



هيئة الاتصالات وتقنية المعلومات
Communications & Information
Technology Commission

NTR Tool User Manual — English

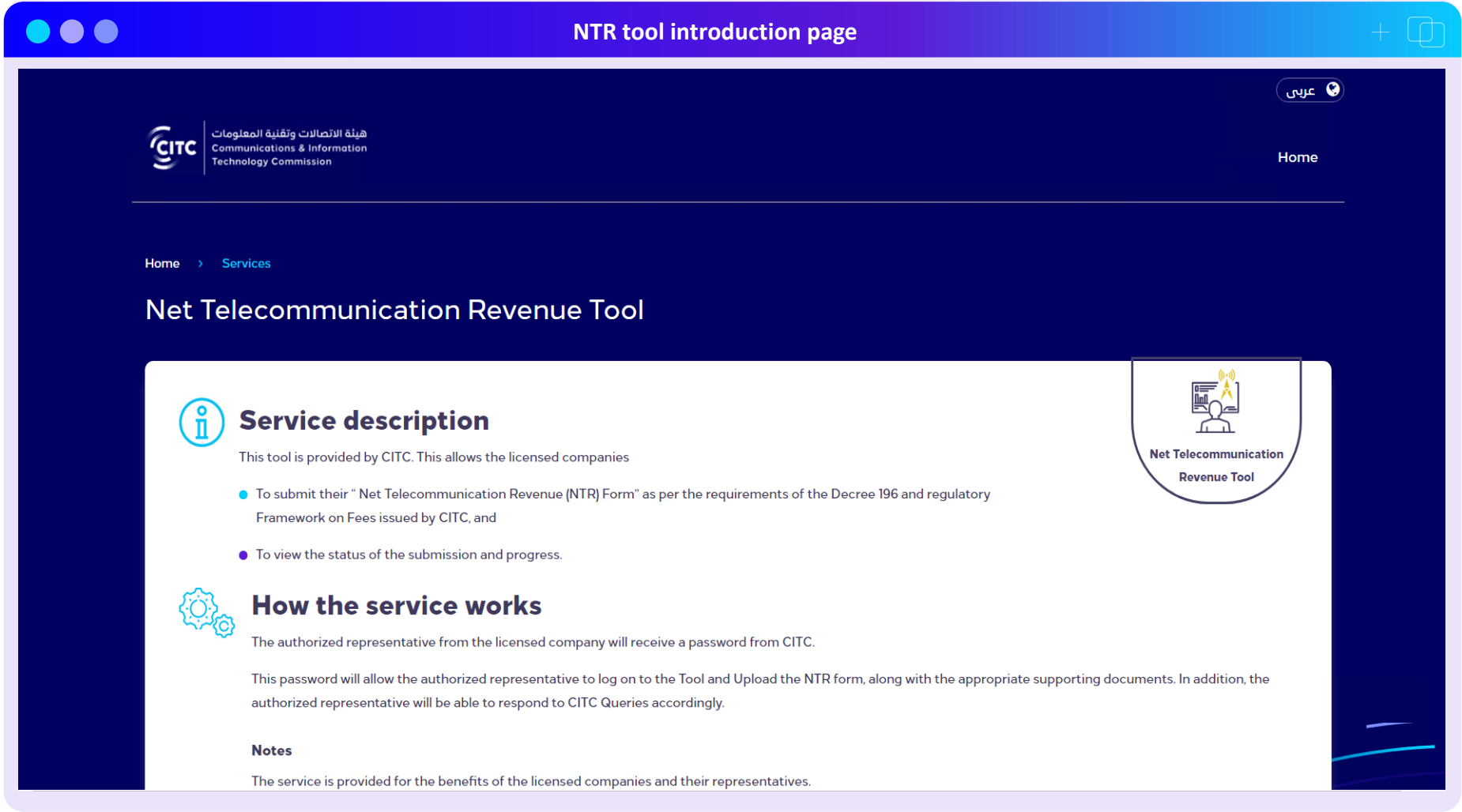
18 April 2022



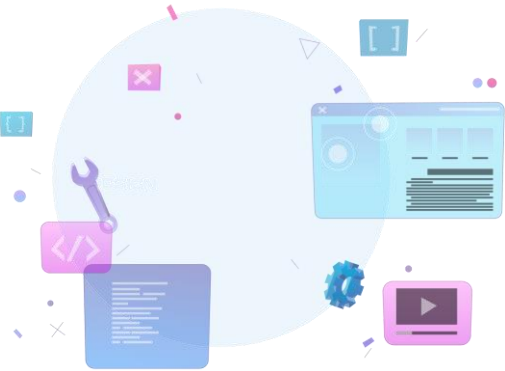
NTR Tool Login

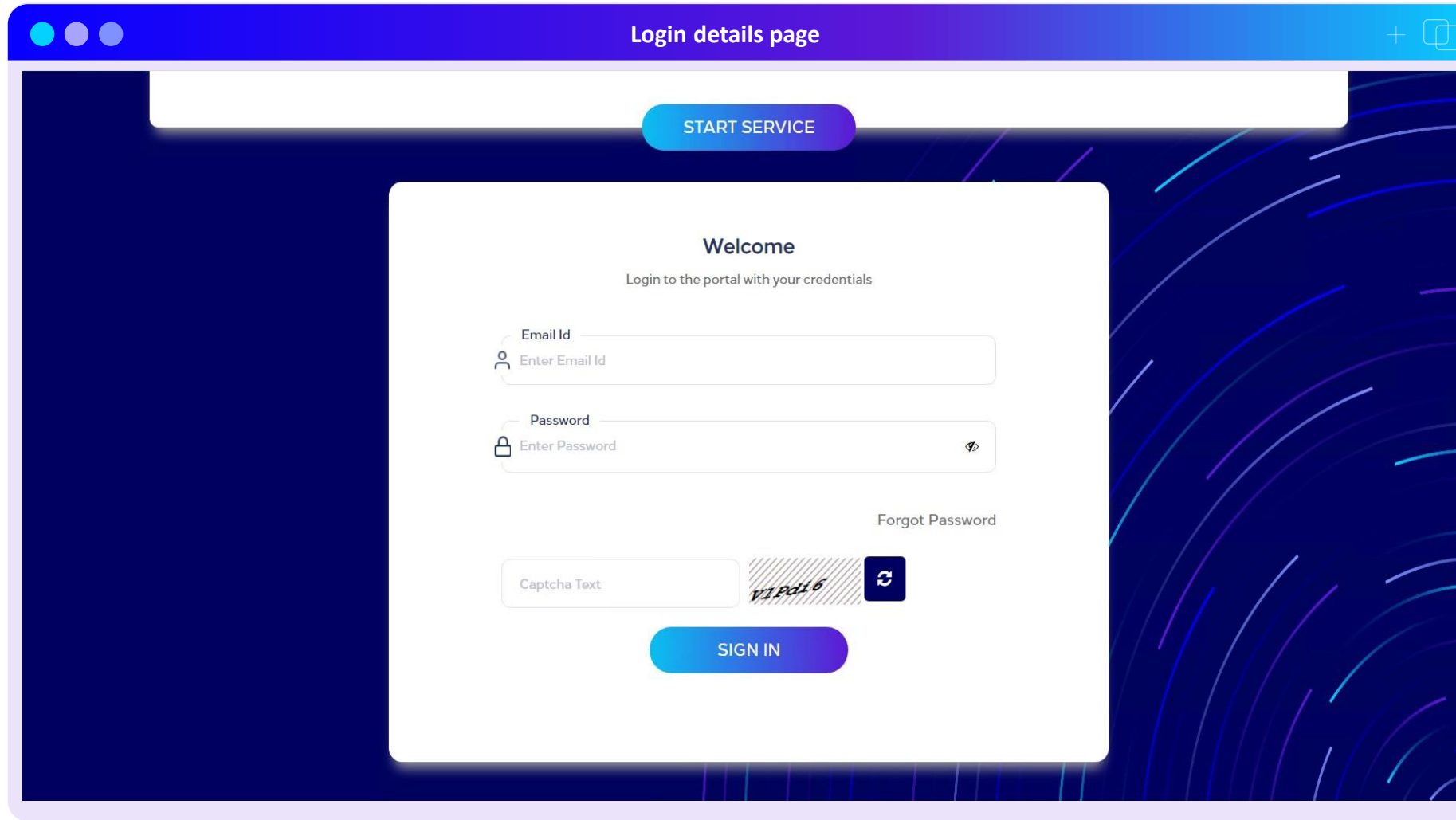
Secured Access to the Tool
for Operator





- This is the Introduction Page of the tool
- It contains the service description and how the tool works in brief.
- The tool is available in dual languages (Arabic & English). The user can toggle between the languages by clicking on the language button at the top corner of the screen





Login details page

START SERVICE

Welcome

Login to the portal with your credentials

Email Id
Enter Email Id

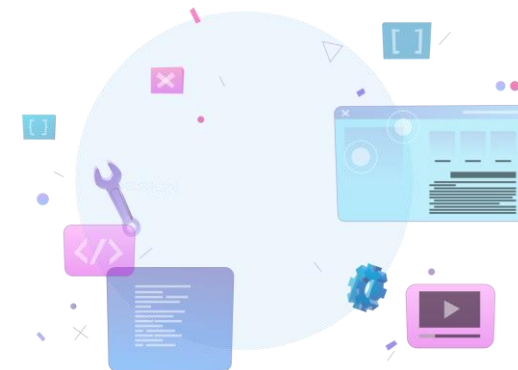
Password
Enter Password

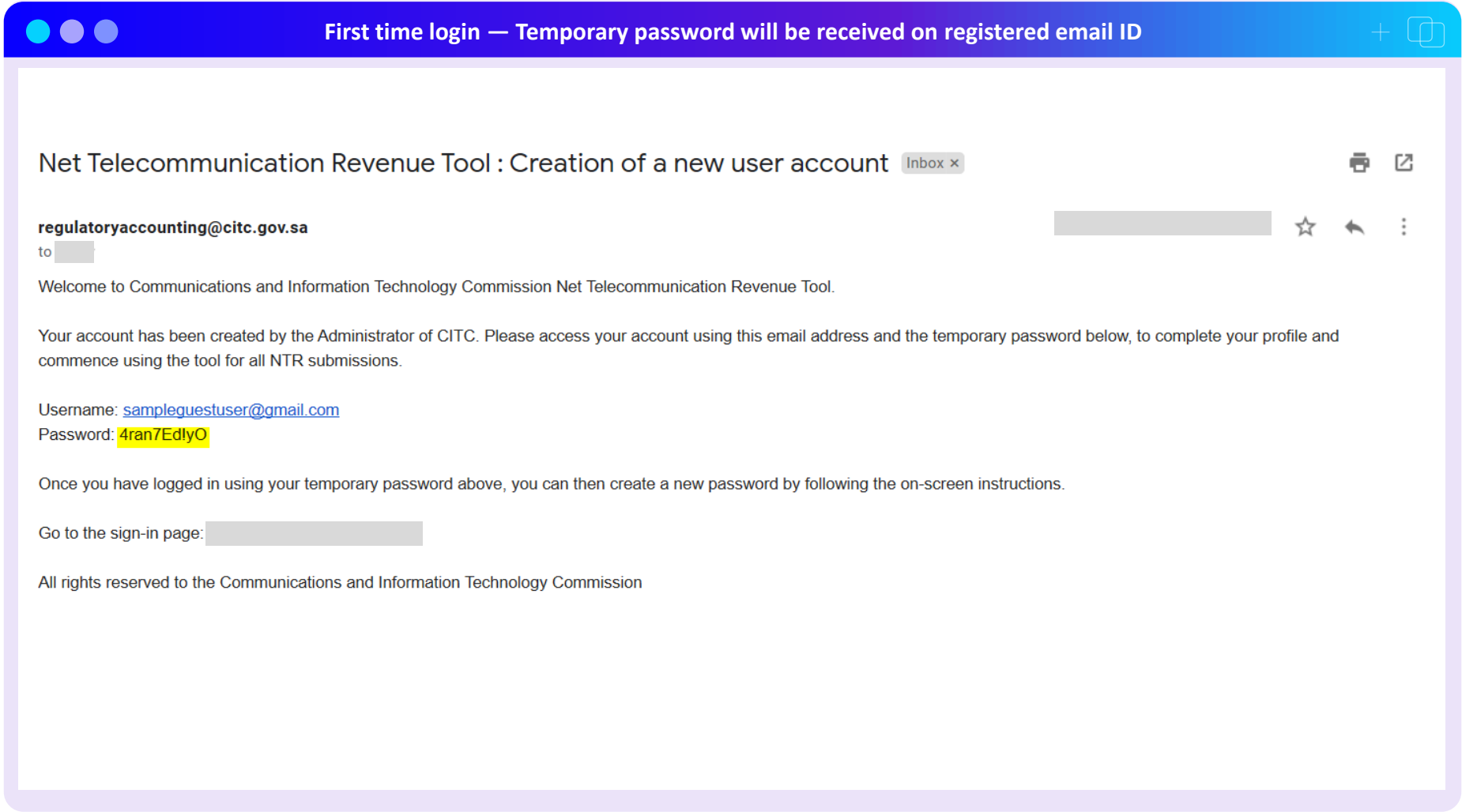
Forgot Password

Captcha Text

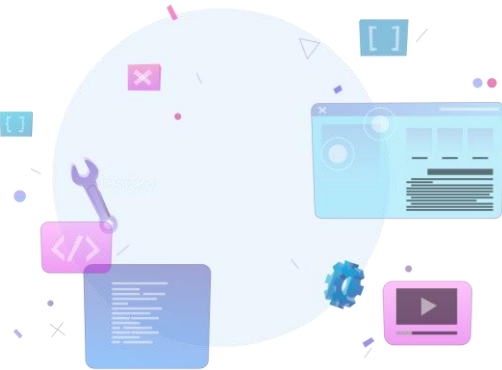
SIGN IN

- The tool offers a secured access to users to login to the tool
- In order to login to the tool, the user needs to enter the registered email ID, password and an alphanumeric captcha
- For first time login, the user will be provided a temporary password on the registered email id. Post entering the temporary password, the user can set the desired password (this will be separately discussed in detail in the “Change Password” section)
- If the user finds it difficult to read the alphanumeric text for the captcha, then the user can click on the “refresh” button to change the captcha





- If the user is logging in for the first time, then the user shall receive the temporary password on the registered email ID
- This screenshot shows the email which is received by the user once the CITC Admin creates the account in the tool
- The password has been highlighted in “yellow”



First time login - Change password

Change Password

① Password must be atleast 8 characters, containing at least 1 upper & lowercase, numeric and special characters

Change Password

* Current Password

* New Password

* Confirm New Password


CHANGE PASSWORD

- Post entering the temporary password, the user is asked to set a new password
- The tool has an inbuilt password creation policy that ensures that the password which is set by the user is
 - At least 8 characters long
 - Contains at least 1 upper case alphabet, 1 lowercase alphabet, 1 numeric digits from (0-9) and 1 special characters
- Password set by the user shall expire after 90 days. Post expiration user will be again asked to change the password at the time of login



5 digit OTP for secured access and login

+



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Home

Welcome

OTP (One time password) has been sent to the registered mobile number and email

The OTP is active for 15 minutes

OTP

Enter OTP

SUBMIT OTP

RESEND OTP

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- To login into the tool, the user also needs to enter a 5 digit OTP which will be sent to the user's registered email ID and registered phone number
- The OTP sent to the user will be active for 15 mins, post which it shall expire
- The tool does allow the user to resend the OTP by clicking on the "Resend OTP" button
- This "Resend OTP" button is activated only after 20 seconds of receiving the earlier OTP
- A security feature has also been added to the tool, where the user's account is locked if an incorrect OTP is consecutively entered by the user more than 3 times



Option for forgot password

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Forgot Password

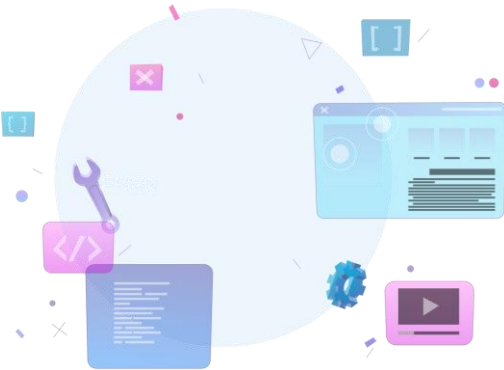
Enter the email address associated with your account

Email Id

Email Id

SUBMIT

- The tool also has the “forgot password” functionality
- In order to get to this page, the user needs to click on the “forgot password” button on the login details page
- Once this window opens, the user needs to enter the registered email ID.
- The tool will automatically send a temporary password to the registered email ID
- Post receiving the temporary password, the user will be asked to change the password and set a new one (change password - page 6)





NTR Tool Functionalities for Operator

Operator's View



* All fields marked with asterisk sign are mandatory

Licensed Company Name *

3 (Mobile Voice Communication Services) خدمات الاتصالات الصوتية المتنقلة

VIEW LOGS

[SAVE DETAILS](#)

- The operator profile page shows all the operator details which were entered by the CITC Admin while creating the operator account on the tool
- On this page none of the fields are editable except the “Contact Person Name” and the “Contact Number”. If these fields are changed, then the operator needs to click on the “Save details” button to save the details on the tool
- In case there are any errors in these details, then the operator needs to inform CITC about the discrepancy
- If the operator is logging in to the tool for the first time or some changes to the profile has been made by the CITC admin, then the operator profile page will be the first page that would open up when the operator successfully logs in to the tool. In such cases, it is mandatory for the operator to check the details and click on the “Save details” button to proceed further

Modules / functionalities provided to the operator on the navigation bar

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Communications & Information Technology Commission

NTR Form

NTR Submissions

Approved NTR

Exemption

Audit and Investigation

Welcome

NTR Tool

My Profile

Please verify the details and click on the "Save details" button to proceed.

* All fields marked with asterisk sign are mandatory

Operator Details

Licensed Company Name*

Contact Person Name*

Email ID*

Contact Number*

License Type*

Submission Type*

Unified License

Quarterly

- The navigation bar of the operator view has the following modules
- NTR Form — This module allows the operator to download the NTR excel template and import the filled NTR template into the tool
- NTR Submissions — This module shows all the submissions which have been done by the operator, but have not been approved
- Approved NTR — This module shows all the submissions which have been invoiced by the CITC Admin
- Exemption — This module allows the operator to raise exemption request to CITC
- Audit & Investigation — This module shows the audit requests which have been raised by CITC. The audit scope and required documents can also be seen against the respective audit requests
- Welcome — Beside “Welcome”, there is a dropdown option provided. This dropdown option allows the user to view the operator profile, change the account password or log out from the tool

NTR form module

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NTR Form

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Exemption

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Welcome

NTR Tool

Download Template

Import Template

NTR Submissions

Draft, submitted and sent back submissions can be seen in this section. Click on the "view" button to check the detailed submission.

DOWNLOAD

ACTION	PERIOD	LICENSE TYPE	STATUS	SUBMITTED ON DATE	DATE OF SENT BACK	DOWNLOAD EXCEL TEMPLATE	DOWNLOAD
	Select values	Select values	Select values	Select values	Select values		

No data available in table

Showing 0 to 0 of 0 records

PreviousNext

- For the “NTR form” module, a drop down is available. This dropdown allows the operator to either Download the NTR excel Template or Import the template onto the tool
- This dropdown shall appear whenever the operator hovers on the NTR Form option

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Download the NTR Excel Template

عربي

Welcome

NTR Tool

Please make sure that you will be uploading the latest version of the template when submitting the Net Telecom Revenue details. If the template is of older version, it will be rejected by the system.

CANCEL

DOWNLOAD

NTR Submissions

Draft, submitted and sent back submissions can be seen in this section. Click on the "view" button to check the detailed submission.

DOWNLOAD

ACTION	PERIOD	LICENSE TYPE	STATUS	SUBMITTED ON DATE	DATE OF SENT BACK	DOWNLOAD EXCEL TEMPLATE	DOWNLOAD
	Select values	Select values	Select values	Select values	Select values		

No data available in table

Showing 0 to 0 of 0 records

PreviousNext

- On clicking the “Download Template” button on the NTR Form dropdown, a pop-up box opens up
- This pop-up box informs the user that the tool only accepts the latest version of the NTR Excel template. Therefore it is advisable for the operator to always download the new template from the tool before proceeding with the submission
- The NTR excel file shall be downloaded on the local computer, once the operator clicks on the “Download” button



Importing NTR Excel Template

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NTR Form

NTR Submissions

Approved NTR

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Welcome

NTR Tool

NTR Form - Import Template

1

You can use the "Download Template" option to download the latest file template. The file format can be .xlsx or .xls. Please wait while the template is getting imported, it may take up few seconds. Do not refresh the page or move to other page while the file is getting imported it may cause loss of data.

Submission Year

2022

Select Quarter

1st qtr

Upload Template

Choose A File

IMPORT

Guidelines

1

1.The filename of the NTR excel template should be English. It can include special characters like "-" and "[]". Please note, no other special characters shall be allowed

2

2.Please do not use "." in the filename except for the file format (i.e. .xlsx or .xls)

3

3.The NTR excel template has 2 sheets pertaining to submission information - "Licensed Company Information" sheet and "Summary" sheet. It is mandatory for the operator to populate the details in these sheets before uploading the NTR template on the tool. In case any data is not applicable, then please state as "Not applicable" in that particular cell

4

4. Please ensure that the following details in the NTR excel template are filled in the format given below

- This page is the import template page which opens up after clicking the "Import template" option provided in the NTR form dropdown
- To proceed with the upload, the tool mandates the user to select the submission year and submission quarter (if the operator is to perform quarterly submissions) or only the submission year (if the operator is to perform annual submissions)
- Post selecting the period, the operator needs to upload the filled NTR excel template
- After all the details have been filled, the operator can click on the "Import button"
- The tool ensures that the operator does not make duplicate submissions. Therefore, it throws an error if the period selected by the operator is already in the submission process
- The tool also states important guidelines to be followed by the operator while uploading the NTR template

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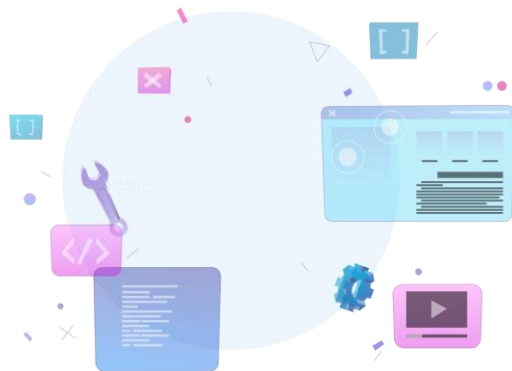
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The screenshot shows the "NTR Form - Import" interface. A modal window titled "ERRORS" is displayed in the center, listing several errors identified during the import process. The background shows the main form area with fields like "Submission Year" set to 2022 and a large "IMPORT" button.

SHEET	CELL	ERROR DESCRIPTION
بيانات شركة الاتصالات المُرخّصة	E8	Operator details not filled.
بيانات شركة الاتصالات المُرخّصة	E14	Data is not proper.
بيانات شركة الاتصالات المُرخّصة	E15	Data is not proper.
بيانات شركة الاتصالات المُرخّصة	E16	Data is not proper.
بيانات شركة الاتصالات المُرخّصة	E9	Operator details not filled.
الملخص	D11	Field is not matching
خصوصيات مسموح بها	C5	Field is not matching
الاستثناءات	D3	Field is not matching
الاستثناءات	D5	Field is not matching
الاستثناءات	C16	Field is not matching

A "DOWNLOAD" button is located at the bottom of the error modal.

- While importing the NTR Excel template, the tool does perform mandatory checks like
 - Negative NTR value
 - Incorrect data types
 - Blank operator details, etc.
- Whenever these issues are noted, the tool throws an errors and a button named “Errors found” appears
- On clicking the “Errors found” button, a listing table opens up. This listing table shows the error types and their corresponding cell addresses
- The tool also allows the operator to download the error listing in the form of an excel sheet



The screenshot displays the 'Auto-population of details on NTR tool after importing' interface. The header includes the CITC logo and name in Arabic and English, navigation links for 'NTR Form', 'NTR Submissions', 'Approved NTR', 'Exemption', and 'Audit and Investigation', and a user profile section labeled 'Welcome' with an 'NTR Tool' button.

NTR Submissions

- In this section, the detailed NTR computation can be viewed. Before submission, option for re-importing the NTR excel template has also been provided to the operator.
- In case of sent back submissions, an option to view the feedback and edit the prior submission is also available to the operator.

Licensed Company Name

Current Status - Draft

License Type : Unified License

Submitted On
2022 Q 1

CPF Fee Rate
10.00 %

License Fee Rate
1.00 %

Summary

[RE-IMPORT](#) [VIEW LOGS](#)

Particulars	Amount (SAR)	Particulars	Amount (SAR)
Total operating income (A) (1+2)	300,000.00	CPF fees (10.00%)	20,000.00
Revenue from operations (I)	275,000.00	License fees (1.00%)	2,000.00
Other than telecom business income (Z)	25,000.00		
Total Permissible Deductibles (B)	100,000.00		
Net Telecom Revenue (A-B)	200,000.00		

[CONSOLIDATED VIEW OF NTR DETAILS](#)
[BIFURCATION OF NTR DETAILS AT SERVICE LEVEL](#)
[VARIANCE ANALYSIS REPORT](#)
[SUPPORTING DOCUMENTS](#)

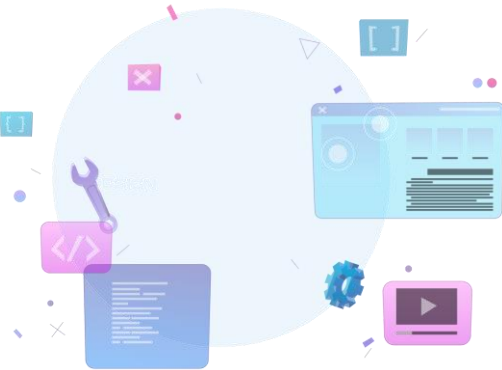
- Once all the import issues pertaining to the NTR template are resolved, the file should be successfully imported and the values in the template should be auto-populated into the tool
- If a wrong file has been imported by the operator, then the tool provides the operator an option to re-import the file by clicking on the “re-import” button located on the top corner of the summary tab
- The tool automatically computes the CPF value and License fee value based on the imported file. The CPF rates and License fee rates applicable to an operator are pre-configured into the tool by the CITC Admin



Consolidated view of all the revenue / deductibles / exclusions entered by the operator

PAGE 1: CONSOLIDATED VIEW OF NTR DETAILS		
OPERATING REVENUE * (A):	PERMISSIBLE DEDUCTIBLES (B)	EXCLUSIONS (C)
PARTICULARS		AMOUNT
1. Operating Revenue - Mobile Communication Services		50,000.00
2. Operating Revenue - Fixed Telecommunications Service		25,000.00
3. Operating Revenue - Mobile, Fixed and Satellite Data Services		150,000.00
4. Operating Revenue - Domestic and International Roaming Services		0.00
5. Operating Revenue - Interconnection Services		0.00
6. **Revenue Mobile Phone associated with Licensed Telecommunications Services		10,000.00
7. ** Revenue of Devices and Accessories associated with Licensed Telecommunications Services (excluding mobile phones)		0.00
8. Revenue share on Direct Billing Service		40,000.00
9. Revenue share from Value Added Service		0.00
10. Revenue from IT services (for example, cloud computing or device sharing) associated with licensed telecommunications services		0.00
11. Operating income from Infrastructure projects associated with Licensed Telecommunications Services		0.00
12. Operating Revenue - Satellite Transmission Services		0.00
13. Operating Revenue - Other General Licenses for IT services		0.00
14. This line item has been intentionally kept blank for future purposes		0.00
15. This line item has been intentionally kept blank for future purposes		0.00
16. This line item has been intentionally kept blank for future purposes		0.00
17. Revenue from Core Operations (Total)		275,000.00
18. Other income		25,000.00
19. Total Operating Income (1+2) (A)		300,000.00

- Post importing the file, the tool has 4 pages where the details are populated
- This is the first page that refers to the “Consolidated view of NTR details”.
- This page shows all the details which were present in the excel template which was imported.
- The operator can browse through the different sections (i.e. Operating revenue, Permissible deductibles and Exclusions) by clicking on the respective tabs



Service bifurcation values to be entered by the operator

PAGE 2 : BIFURCATION OF NTR DETAILS AT SERVICE LEVEL			
<p>① Service wise bifurcation for revenue , deductibles and exclusiuns are available on this page. Only the services assigned to the respective licensed company for the relevant period are shown.</p> <p>① Click on the respective tabs ("Operating Revenue", "Permissible Deductibles", "Exclusion") to view/ edit the details.</p> <p>① All amounts in SAR</p>			
OPERATING REVENUE * (A):	PERMISSIBLE DEDUCTIBLES (B)	EXCLUSIONS (C)	
PARTICULARS	خدمات الاتصالات ... 3	خدمات الاتصالات ... 3	TOTAL
1. Operating Revenue - Mobile Communication Services	25000.00	25000.00	50,000.00
2. Operating Revenue - Fixed Telecommunications Service	10000.00	15000.00	25,000.00
3. Operating Revenue - Mobile, Fixed and Satellite Data Services	100000.00	50000.00	150,000.00
4. Operating Revenue - Domestic and International Roaming Services	0.00	0.00	0.00
5. Operating Revenue - Interconnection Services	0.00	0.00	0.00
6. **Revenue Mobile Phone associated with Licensed Telecommunications Services	5000.00	5000.00	10,000.00
7. ** Revenue of Devices and Accessories associated with Licensed Telecommunications Services (excluding mobile phones)	0.00	0.00	0.00
8. Revenue share on Direct Billing Service	20000.00	20000.00	40,000.00
9. Revenue share from Value Added Service	0.00	0.00	0.00

- Post importing the file, the tool has 4 pages where the details are populated
- This is the second page — “Bifurcation of NTR details at service level”
- In this page, the different services assigned to the operator are shown. The complete name of the service can be seen by hovering on the respective service
- The operator needs to enter the service wise bifurcation for the operating revenue, permissible deductibles and exclusions. The value needs to be entered in the respective boxes provided against each of the line items
- The tool ensures that the sum of the service wise bifurcated values for each line item matches to the total value displayed for that line item

Variance analysis

PAGE 3 : VARIANCE ANALYSIS REPORT

Previous period and current period comparison has been shown on this page. Please click on the respective tabs ("Operating revenue", "Permissible deductibles", "Exclusion") to view the variance.

It is mandatory to provide comments and supporting documents when variance (highlighted in 'orange / red') has been noted.

OPERATING REVENUE * (A):

PERMISSIBLE DEDUCTIBLES (B)

EXCLUSIONS (C)

Variance Documents : Max Size 25 MB

Upload a file

Comments:

B I U A T H

Variance analysis comments

26/3000

PARAMETERS	CURRENT Q (AMOUNT IN SAR)	PREVIOUS Q (AMOUNT IN SAR)	VARIANCE VALUE
1. Operating Revenue - Mobile Communication Services	50,000.00	40,000.00	25.00%
2. Operating Revenue - Fixed Telecommunications Service	25,000.00	20,000.00	25.00%

- Post importing the file, the tool has 4 pages where the details are populated
- This is the third page — “Variance Analysis report”
- In this page, the tool shows a comparison between the current period values and the previous period values.
- Any variance of more than +10% is highlighted in red and more than -10% is highlighted in orange
- The tool mandates the operator to provide explanation for these variances in the comment section and also upload supporting documents (either.xlsx or pdf)
- The tool checks for variance in all the three sections (i.e. operating revenue, permissible deductible and exclusion). The operator needs to check all these three sections by clicking on the respective tabs and provide reasoning, supporting documents in case of variance exceeding +/-10%

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Uploading of supporting documents

PAGE 4: UPLOAD OF DOCUMENT AND FINAL SUBMIT

Upload the relevant supporting documents to ensure of completeness of submission.

* All fields marked with asterisk sign are mandatory

* Audited financial statement (Only '.pdf' with max size 25 mb allowed)

Sample.pdf

* Reconciliations (Only '.pdf' with max size 25 mb allowed)

Sample.pdf

* Signed NTR form (Only '.pdf' with max size 25 mb allowed)

Sample.pdf

Other files (All file formats with max size 25 mb allowed)

View comment by operator

B I U A T H

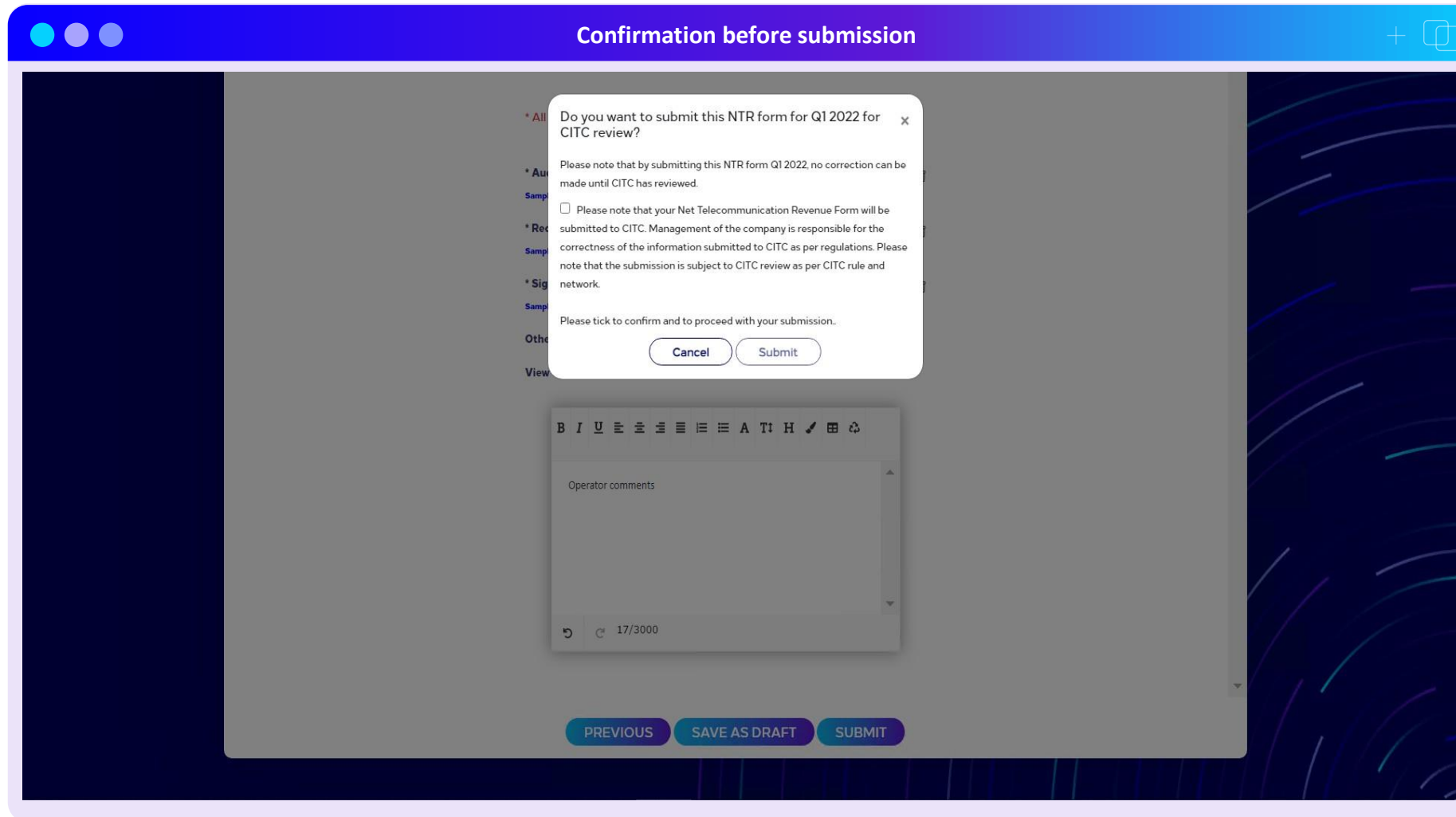
Operator comments

17/3000

- Post importing the file, the tool has 4 pages where the details are populated
- This is the fourth page — “Upload of supporting documents”
- In this page, the operator needs to upload the supporting documents to proceed with the submission on the tool
- The names of the supporting documents have been specified. The operator needs to click on the “+”, button beside each of the respective headers and upload the file
- The formats and sizes applicable for upload in each of the section have also been specified against the respective headers
- The tool also allows the operator to enter any comments if needed. (not mandatory)

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The screenshot shows a web application window titled "Confirmation before submission". The main content area is a light gray box with a dark blue header. Inside, there is a white modal dialog box with a close button (X) in the top right corner. The dialog box contains the following text:

Do you want to submit this NTR form for Q1 2022 for CITC review?

Please note that by submitting this NTR form Q1 2022, no correction can be made until CITC has reviewed.

☐ Please note that your Net Telecommunication Revenue Form will be submitted to CITC. Management of the company is responsible for the correctness of the information submitted to CITC as per regulations. Please note that the submission is subject to CITC review as per CITC rule and network.

Please tick to confirm and to proceed with your submission.


At the bottom of the dialog box are two buttons: "Cancel" and "Submit".

Below the dialog box, there is a text area for "Operator comments" with a rich text editor toolbar above it. The toolbar includes buttons for Bold (B), Italic (I), Underline (U), Bulleted List, Numbered List, Indent Left, Indent Right, Text Color (A), Background Color (T), Link (H), and other icons. The text area has a character count "17/3000".

At the bottom of the main content area, there are three buttons: "PREVIOUS", "SAVE AS DRAFT", and "SUBMIT".

- Post uploading the supporting documents, the operator has three options -
 - Go to the previous screen by clicking on the “previous button”
 - Save the submission as a draft by clicking on “Save as Draft” button
 - Proceed with the submission by clicking on “Submit” button
- After clicking on the submit button, a confirmation message opens up where the operator needs to check a box before proceeding with the submission
- Post submitting the computation the status of the submission changes from “Draft” to “Submitted”





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NTR Form

NTR Submissions

Approved NTR

Exemption

Audit and Investigation



Welcome

NTR Tool

NTR Submissions

Draft, submitted and sent back submissions can be seen in this section. Click on the "view" button to check the detailed submission.

DOWNLOAD

ACTION	PERIOD	LICENSE TYPE	STATUS	SUBMITTED ON DATE	DATE OF SENT BACK	DOWNLOAD EXCEL TEMPL
VIEW	2022 Q1	Unified License	Submitted	2022/04/15	NA	
VIEW	2021 Q4	Unified License	Sent Back	2022/04/15	2022/04/15	

Showing 1 to 2 of 2 records

Previous

1

Next

- This is the NTR submissions page, where all the submissions (not invoiced) are listed in the form of a table
- This page shows all the submissions which are in “draft”, “submitted”, “under review” and “sent back” status
- The details for a respective submission can be viewed by clicking on the “View” button in the “Action” column



Functionality to withdraw a submitted NTR

CITC

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Welcome

NTR Tool

NTR Submissions

In this section, the detailed NTR computation can be viewed. Before submission, option for re-importing the NTR excel template has also been provided to the operator.

In case of sent back submissions, an option to view the feedback and edit the prior submission is also available to the operator.

Licensed Company Name

Current Status - Submitted

License Type : Unified License

Submitted On
15 April 2022

CPF Fee Rate
10.00 %

License Fee Rate
1.00 %

WITHDRAW

Summary

PARTICULARS	AMOUNT (SAR)
Total operating income (A) (1+2)	300,000.00
Revenue from operations (1)	275,000.00
Other than telecom business income (2)	25,000.00
Total Permissible Deductibles (B)	100,000.00
Net Telecom Revenue (A-B)	200,000.00
CPF fees (10.00%)	20,000.00
License fees (1.00%)	2,000.00

DOCUMENTS

Imported File
NTR Template Q1 2022_637856126301491402.xlsx

Audited financial statement
Sample1971c46f-e3ce-41ef-ac24-a25a9148bce6.pdf

Reconciliations
Sample0e6f5da5-53b0-4434-9d6d-4e73c2bdd7c9.pdf

Signed NTR form
Sample1679dcb6-98dd-4061-be31-d5061e1f05b4.pdf


Other files

View comment by operator
Click here

VIEW LOGS

- The NTR tool provides the operator a functionality to withdraw an NTR submission.
- The option to “withdraw” is available in the detailed view of the NTR submission.
- The functionality is available till the time the status of the submission is “Submitted”.
- Once CITC starts reviewing the NTR computation, the status of the submission changes from “Submitted” to “Under review” and the “Withdraw” button disappears

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Approved NTR

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Welcome

NTR Tool

NTR Submissions

ⓘ In this section, the detailed NTR computation can be viewed. Before submission, option for re-importing the NTR excel template has also been provided to the operator.
 ⓘ In case of sent back submissions, an option to view the feedback and edit the prior submission is also available to the operator.

Licensed Company Name

Current Status - Sent Back

License Type : Unified License

Submitted On 15 April 2022

CPF Fee Rate 10.00 %

License Fee Rate 1.00 %

Summary

VIEW FEEDBACK

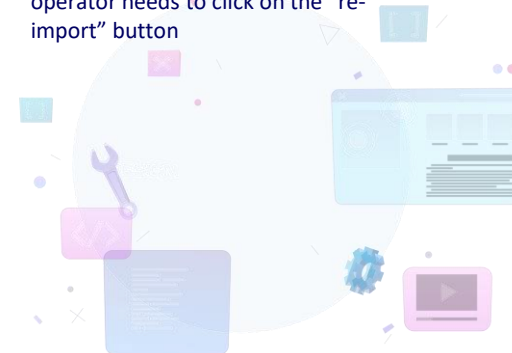
RE-IMPORT

EDIT

VIEW LOGS

PARTICULARS	AMOUNT (SAR)	DOCUMENTS
Total operating income (A) (1+2)	200,000.00	Imported File NTR Template Q4 2021_637856116124887271.xlsx
Revenue from operations (1)	190,000.00	
Other than telecom business income (2)	10,000.00	
Total Permissible Deductibles (B)	60,000.00	Audited financial statement Sample53133f6f-d3c8-4206-a2b2-98037c45fb02.pdf
Net Telecom Revenue (A-B)	140,000.00	Reconciliations Sample2dbf0422-9c73-4c17-a7c0-c758c254f99b.pdf
CPF fees (10.00%)	14,000.00	Signed NTR form Sample259e7156-f4cd-42c9-910c-5db44073b2c6.pdf
License fees (1.00%)	1,400.00	Other files

- The tool allows the CITC Admin to send back a submission to the operator if any discrepancies are noted
- These submissions are shown with the status “Sent back” in the NTR submissions listing page
- In the detailed view of these submissions the operator can check the feedback by clicking on the “View feedback” button on the summary bar
- The tool allows the operator to re-import/edit the previous submission and submit it again. These buttons are also available on the “summary bar”
- If the uploaded NTR template is correct and the only change that is required is in the comments, supporting documents or values in the bifurcation page, then the operator shall use the “edit button”
- However, if there is a requirement to upload a new NTR template, then the operator needs to click on the “re-import” button



Sent Back submission feedback by CITC Admin

معلومات
Comm
Techno

مرحباً

Welcome

NTR Tool

×

CITC Sent Back Comment

Sending back for testing purpose

Sample_637856157280570626.pdf [Download](#)

Close

NTR Submission

① In this section, the detailed NTR computation can be viewed. Before submission, option for re-importing the NTR excel template has also been provided to the operator.

① In case of sent back submissions, an option to view the feedback and edit the prior submission is also available to the operator.

Licensed Company Name

Summary

VIEW FEEDBACK
RE-IMPORT
EDIT
VIEW LOGS

Current Status - Sent Back

License Type : Unified License

Submitted On
15 April 2022

CPF Fee Rate
10.00 %

License Fee Rate
1.00 %

PARTICULARS	AMOUNT (SAR)	DOCUMENTS
Total operating income (A) (1+2)	200,000.00	Imported File
Revenue from operations (1)	190,000.00	NTR Template Q4 2021_637856116124887271.xlsx
Other than telecom business income (2)	10,000.00	
Total Permissible Deductibles (B)	60,000.00	Audited financial statement
Net Telecom Revenue (A-B)	140,000.00	Sample53133f6f-d3c8-4206-a2b2-98037c45fb02.pdf
CPF fees (10.00%)	14,000.00	Reconciliations
License fees (1.00%)	1,400.00	Sample2dbf0422-9c73-a7c0-c758c254f99b.pdf
		Signed NTR form
		Sample259e7156-f4cd-42c9-910c-5db44073b2c6.pdf
		Other files

- On clicking the view feedback button available in the summary tab of the detailed NTR submission (sent back status), a pop-up box opens up
- This pop-up shows the feedback comments provided by the CITC Admin. A download feature is also available for downloading any documents which were uploaded by the Admin while sending back the submission



NTR Submissions

④ In case of sent back submissions, an option to view the feedback and edit the prior submission is also available to the operator.

Licensed Company Name		Summary		VIEW LOGS
Current Status - Submitted				
License Type : Unified License				
Submitted On	2021 Q 4			
15 April 2022				
CPF Fee Rate	License Fee Rate			
10.00 %	1.00 %			
WITHDRAW				

- In case of a sent back submission, the operator has the option to edit / re-impose a submission
- Post re-submission, the computation is sent again to CITC for validation.
- The status for these submissions changes from “Sent back” to “Submitted”



NTR submission logs including CITC comments (in case of sent back submissions)

View Logs

Submission Logs

Download

LICENSED COMPANY NAME
Select values

PERIOD OF SUBMISSION
Select values

DATE
Select values

TIME
Select values

USER NAME
Select values

	2021 Q 4	2022/04/15	12:03:28	
	2021 Q 4	2022/04/15	10:35:28	
	2021 Q 4	2022/04/15	09:32:09	
	2021 Q 4	2022/04/15	09:26:53	

Showing 1 to 4 of 4 records

Previous1Next

Download

OK

View Logs

Submission Logs

Download

EMAIL ID
Type to filter

PREVIOUS STATUS
Select values

CHANGED STATUS
Select values

COMMENT
Select values

	Sent Back	Submitted	Operator comments
	Submitted	Sent Back	Sending back for testing purpose
	Draft	Submitted	Operator comments
		Draft	

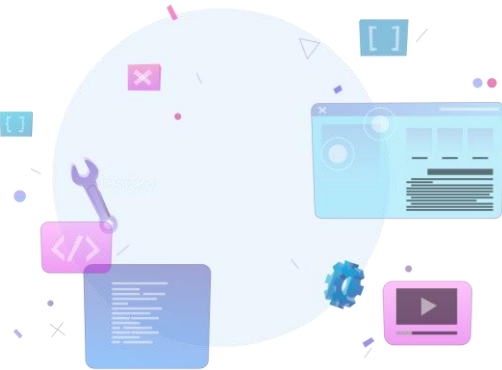
Showing 1 to 4 of 4 records

Previous1Next

Download

OK

- The tool maintains the logs for all status changes related to a submission
- The operator can view these logs by clicking on the “View logs” button in the summary tab of the detailed submission
- In these logs, the operator can see all the details of the submission including feedback comments by CITC in case submissions have been sent back.



-

Invoice numbers, SADAD numbers and downloading of invoice pdfs for a submission

Licensed Company Name

Current Status - Invoiced

License Type : Unified License

Submitted On

24 March 2022

2022 Q1

CPF Fee Rate

10.00 %

License Fee Rate

1.00 %

Invoice Date

24 March 2022

CPF Txn No.

105252

License Fee Txn No.

105253

CPF SADAD No.

1220324105252

License Fee SADAD No.

1220324105253

Invoice Pdf (CPF Fee)

XXCITC_AR_TRX_20220324170456924_CPF.PDF

Invoice Pdf (License Fee)

XXCITC_AR_TRX_20220324170501963_LF.PDF

Summary

VIEW LOGS

PARTICULARS	AMOUNT (SAR)	DOCUMENTS
Total operating income (A) (1+2)	3,000.00	
Revenue from operations (1)	1,200.00	
Other than telecom business income (2)	1,800.00	
Total Permissible Deductibles (B)	1,000.00	
Net Telecom Revenue (A-B)	2,000.00	
CPF fees (10.00%)	200.00	
Adjustment	- 100.00	
CPF fee total	100.00	
License fees (1.00%)	20.00	
Adjustment	+ 80.00	
License fee total	100.00	

Imported File

NTR Template 2022 (9)_637837129614262501.xlsx

Audited financial statement

Sample393f4c33-31a4-4e10-bee8-0806ed5fb4bc.pdf

Reconciliations

Sample374ae929-98b2-4aba-a50a-af85ee0797e4.pdf

Signed NTR form

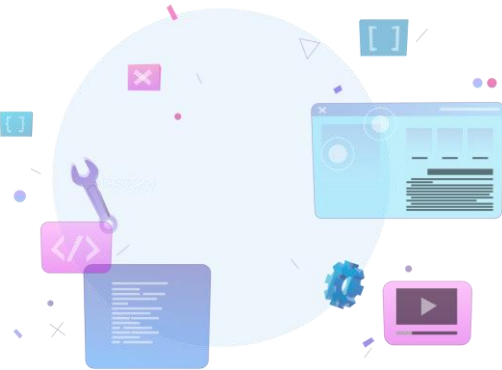
Sample12a4cbl1-2563-4a1c-8618-da805981e2af.pdf

Other files

View comment by operator

Click here

- Once a submission is invoiced, the submission is treated as approved and is available in the “Approved NTR” section
- When a submission is invoiced, the tool generates the following
 - Invoice number (for CPF & License fees)
 - SADAD number (for CPF & License fees)
 - Invoice pdfs (for CPF & License fees)
- The operator can check these details either on the listing page or the detailed submission by clicking on the “view” button
- The tool allows the operator to download the respective invoice pdfs by clicking on the download button placed next to it



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NTR Form

NTR Submissions

Approved NTR

Exemptions

Audit and Investigation

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NTR Tool

Approved NTR

In this section, the detailed NTR computation can be viewed. Before submission, option for re-importing the NTR excel template has also been provided to the operator.

In case of sent back submissions, an option to view the feedback and edit the prior submission is also available to the operator.

Licensed Company Name

Current Status - Paid

License Type : Wholesale License

Submitted On
13 February 2022

CPH Fee Rate
10.00 %

License Fee Rate
1.00 %

Invoice Date
13 February 2022

CPH Txn No.

License Fee Txn No.

Summary

REQUEST FOR CREDIT OR INSTALMENTS

VIEW LOGS

PARTICULARS	AMOUNT (SAR)	DOCUMENTS
Total operating income (A) (1+2)	566,503,119.42	Imported File Tawal Q1 2020_637803737696027779.xlsx
Revenue from operations (1)	566,503,119.42	
Other than telecom business income (2)	0.00	
Total Permissible Deductibles (B)	0.00	Audited financial statement Sample8d95c597-7bc9-49c0-840c-43a56ad3577c.pdf
Net Telecom Revenue (A-B)	566,503,119.42	
CPH fees (10.00%)	56,650,311.94	Reconciliations Sampledf14a9-e9a3-4431-9630-6228df5470fe.pdf
Adjustment	0.00	
CPH fee total	56,650,311.94	Signed NTR form Investors Guide for Class B licensesc43f643e-da23-4197-8387-a34dd0a6b6b3.pdf
License fees (1.00%)	5,665,031.19	Other files Sample195a7282-4b30-42e4-b1d5-9896afccabb7.zip
Adjustment	0.00	View comment by operator Click here
License fee total	5,665,031.19	

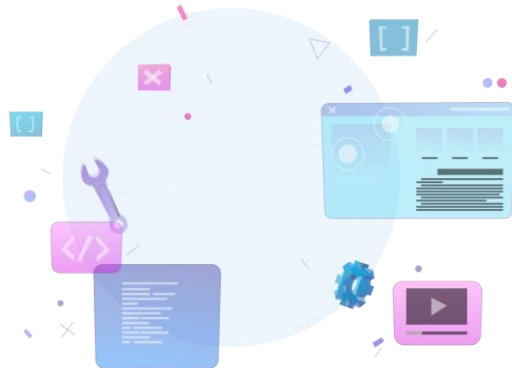
- The status of the submission changes from “Invoiced” to “Paid” once the operator completes the payment for the CPF invoice and the license fee invoice
- Post payment of the invoices, the tool provides the operator an option to raise request for credit or instalments.
- The button for “request for credit or instalments” will start to appear besides the “view logs” button as soon as the status changes to paid



The screenshot displays the CITC portal interface for raising a credit request. The main content area features a form titled 'Please enter credit request details'. This form includes a text area for 'Add your remarks here' with a rich text editor toolbar, a file upload section with a 'Choose a file' button, and 'SUBMIT' and 'Cancel' buttons. Below the form, a table lists submitted documents. The table has columns for 'Submitted On', 'Document', and 'Download'. The documents listed are: '13 February 2022' (2020 Q1), 'CPF Fee Rate' (License Fee Rate 1.00%), 'Net Telecom Revenue (A-B)' (566,503,119.42), 'Reconciliations' (Sampled...pdf), 'Signed NTR form' (Investors Guide...pdf), and 'Other files' (Sample...zip). A 'View comment by operator' link is also present.

Submitted On	Document	Download
13 February 2022	2020 Q1	Download
CPF Fee Rate	License Fee Rate 1.00%	Download
	Net Telecom Revenue (A-B) 566,503,119.42	Download
	Reconciliations Sampled...pdf	Download
	Signed NTR form Investors Guide...pdf	Download
	Other files Sample...zip	Download

- To raise a credit request, the operator needs to click on the “Request for Credit or Instalments” button located besides the “View logs” button in the NTR detailed submission view
- On clicking the button, a pop up window shall open. In this pop-up window the operator needs to specify the reason behind raising the credit request.
- The tool also mandates the operator to upload any supporting documents (.xlsx,.pdf) to substantiate the request
- After providing these details, the operator shall click on the “submit” button to submit the credit request.
- The request is sent to the CITC Admin for review and the status of these requests is shown as “Requested”



Logs of credit request (along with operator and CITC comments)

View Logs

Request for credit or installments Logs

LICENSED COMPANY NAME

PERIOD OF SUBMISSION

DATE

TIME

USER NAME

	2020 Q1	2022/02/22	23:34:26	
	2020 Q1	2022/02/22	23:13:28	
	2020 Q1	2022/02/22	23:05:46	
	2020 Q1	2022/02/22	22:52:32	

OK

for credit or installments Logs

EMAIL ID

PREVIOUS STATUS

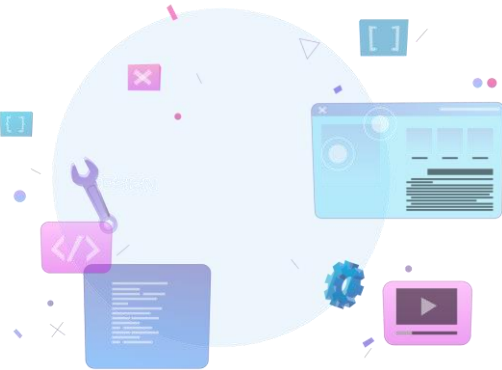
CHANGED STATUS

COMMENT

	Requested	Approved	Approved
	Rejected	Requested	Re- raising the credit request as there
	Requested	Rejected	Please re-check
			Raising credit request
		Requested	

OK

- The tool shall allow the operator to view credit request logs. These logs are available in the “View Log” section under the submission logs
- The logs shall allow the operator to track the changes in the status of such credit requests along with necessary comments provided by CITC / Operator



-

Provide the details pertaining to the request

Create Exemption Request

ⓘ Raise an exemption request by filling all the required details

* All fields marked with asterisk sign are mandatory

Exemption Type *
REVENUE

OPERATING REVENUE * (A):

Particulars

☐ 1. Operating Revenue - Mobile Communication Services

☐ 2. Operating Revenue - Fixed Telecommunications Service

☐ 3. Operating Revenue - Mobile, Fixed and Satellite Data Services

☐ 4. Operating Revenue - Domestic and International Roaming Services

☒ 5. Operating Revenue - Interconnection Services

☐ 6. **Revenue Mobile Phone associated with Licensed Telecommunications Services

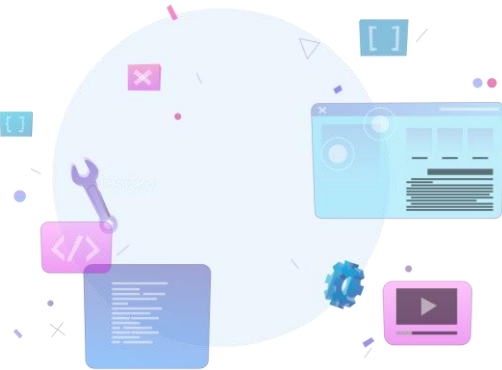
☐ 7. ** Revenue of Devices and Accessories associated with Licensed Telecommunications Services (excluding mobile phones)

☐ 8. Revenue share on Direct Billing Service

☐ 9. Revenue share from Value Added Service

☐ 10. Revenue from IT services (for example, cloud computing or device sharing) associated with licensed telecommunications services

- After clicking on the “Create” button, a separate page shall open where details pertaining to the exemption request needs to be entered by the operator
- At first, the type of exemption needs to be selected from the dropdown. This can either be “Revenue” or Permissible deductible”
- Based on the selected exemption type, the respective line items shall appear
- The operator then needs to select the line item on which exemption request needs to be raised. The tool restricts the selection to only 1 line item for 1 request.




State reason behind raising the request and upload supporting documents for the same

<

- Once the line item is selected, the operator needs to enter the applicable exemption amount against the selected line item.
- The amount field is not a mandatory field and can be entered by the operator if the values are available
- Once the line item is selected and the amount is entered, the tool mandates the operators to provide comments / reasoning behind raising of the exemption request along with upload of supporting documents to substantiate the same
- Post filling all the mandatory details, the operator has the option to either save the exemption request as draft or submit to CITC for review





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NTR Form

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NTR Tool

Exemption Submissions

CREATE

DOWNLOAD

① New exemption request can be raised by clicking on the "create" button

② Details and status of the respective exemption requests can be checked by clicking on the "view" button against each of the request in the listing table

ACTION	EXEMPTION TYPE	SUBMITTED ON DATE	STATUS	LINE ITEM	AMOUNT
VIEW	REVENUE	2022/04/13	Exemption Requested	Operating Revenue - Interconnection Services	125000.00

Showing 1 to 1 of 1 records

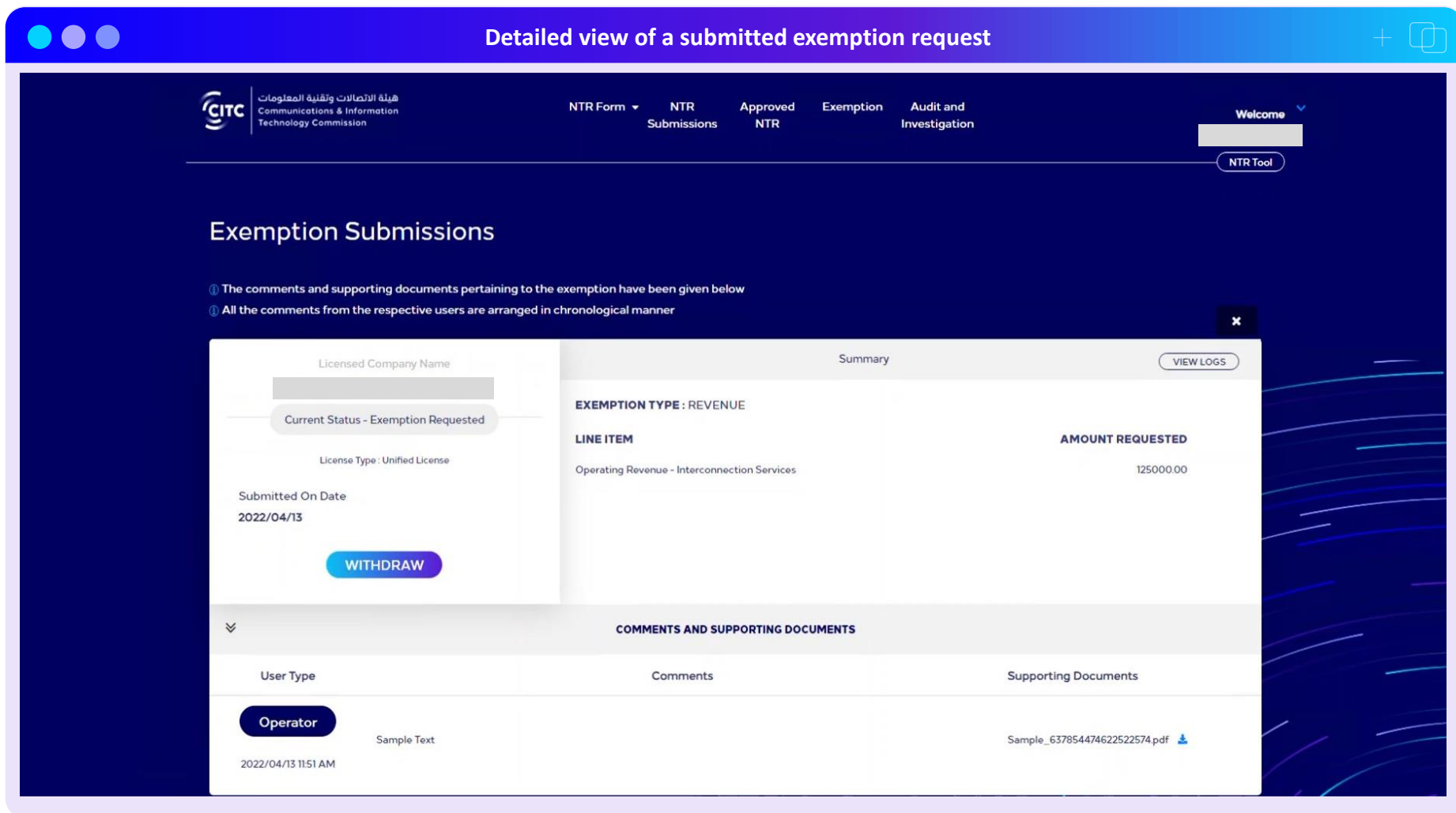
Previous

1

Next

- Once an exemption request is submitted, the status of the request changes to “Exemption requested”. Important details pertaining to the request are shown on the listing page
- The status of this exemption request will change as and when the request is reviewed by CITC
- The detailed view of the exemption request can be opened by clicking on the “View” button in the “Action” column





- Post clicking the “View” button on the listing page, the detailed view of the request opens up
- In this page, all the details submitted by the operator can be seen. The trail of all comments and supporting documents is also maintained separately
- The tool provides the operator with the option to withdraw the submitted exemption request. However, the “withdraw” button is only available when the status of the request is “Exemption Requested”. Once CITC starts to review the request, the status will change to “Under review” and the “withdraw” button will disappear



View the list of audits raised by CITC

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Audit and Investigation

All the Audit and investigation request available in the system. Click on "view" button to check a detailed submission.

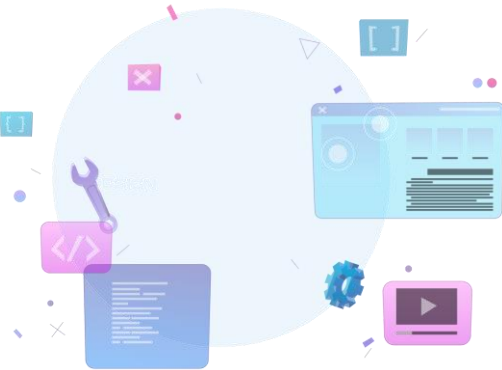
DOWNLOAD

ACTION	AUDIT ENGAGEMENT NAME	PERIOD OF AUDIT	MAIN STATUS	SUB STATUS (CHANGE REQUEST)	SUB
<div>VIEW</div>	Audit Engagement - Test 1	2022/01/01 - 2022/03/31	Audit Initiated & In Progress		

Showing 1 to 1 of 1 records

Previous1Next

- Audits raised by CITC can be seen by the operator in the “Audit and investigation” module
- Important details pertaining to the audit can be seen on the listing page. However, to view the detailed request, the operator needs to click on the “View” button in the “Action” column



Detailed view of audit request (Basic details and available options for selection)

Details pertaining to the Audit have been given below

Audit Details

Licensed Company Name

Main Status - Audit Initiated & In Progress

SUBMIT DOCUMENTS

REQUEST FOR DUE DATE CHANGE

VIEW LOGS

Prepared By :

Audit Engagement Name : Audit Engagement - Test 1

Due Date : 2022/04/27

Submitted On : 2022/04/13

Period of Audit : 2022/01/01 - 2022/03/31

SUMMARY OF ENGAGEMENT

Description :

Sample text for Description

Scope Of Audit :

Sample text for Scope of Audit

Required Documentation :

Sample Text for required documents

- On clicking the “View” button the detailed audit request is shown.
- The detailed view is split into 3 parts - Basic details, Summary of Audit Engagement and Audit request comments & Supporting documents
- In the section for basic details, the audit engagement name, period, due date for submission of documents, etc. are provided
- Beside the section for basic details, the status of the audit request is shown and the functionality buttons (i.e. “Submit documents” , “Request for Due date change”) are also available.
- The button for “Submit documents” allows the operator to submit the audit documents to CITC while the button for “Request for due date change” allows the operator to send a deadline change request to CITC (Further details pertaining to these functionalities are explained in the subsequent slides)



Detailed view of audit request (Scope of audit, Required documents, selected line items and trail of comments / supporting)

SUBMIT DOCUMENTS

REQUEST FOR DUE DATE CHANGE

SUMMARY OF ENGAGEMENT

Description :

Sample text for Description

Scope Of Audit :

Sample text for Scope of Audit

Required Documentation :

Sample Text for required documents

Line items :

SR. No	Type	Line item
1	Revenue	Operating Revenue - Domestic and International Roaming Services

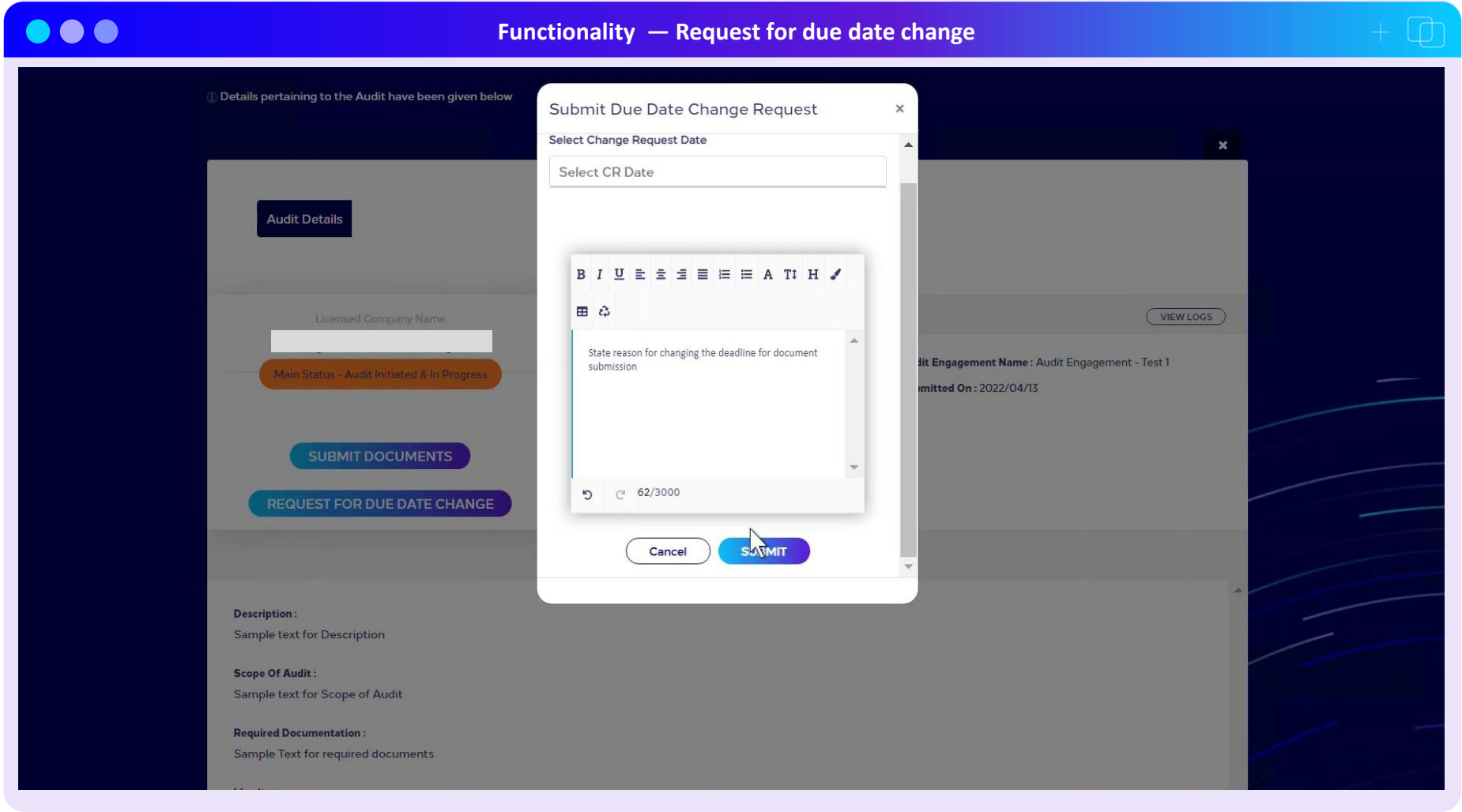
AUDIT REQUEST COMMENTS & SUPPORTING DOCUMENTS

User Type	Comment	Supporting Documents
<div>CITC</div> <div>2022/04/13 11:43 AM</div>	Raising Sample Audit for testing	<div>Sample_637854470106478375.pdf</div>

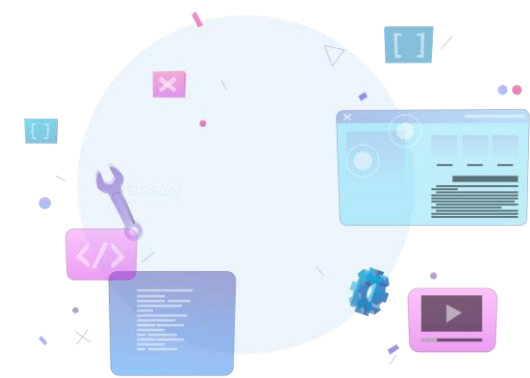
- In the section for “Summary of audit engagement” important details pertaining to the audit request are shown. These details are as follows -
 - Description of the audit
 - Scope of the audit
 - Required documentation
 - Selected line items against which audit is being raised
- In the section for “Audit Request comments & Supporting documents” a trail of all the comments and supporting documents submitted by the respective users is maintained

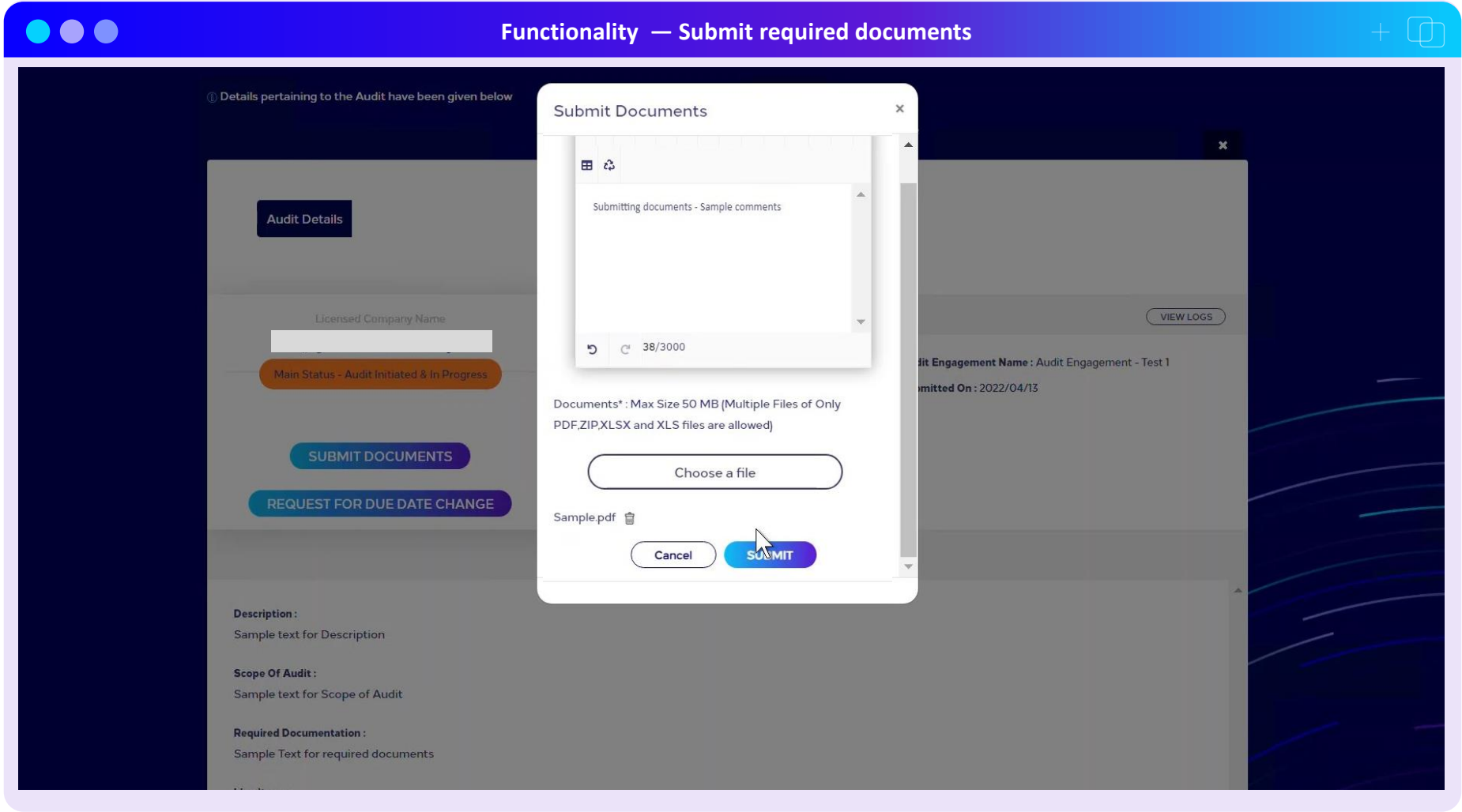
40

NTR Tool User Manual — English

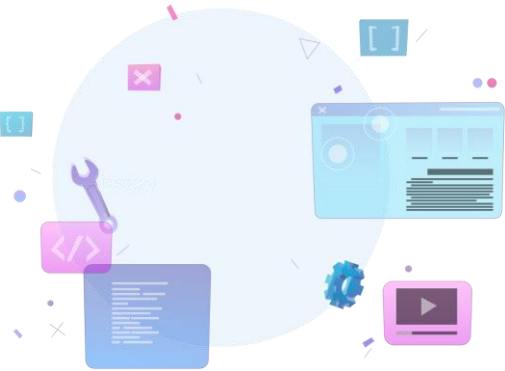


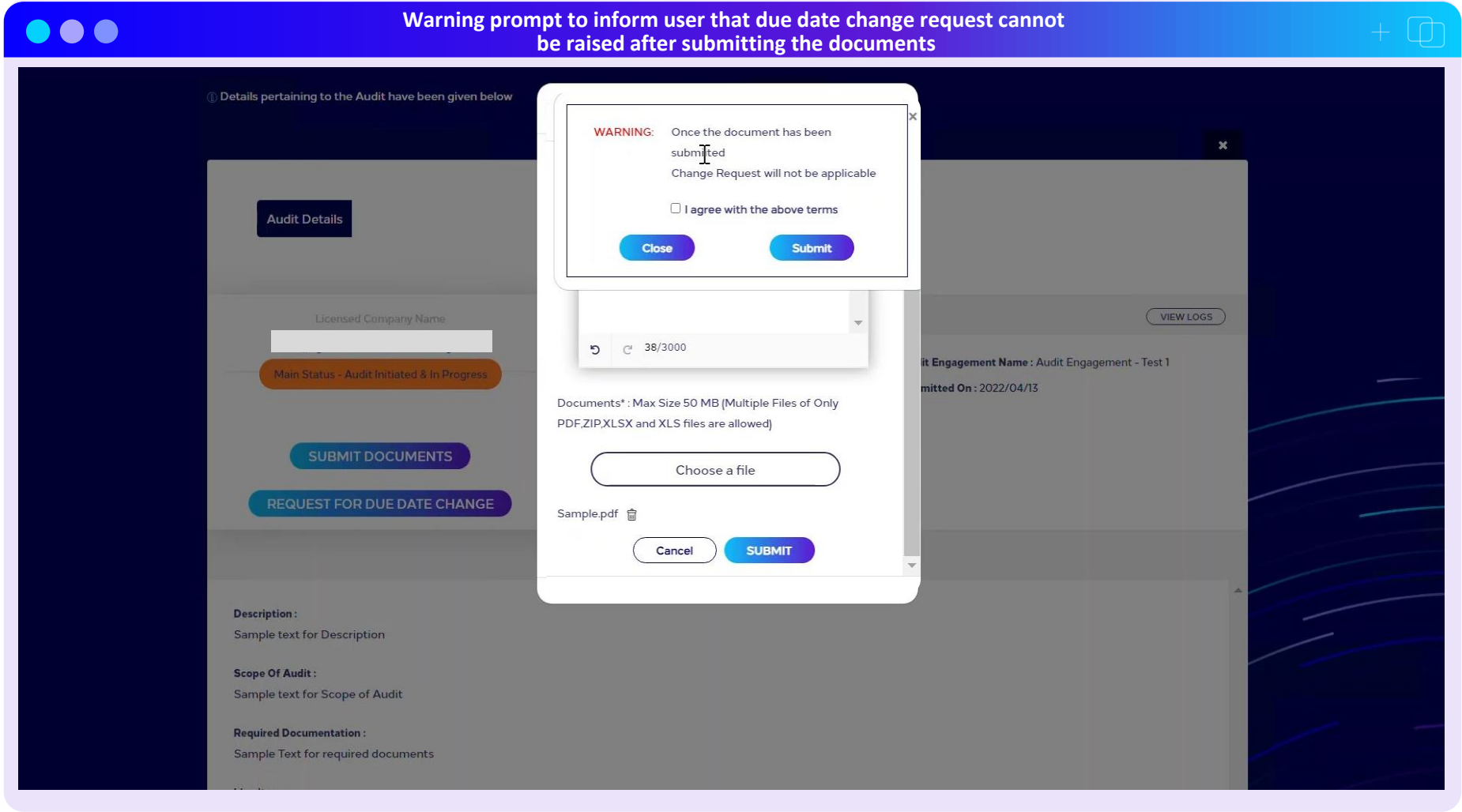
- The tool allows the operator to raise a request for due date change
- Post clicking on the button, a pop-up box shall open up
- In this pop-up box, the operator needs to enter the desired date along with reason for requesting the date change
- Once all the details have been provided, the operator can click on submit and send the request to CITC



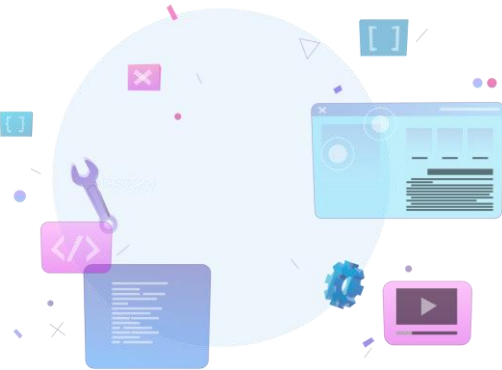


- Post receiving the audit request from CITC, the operator can submit the required documents by clicking on the “Submit Documents” button
- On clicking this button, a pop-up box shall open up. In this pop-up box, the operator needs to provide comments and upload the required documents (multiple documents can also be uploaded one by one)
- Post entering the details and uploading the documents, the operator shall click on the “Submit” button





- On clicking the “Submit” button in the “Submit Document” section a warning message pop-ups up
- This warning message is to inform the operator that due date change request cannot be raised once documents are submitted
- In case the operator wants to go ahead with the document submission and not request any “due date change”, then the operator needs to check the box and click on the submit button



View submitted details — Listing page

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Audit and Investigation

عربي

Welcome

NTR Tool

Audit and Investigation

All the Audit and investigation request available in the system. Click on "view" button to check a detailed submission.

DOWNLOAD

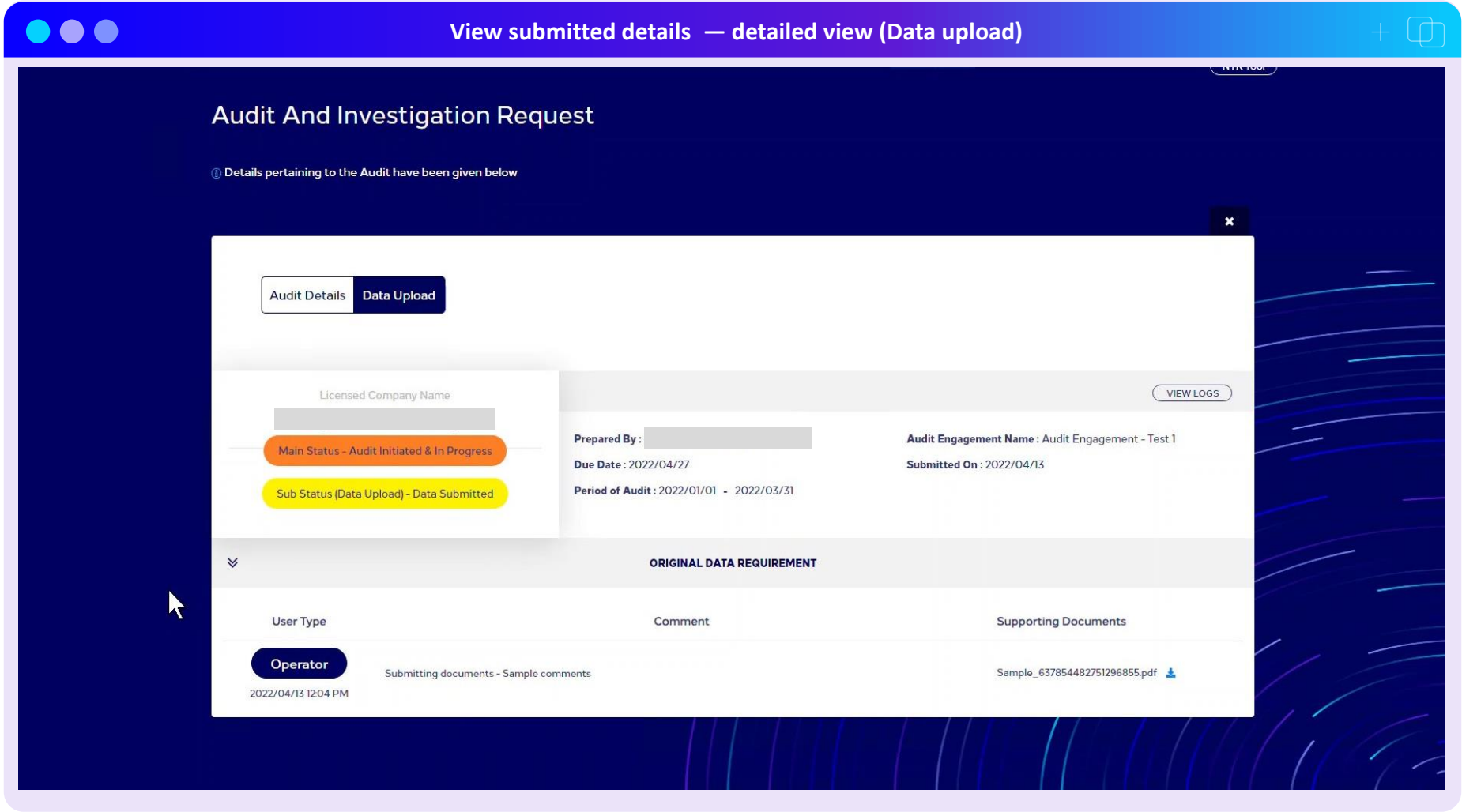
AME	PERIOD OF AUDIT	MAIN STATUS	SUB STATUS (CHANGE REQUEST)	SUB STATUS (DATA UPLOAD)	SUB STA
1	2022/01/01 - 2022/03/31	Audit Initiated & In Progress		Data Submitted	

Showing 1 to 1 of 1 records

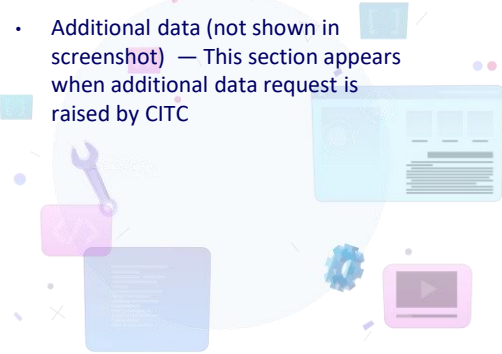
Previous1Next

- Once data has been submitted by the operator, the column for "Sub status (Data Upload)" in the listing page shows the status as "Data Submitted"
- Details pertaining to the upload can be viewed by clicking the "View" button in the "Action" column of the listing page

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- On clicking the “View” button on the listing page, a detailed view opens up. This detailed view shows 2 different tabs (Audit details , Data upload)
- The data upload tab is automatically created once the operator submits the data to CITC
- Separate sections are also created within the data upload tab. A brief overview of these sections have been given below
 - Original Data requirement (shown in screenshot) — This section appears when the operator submits the documents for the first time post receiving the audit request from CITC
 - Data Issue Request (not shown in screenshot) — This section appears when a data related issue has been raised by CITC. Re-submission of the documents by the operator is shown in this section
 - Additional data (not shown in screenshot) — This section appears when additional data request is raised by CITC



Audit Conclusion — View findings , recommendations and download invoice pdf's

Details pertaining to the Audit have been given below

Audit Details

Data Upload

Audit Findings & Recommendations

Licensed Company Name

Main Status - Audit Concluded

Sub Status (Audit Evaluation) - Audit Concluded

CPF Txn No.

83004

License Fee Txn No.

83005

CPF SADAD No.

122217083004

License Fee SADAD No.

122217083005

Invoice Pdf (CPF Fee)

XXCITC_AR_TRX_Audi

t20220217132221158_CP

F.PDF

Invoice Pdf (CPF Fee)

XXCITC_AR_TRX_Audi

t20220217132225077_L

F.PDF

VIEW LOGS

Prepared By :

Submitted On : 2022/02/17

Reviewed By :

Period of Audit : 2021/09/01 - 2021/10/31

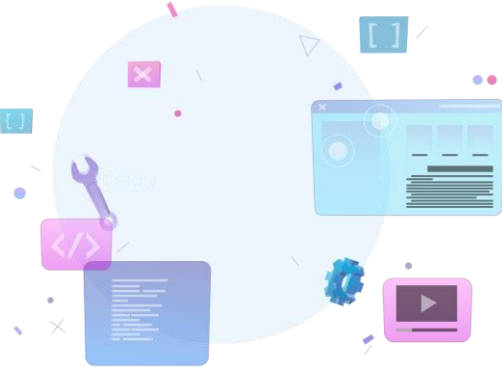
Audit Engagement Name : Audit Test - EY 3

Due Date : 2022/03/15

Approved By :

SUMMARY OF ENGAGEMENT

- Once the audit is concluded, a separate tab for “Audit findings & Recommendation” is automatically created
- This tab shows all the basic audit details along with a separate section for “Audit findings” (refer the next slide)
- Post audit conclusion, if there is any additional amount payable by the operator, then subsequent audit invoices are also generated by CITC and shown in this section
- The tool allows the operator to download the respective CPF and LF invoices by clicking on the download button next to the invoices



View Audit Findings & Recommendation

AUDIT FINDINGS

Audit Work Performed

Work performed

Key Findings

findings

Recommendations

Recommendation

Reviewed By

Approved By

Final Amount after Investigation

20000.00

⌵

FINDINGS AND RECOMMENDATION (COMMENTS)

User Type

Comment

Supporting Documents

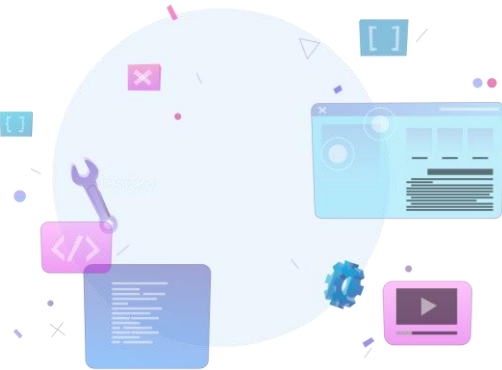
CITC

2022/02/17 01:15 PM

Concluding the audit

No documents attached

- As stated in the previous slide, a separate section on “Audit findings” is available in the “Audit findings & recommendation” tab
- This section shows details pertaining to
 - Audit work steps
 - Key findings
 - Recommendations
 - Final amount after investigation (This value shows the final NTR amount against which additional audit invoices would have been raised)



Thank you

