification, suspension, and cancellation of service

Needed Documents	Procedure	Service
A letter from the authorized person to the account manager	The commitment renewal is usually automatic unless a service cancellation request is received from the customer, or a cancellation/non-renewal mechanism has been pre-agreed and included in the specific terms and conditions of the service.	Service Renewal •
A letter from the authorized person to the account manager	The customer from the government or business sector must notify the company's account manager of their desire to cancel the service through the company's official channels and via the customer's authorized representative, at least one month prior to the cancellation date.	Service Termination •



# Clarify the time required to implement the service & Service Level Agreement

- **Service Installation**

The company agrees with the customer on the installation start date and ensures the actual delivery of the CPE (Customer Premises Equipment) to facilitate access to the service installation site.

- **Service Installation and Delivery Time**

The installation time is determined based on the readiness of the customer's site and the availability of the network's technical resources, following a site survey. The company aims to install and deliver the service within a maximum of 10 working days, as clearly stated in the technical proposal. There may be some exceptions for certain services depending on the availability of specific technical capabilities (for example, a request for a specific type of router).

- **Service Delivery Acceptance Report**

The service is delivered to the customer upon successful completion of testing. The customer must be requested to sign a Service Acceptance/Confirmation Report, indicating their acceptance of the service, within 5 working days from delivery. If no confirmation is received from the customer within 5 working days, the service will be considered accepted by the customer.





# Clarify the time required to implement the service & Service Level Agreement

- **Purpose of the Service Level Agreement (SLA)**

A Service Level Agreement (SLA) is a negotiated agreement between two parties — one being the customer and the other the service provider. It defines the daily operational practices for delivering and maintaining the service, as well as determining the customer's measurement points. The SLA also specifies the standards by which the service delivery is measured to manage the services provided by the company.

- **SLA Categories**

The Service Level Agreement must specify the type of SLA that the customer is entitled to receive from the available SLA types.



# Billing procedures, billing cycles, and payment methods

## - Invoice Issuance:

Customer invoices are issued periodically at the beginning of each Gregorian month, calculating the charges for the previous period, and are sent at the start of each month to the registered email address.

## - Invoice Summary:

A brief explanation of the invoice at the account level, including the invoice amount, the date of issuance, and the final amount due.

## - Invoice Details:

A breakdown of all services under the account, showing each service and its corresponding charges after any applicable discounts.

## - Tax Details:

At the end of each invoice, a section outlines the tax details for each service and the taxable amount.

## - Payment Methods:

The company offers the following payment channels:

SADAD payments

Bank transfer to the company's account

## - Settlements (If Applicable):

If there is a settlement in favor of the customer, it will be issued as a separate notice called a Credit Note (CREDIT NOTE), which will specify the settlement details.



# Maximum Troubleshooting Period and Service Level Agreement for Troubleshooting

- Service KPI

- Company Availability Level

The company guarantees a high network availability level of 99.98% uptime, excluding periods of scheduled maintenance.

- Routine Maintenance

The company may need, from time to time, to perform maintenance on its network and will usually notify its customers 48 hours prior to execution.



# Maximum Troubleshooting Period and Service Level Agreement for Troubleshooting

- **General Exceptions and Force Majeure**

Force majeure means any event or incident beyond the reasonable control of either the "Company" or the "Customer," and includes, but is not limited to: acts of God, industrial or labor disputes of any nature, war (whether declared or undeclared), blockade, disturbances, lightning, fires, earthquakes, storms, meteor explosions, government restrictions, and expropriation — provided that the claiming party has taken all necessary measures to prevent or minimize the effects of the claimed event and has fully fulfilled all its non-exempt obligations. In all cases, the mentioned event does not exempt a party from liability for negligence or any other misconduct, nor does it include or relate to a lack of financing. The party claiming a force majeure event must notify the other party of the possibility or actual occurrence of such an event. If either the "Company" or the "Customer" is unable to fulfill any of its obligations (other than the obligation to pay) due to force majeure, that party shall not be held liable for non-performance or any delay resulting from that event. The party unable to perform due to force majeure must notify the other party in writing and immediately, providing reasonable details of the event in full. The parties shall mutually agree to allow reasonable additional time to fulfill such obligations, with the condition that both parties continue to fulfill their obligations that are not affected by the force majeure event.



# Maximum Troubleshooting Period and Service Level Agreement for Troubleshooting

- **Fault Management**

Fault reports are received through the Customer Service team, which is available 24 hours a day, 365 days a year, by contacting the Customer Service Center. A trouble ticket is created by the Customer Service Center, and the fault is immediately assigned to the team responsible for resolving it.

- **Response and Resolution Time**

Response time: The maximum time between the customer's fault report and the opening of the fault ticket.

Severity Level	Fault Type	Maximum Response Time
Critical	Service unavailability	30 minutes
Medium	Moderate business impact	1 hour
Minor	Minor business impact	2 hours

Fault resolution time: The maximum time between the fault ticket being reported and the problem being resolved.

Severity Level	Fault Type	Maximum Resolution Time
Critical	Service unavailability	24 hours
Medium	Moderate business impact	48 hours
Minor	Minor business impact	72 hours



# Customer Support & Complaint Handling Process

- **Customer Support & Complaint Handling Process:**

Support is provided through full integration between all relevant company departments.

- Channels include: (Business self-service portal ,On-site visits by account managers ,Network Operations Center (NOC) and Customer Care Center)

## Self Service Portal

<https://go.com.sa/en/business-login>

## NOC

NOC@GO.COM.SA

(+966) 800-111-1010



## Customer Call Center

BUSINESS@GO.COM.SA

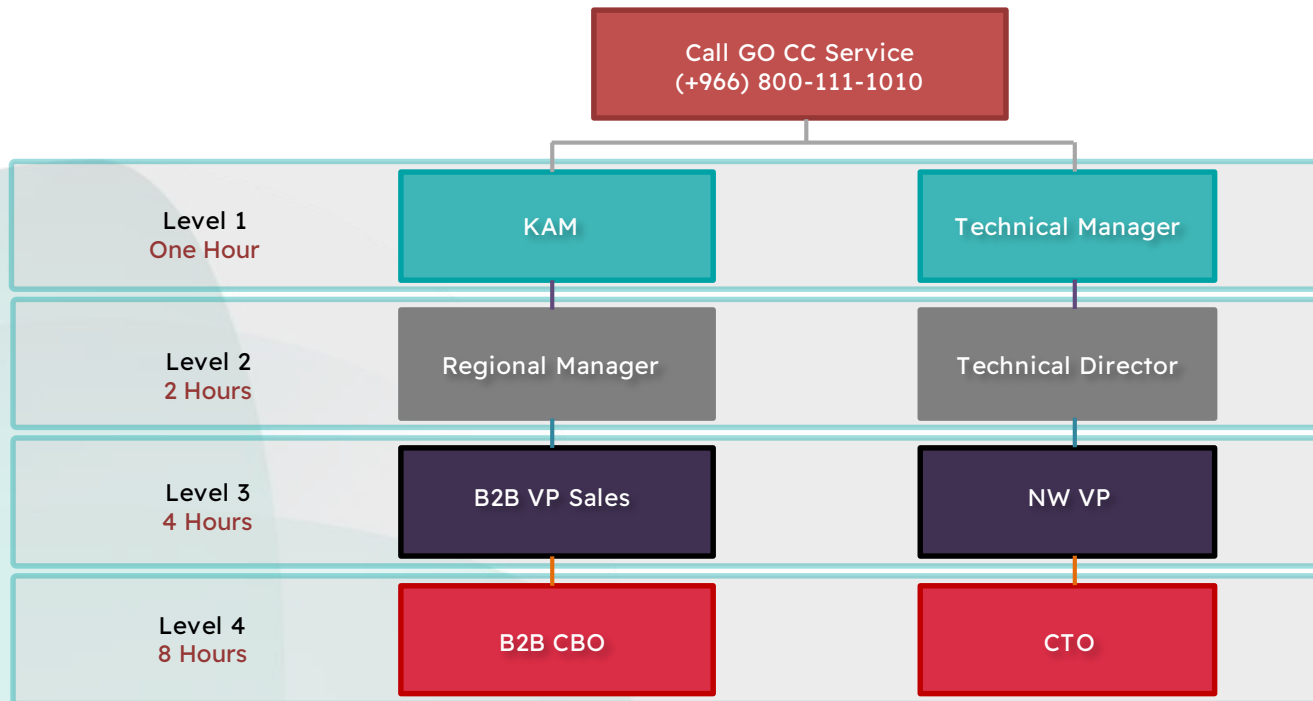
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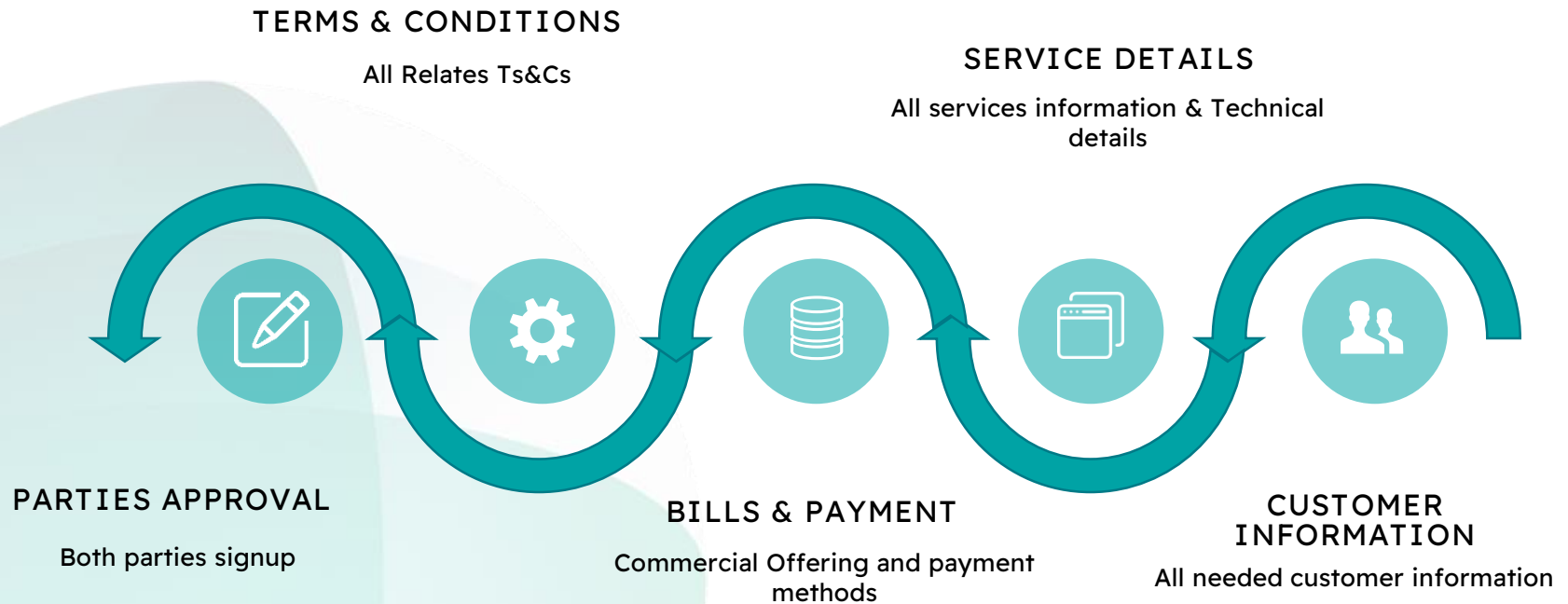
# Escalation process in case of non-execution of required services or lack of response from the account manager

- Escalation Procedure





# Required information in contracts and related procedures as per the regulatory authority's directives







## Settlements for breach of obligations and service level agreement

**In the event of failure to meet the agreed service quality standards due to reasons attributable to the service provider, the company shall compensate the customer if it breaches the agreed Service Level Agreement (SLA). The compensation will be calculated based on the level of service availability.**

The maximum compensation is equivalent to the value of 6 days of service charges, which will be deducted from the customer's invoice for the month following the month in which the issue occurred.



Thank  
You