



Rules and Procedures for Class II License Application

Article (1): Application to obtain Class II License to provide Additional Public Telecommunication Services shall be submitted in accordance with the Application Form designed by TRA for this purpose subject to the provisions contained in the Telecommunications Regulatory Act and the fulfillment of the following conditions:

- a) The Applicant shall be a university graduate or an equivalent for a sole entrepreneur.
- b) University certificate or its equivalent for any shareholder owning more than 50% of the company capital in case the applicant is a company.
- c) Payment of the License Application fee and the Application examination fee of (RO 500) Five Hundreds Rial Omani.
- d) The Applicant shall undertake to establish a company/ enterprise pursuant to the applicable Omani laws to provide the required service on approval of the application. If the Applicant is an existing company or an enterprise, the Applicant shall be required to undertake to establish another company/ enterprise for this purpose (Could be an affiliate to the mother company).
- e) The applicant shall not have any previous license for telecommunication services that has been revoked, unless two years have passed since that revocation. Also, the applicant should not have previously been declared bankrupt unless it has been rehabilitated.
- f) The applicant shall provide TRA with the following:
 1. Certificate of good conduct from the concerned authority.

2. A proof of at least two years of technical experience to perform the particular telecommunications business. Relevant experience should be either of the entity or of its senior management.
3. Commercial registration, if any, along with computer printout papers, list of authorized signatories and their specimen signatures, Memorandum and Articles of Association.
4. Certificate of Affiliation from Oman Chamber of Commerce and Industry.
5. Proposed organizational structure.
6. Any previous telecommunications licenses granted from the sultanate or abroad.

Article (2): The applicant shall provide TRA with the following financial information to ascertain the financial eligibility of the applicant:

- a) Value of the share capital of the company/establishment.
- b) Balance sheet, cash flow statement and profit and loss statement for the last two business years in respect of existing businesses.
- c) Feasibility of the project & Business Plan consisting of the financial forecasts, Balance Sheet, Profit & Loss A/C and Cash Flow Statements for the coming 5 years.
- d) Complete details of tariffs/ pricing structure of all planned services with justification/ rationale.
- e) Proof of financial resources to support the business plan (e.g. credit worthiness, Bank Guarantees etc).

Article (3): The applicant shall provide TRA with the technical information that includes the following information or some of them in accordance with the proposed service to be provided:

- a) Detailed technical specifications and design of the proposed system.
- b) Complete diagram and schematic details of proposed system showing equipment and communication links (domestic/ international, if any).
- c) Details of the proposed system, the system topology and the network management system.

- d) Complete list of hardware/software used in the system.
- e) Manufacturer's literature of equipment and software, and conformance with international standards.
- f) Complete details of facilities required from Public Telecommunications Network operators for the system.
- g) Location of proposed points-of-presence (POP) in the country including hardware and software to be installed at each site.
- h) Spectrum frequencies, if required.
- i) Satellite of choice, if VSAT is to be installed (only for Non-Voice Communication Network Services License
- j) Details of any hardware/software to be developed locally or any agreements of local production of software/hardware.
- k) Type of connections to be made available to end users and Access methods required in each case.
- l) Specific measures proposed to be adopted to dispose of programmes/information which contravene with the accepted standards of morality and social values in Oman.
- m) Details of system monitoring facilities and specific measures proposed for network security.
- n) Specific measures proposed for system security including use of firewalls.

Article (4): The applicant of the telecom license shall provide TRA with the following support service information:

- a) Details of existing/proposed technical support facilities.
- b) Network redundancy or backup system.
- c) Service backup options and system preventive maintenance, in-case of a breakdown or system failure.
- d) Customer services and support facilities to be provided to users.

Article (5): The decision in respect of the application submitted shall be made within a period not exceeding two months from the date of submission of complete documentation, or within a period not exceeding four months from the date

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of submitting the application. In the event the application is rejected, the applicant shall be notified of the reasons for rejection.

The license is issued by a decision from the Minister of Transport and Communications after TRA approval. In the event of rejection, the applicant shall be notified of the reasons for rejection.

Article (6): Once the issuance decision is made, the applicant shall pay the license issuance fee in accordance with TRA decisions issued in this regard.