


Oman's Experiences relating to Coordination issues among producers and users of data.

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About TRA and its role


- The Telecommunications Regulatory Authority (TRA) was established in 2002 through the Telecom Act 30/2002.
 - The TRA aims to accomplish the following, amongst others:
 - To ensure the provision of telecommunications services all over the Sultanate with reasonable prices.
 - To encourage the use of telecommunications services with the aim to facilitate the access to the global markets and information.
 - To prepare suitable conditions for competition among the licensees to ensure the provision of world standard telecommunications services.
 - Encourage research and development in the telecommunications sector
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Licenses In Oman

- TRA issued three classes of licenses:

□ Class I : licensees are permitted to establish or operate a public telecommunications network or international telecommunications infrastructure, offer public telecommunications services or international access services.

There six operators current of Class I Licences as follows:

- Omantel(Fixed&Mobile)
 - Ooredool(Mobile& Fixed)
 - TeO(International Gateway)
 - Awaser(Fixed)
 - Connect Arabia International(International Gateway)
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Licenses In Oman(Cont'd)

❑ **Class II:** The licensees are providing public telecommunications services which rely upon a Class I licence network capacity. Also, providing additional, or value added, public telecommunications services which make use of numbering resources. The current licensees of Class II as follows:

- Majan Telecom LLC (Renna)
- Connect Arabia LLC (Friendi)

❑ **Class III:** licences are granted to operators of Private Telecommunications Services, not connected to the public network.

- Azyan Telecom (VSAT Private Networks).
- Rignet Middle East (VSAT Private Networks).


Telecom Market In Oman

❑ To maintain healthy competitive environment in the market, TRA did the following:


- Framed the competition framework comprising regulations and guidelines to address competition issues on ex-ante and ex-post basis.
- Completed the first market review in 2013, which was published in the form of “Market Definition and Dominance (MDD) Report”
- Recently in 2016, TRA issued the following major regulations:
 - Access & Interconnections regulation
 - Retail Tariff Regulation.
 - Accounting Separation (revision).



Coordination among the producers and users of Data in Oman

- TRA has established Market Research Department which is responsible to coordinate with the users and producers of telecom data.
 - TRA has not yet issued specific regulation for data collections from licensees.
 - The licensees, however, as per their licenses, are obliged to provide the data and information as requested by TRA.
 - TRA collects and reports the telecom data as per the ITU guidelines. We apply the same methodology as provided in ITU handbook.
 - The main telecom indicators are published in a monthly bulletin by TRA.
 - The National Center of Statistics and Information(NCSI) also include selected telecom indicators in its monthly publication.
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Coordination among the producers and users of Data in Oman (Cont'd)

- Data is collected regularly on:
 - Monthly
 - Quarterly
 - Annually
 - The format of reporting the data by services providers has been developed to capture the data in line with ITU indicators.
 - TRA reviews the indicators and the data is collected on regular basis and update the ITU database.
 - Any update received from ITU regarding the indicators, TRA immediately notifies the operators for such updates.
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Samples of Monthly & Quarterly Telecom Indicators Formats



Microsoft Excel
Worksheet

Monthly fixed
Format



Microsoft Excel
Worksheet

Monthly Mobile
Format



Microsoft Excel
Worksheet


Quarterly Fixed
Format



Microsoft Excel
Worksheet

Quarterly
Mobile Format

Main Issues related to coordination among the producers and users of Data in Oman


- The Introduction of new services and technologies.
 - Delays by operators to submit data during the specified period.
 - Submission of inaccurate data occasionally due non-conformance of ITU guidelines.
 - Change of past data submitted to TRA without providing notifications which negatively affects the accuracy of reports published by TRA
 - TRA finds it difficult to investigate the reasons behind the discrepancies in the data
 - Sometimes, the data is mismatching between the figures reported by the TRA and other governmental institutions,(e.g TRA&MSM), or by the licensees itself.
 - Different International Institutions are publishing the telecom data and positions of countries which are not based on uniform standards and principles and in turn these create wrong perceptions about the ranking of countries.
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Main Issues related to coordination among the producers and users of Data in Oman(Cont'd)

- Non existence of specialized Database to manage and report the data.
- The monthly and annually changes of populations and households figures affect the penetrations rates of different telecom services and the country's position in the global ICT Index.



Improvements

- Regular revision in the format of requested data to be in line with ITU measurements.
 - Follow up with ITU, EGTI or Regional and international Forums as well as the online discussion forum, to see the recent changes in the indicators and level of ICT developments of a country in comparison with others.
 - In the process to implement the automation system to ensure the accuracy of reported figures and to make an effective coordination between the services providers and the authority.
 - Need to frame Regulation to support collection of data and to ensure accuracy and compliance of methodology.
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Thank You

