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Periodic Newsletter issued by
Telecommunications Regulatory Authority

Issue (01)
May 2015



2'

Smart use
of telecommunication
services



3'

How to file a
complaint



4'

Complaints:
facts & figures



5

Samples of
complaints

6'

Your Guide
to telecom packages

Decisions
of interest you

2004

Approval
of Omantel
Standard
Customer
Agreement.

2005

Approval
of Ooredoo
Standard
Customer
Agreement.

2008

Regulation of
Promotional
Offers by
Telecommunications
Operators.

2009

Regulations on
Protection of the
Confidentiality
and Privacy
of Beneficiary
Data.

2014

Regulations on
the Provisions of
Telecommunications
Services to Persons
with Disabilities

TRA issued the Tariff Transparency Guidelines for Telecom Services to help consumers make informed choices.

As part of efforts of Telecommunications Regulatory Authority (TRA) to standardize the terms and conditions regulating promotional offers, the TRA issued Decision No. 30/2014 dated March 17, 2014, which includes Tariff Transparency Guidelines for Public Telecom Services.

The advertising Guidelines will further enhance the transparency of the ICT sector, and make it more effective for the consumers to make informed decisions when subscribing to telecom services.

The Decision contains all the aspects that telecom licensees and resellers must comply with when launching any promotional offers to ensure transparency and the right of consumer to access the necessary information before selecting any promotional offer.

What is the goal of the Tariff Transparency Guidelines for Public Telecom Services?

- To have a clear and accurate understanding of the services offered to you.
- To know your rights as a consumer with regards to promotional offers.
- To help you understand the price that must be paid, discounts, free offers and the benefits that come with the offer.
- To ensure that you understand how to use the promotional offer and the accompanying terms and conditions.
- To take the right decision considering your needs when choosing packages and prices.
- To enable people with special needs to access and interact with information available on the telecommunications services.



Smart use of telecommunication services

What are your rights when roaming?

When you start your mobile phone, you should receive the following SMS from the telecommunications company:

- Applicable prices for international roaming .
- A warning that most smart phones have the ability to connect with the network automatically during international roaming, and an explanation on how to enable and disable data roaming on the mobile device in order to avoid paying unnecessary roaming prices of data .
- A warning that you are subject to international roaming tariff on your mobile, and information on international roaming prices.

Action steps to filing a complaint:



1

Submit your written complaint to the service provider through email, mail, fax or visit one of the customer service centers. Then request a written answer from the service provider.

2

Keep a copy of the complaint that clearly shows the date the complaint has been received by the operator.

3

In case you followed the above steps and nothing has been done to solve the complaint within 15 days or if the solution is not satisfactory to you, forward your complaint to us through any of the means shown below.

Procedures for submitting a complaint to TRA :

4

Complete the Complaint Form in the TRA website (Consumer Section) [www.tra.gov.om].

5

Attach with the form a copy of the complaint filed with the Service Provider.

- Attach a copy of your ID as evidence that you are the subscriber for the service in question.
- Attach a copy of any supporting documents such as bills, forms or previous correspondence

6

Use communication channels or visit the TRA website to inquire



Contact TRA :

7

You will receive a text message with a reference number to confirm that your complaint has been received.

8

The TRA will allow the Service Provider 7 working days to respond to the complaint and provide clarifications.

9

TRA may require additional information from you. As a final stage TRA will inform you of the decision taken in response to your complaint.



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80088888



consumer@tra.gov.om



www.tra.gov.om



B.O.Box: 3555/ P.C: 111 Al Seeb



Visit the TRA office - opposite Muscat International Airport - Muscat



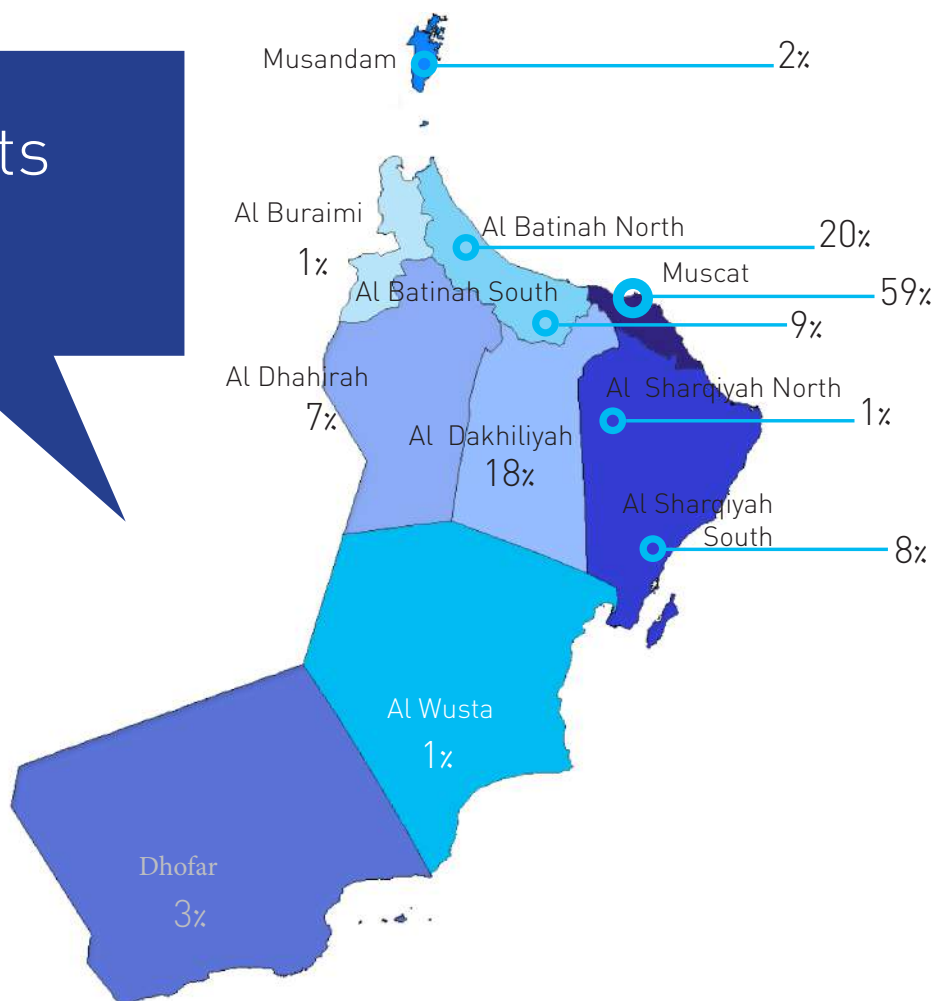
Sunday - Thursday 8:00 am - 3:00 pm

What questions should you ask your service provider before you decide to subscribe to any mobile internet package?

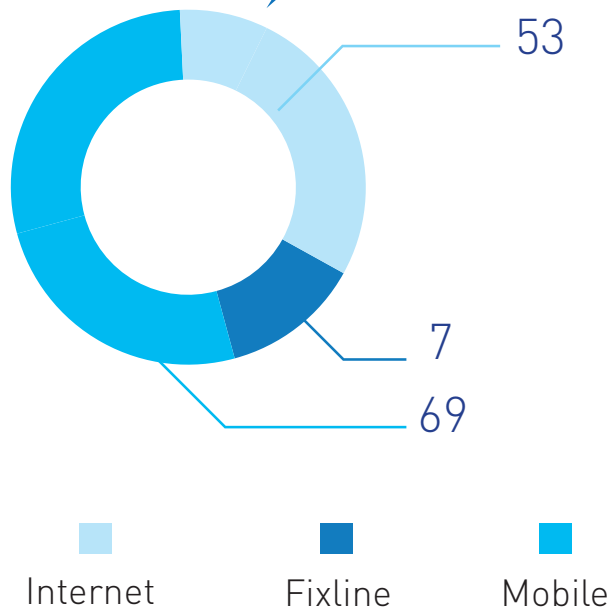
1. Maximum Internet usage or download: Is there a limit for download or usage? if yes, what is the limit?
Are these services used intensively or for a long period of time?
2. Speed: What speeds do you need ? Does location affect internet speed?
3. Contract duration and cost: Long-term contracts are normally less expensive than short-term contracts, however what if you want to change your internet plan or switch to another service provider before the contract ends? If devices, offers or gifts are included in the package, is this of an additional value to you?
4. For packages that include laptop computers or other devices, it is recommended that you calculate the contract amount and then calculate whether it is more cost effective if you purchase the computer separately. This will help you decide which option is less expensive.
5. What's best -pay monthly (contract) or pay as you go?

Complaints considered by TRA ...in Numbers

Complaints by region



Complaints by services

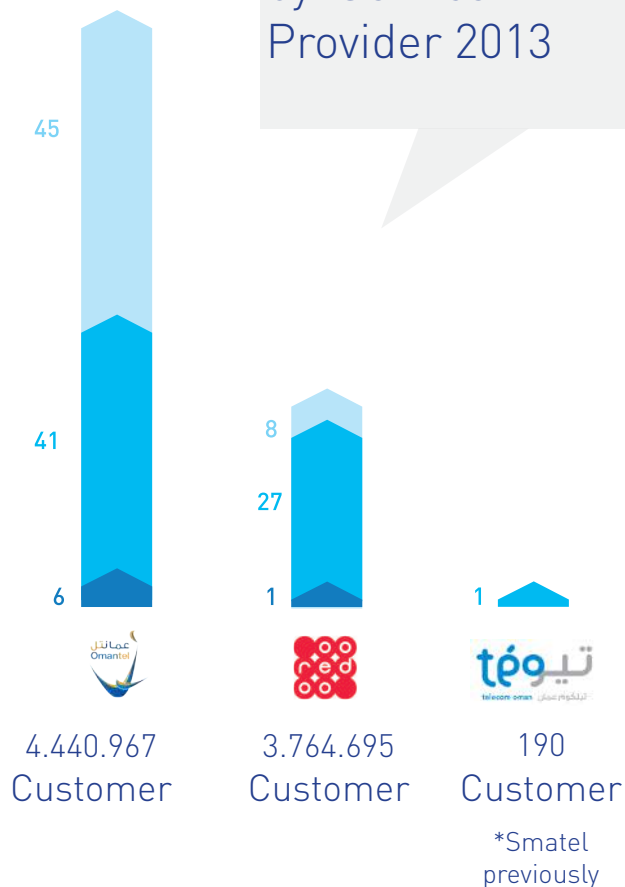


Internet

Fixline

Mobile

Complaints by Service Provider 2013

4,440,967
Customer3,764,695
Customer190
Customer*Smatel
previously

Complaint samples

1

A complaint against:

A service provider

The complaint:

The Complainant subscribed to a promotional offer where customers who top up with 200 R.O get 200 R.O extra, instead the Complainant got 100 R.O only.

The Complainant filed a complaint with the Service Provider, but was not responded to.

TRA procedures :

After reviewing the facts and contacting the Service Provider, the TRA recognized the complainant's right in the complaint due to the lack of clarity about the terms and conditions of the promotional offer and its duration.

The complainant received a compensation of 100 R.O.

2

A complaint against:

A service provider

The complaint:

The complainant subscribed to a monthly plan and wanted to know how to inquire about the remaining balance, the complainant contacted the service provider but was not provided with the required information. After a while the complainant was informed that he has exceeded the limit usage and was charged out-of-bundle rates.

TRA procedures :

After reviewing the facts and referring the complaint to the technical departments within the TRA, it was proved that the Complainant has exceeded the limit usage of the monthly plan due to a delay in receiving notifications for exceeding the plan allowance.

As a settlement, the service provider decided not to charge the complainant for the out-of-bundle usage and the latter agreed to this settlement.

Prepaid Mobile

Price Plan	Subscription Fee RO	Validity	SMS Included	Minutes Included	Limitation for Minutes Included	Data Included MB	off-peak		Peak		calling rate among plan members	price per call
							on-net price Bz/Min	off-net and fixed lines price Bz/Min	on-net price Bz/Min	off-net and fixed lines price Bz/Min		
Hayyak							39	39	55	55		
Hayyak Liberty*	0.500	7 days					Not Applicable	39	Not Applicable	55		89 Bz Omantel mobile & Fixed
Ozone Plan***	1	30 days				100	39	39	55	55	25	
Hayyak for people with special needs							29	39	29	55		
Mousbaq							39	39	55	55		
Mousbaq (More Talk)	3	30 days					19	39	19	39		
**Mousbaq 1	1	7 days	35		national		39	39	55	55		
**Mousbaq 2	2	7 days	75		national	50	39	39	55	55		
**Mousbaq 3	3	7 days	125		national	100	39	39	55	55		
Mousbaq Sawalif	0.600	7 days					N/A	39	N/A	55		79 Bz/ on-net call
***Shababiah							29	49	29	49		
**** Mousbak for people with special needs						100	19	19	19	19		
Friendi							39	39	39	55		
Monthly 25 Bz	3	month					25	25	25	25		
Weekly 25 Bz	1	7 days					25	25	25	25		
19 Bz friendi to Friendi	0.500	month					19	39	19	55		
****Friendi Super	5	30 days		60	national	600	25	25	25	25		
Renna 24/7							45	45	45	45		
Renna 6-6							54	54	38	38		
Renna Friends							19	49	19	49		
Teo							37	37	53	53		



*hayyak Liberty has an off-peak rate of 39 bz/min and peak rate of 55 bz/min to other network excluding fixed lines whose calls to which are charged 89 bz/mn
 **regarding Mousbaq 1,2 & 3 voice and SMS will share the quota. For example, a customer subscribing to Mousbaq 1 can use his quota in 30 national minutes and 5 SMSes
 ***Shababiah plan and Ozone plan are for customers below age of 25 years.
 ****Mousbak plan for people with special needs includes 100MB valid for one month and renew automatically without re-subscription and customer can make video calls at a rate of 19Bz/minute
 ***** Friendi Super Auto Renewal Bonus is 100 MB



Mobile Broadband (Permanent)

Plan	Subscription Period	Subscription fee R.O	Included Data		Auto Renewal Bonus	Postpaid/Prepaid	Excess Usage BZ/MB	
			included data day time	included data at night			Prepaid	Postpaid
WEEKLY 100MB	1 Week	1	100 MB		50 MB	Prepaid	10	
MONTHLY 600MB	1 Month	3	600 MB		100 MB	Prepaid	10	
Monthly 1GB	1 Month	5	1 GB	1 GB	200 MB	Prepaid	10	
Monthly 3GB	1 Month	9.9	3 GB			Prepaid	10	
Monthly 6GB	1 Month	15	6 GB			Prepaid	7	
Monthly,Unlimited Night	1 Month	12	3G	Unlimited		Prepaid	10	
PAYG	Until deactivation	50Bz/MB				Prepaid	50Bz/MB	
R.O 0.500	1 Day	0.5	100 MB			Prepaid	10	
R.O 0.300	1 Week	0.3	35 MB			Prepaid	10	
R.O 1.00	1 Month	1	10 Bz/MB	100 MB		Prepaid	10	
R.O 1.00	1 Week	1	100 MB	100 MB		Prepaid	10	
R.O 2.5	1 Month	2.5	500 MB	500 MB		Prepaid	10	
R.O 5.00	1 Month	5	1 GB	1 GB		Prepaid	10	
R.O 10	1 Month	10	3 GB	7 GB		Prepaid	10	
R.O 15	1 Month	15	6 GB	15 GB		Prepaid	10	



- All data plans are for local data usage only - while international data roaming charges will apply
- Data included at night for Friendi plans available from 11pm - 4am
- Data included at night for Renna plans available from 11pm - 6am



Blackberry Service

Plan	Prepaid/Postpaid	subscription (RO)	Validity	Included Data for Emails, attachments & BBM within Oman	Included data for Browsing within Oman	Included roaming usage
BBM	Postpaid	4	1 month	Unlimited	500 MB	Standard Roaming Charges
Lite	Postpaid	8.9	1 month	Unlimited	2 GB	Standard Roaming Charges
National	Postpaid	18.5	1 month	Unlimited	5 GB	10 MB
International	Postpaid	29.5	1 month	Unlimited	10 GB	60 MB
Weekly Plan	Prepaid	2	7 days	Unlimited	500 MB	N/A
Monthly Plan	Prepaid	8.9	30 days	Unlimited	2 GB	N/A
BBM Weekly	Prepaid	1	7 days	Unlimited	100 MB	N/A
BBM Monthly	Prepaid	4	30 days	Unlimited	500 MB	N/A
Chat	Postpaid	4	1 month	550 MB		0
Lite	Postpaid	9	1 month	Unlimited	2 GB	0
National	Postpaid	19	1 month	Unlimited	5 GB	15 MB on GCC Smart Roaming
Global	Postpaid	29	1 month	Unlimited	10 GB	60 MB on International Roaming
Chat	Prepaid	1	7 days	120 MB		N/A
Weekly	Prepaid	2	7 days	Unlimited	500 MB	N/A
Monthly	Prepaid	9	30 days	Unlimited	2 GB	N/A



Home Broadband (permanent)



plans	Postpaid/Prepaid	Maximum downlink speed	Maximum uplink speed	Subscription price (RO)	Included data (GB)	Out of Bundle Bz/MB	Fixed Line Subscription
5 GB	Prepaid/postpaid	5 Mbps	384 Kbps	9	5	2	Included
10 GB	Prepaid/postpaid	5 Mbps	384 Kbps	14	10	2	Included
25 GB	Prepaid/postpaid	5 Mbps	384 Kbps	19	25	2	Included
75 GB	Prepaid/postpaid	5 Mbps	384 Kbps	23	75	2	Included
150 GB	Prepaid/postpaid	5 Mbps	384 Kbps	33	150	2	Included
FTTH 8 Mbps	Postpaid	8 Mbps	1 Mbps	33	Unlimited	Not Applicable	Not Included
FTTH 16 Mbps	Postpaid	16 Mbps	2 Mbps	43	Unlimited	Not Applicable	Not Included
FTTH 30 Mbps	Postpaid	30 Mbps	5 Mbps	53	Unlimited	Not Applicable	Not Included
FTTH 50 Mbps	Postpaid	50 Mbps	10 Mbps	63	Unlimited	Not Applicable	Not Included
4 Mbps Starter	Postpaid	512 kbps - 4 Mbps	1 Mbps	7	3 R.O/GB	3 R.O/GB	Not Included
4 Mbps Standard	Postpaid	512 kbps - 4 Mbps	1 Mbps	12	1 R.O/GB	1 R.O/GB	Not Included
4 Mbps Unlimited	Postpaid	512 kbps - 4 Mbps	1 Mbps	20	Unlimited	Not applicable	Included
6 Mbps Unlimited	Postpaid	5 Mbps - 6 Mbps	1 Mbps	25	Unlimited	Not applicable	Included
12 Mbps Unlimited	Postpaid	8 Mbps - 12 Mbps	1 Mbps	35	Unlimited	Not applicable	Included
24 Mbps Unlimited	Postpaid	16 Mbps - 24 Mbps	1 Mbps	50	Unlimited	Not applicable	Included
35 Mbps Unlimited	Postpaid	30 Mbps - 35 Mbps	30 Mbps - 35 Mbps	55	Unlimited	Not applicable	Included
60 Mbps Unlimited	Postpaid	60 Mbps	60 Mbps	60	Unlimited	Not applicable	Included



- Ooredoo homebroadband prepaid and postpaid using two kinds of modems, internal and outdoor modems, insallation of indoor modem is free and insallation of outdoor for R.O 29
- Other than FTTH, Subscriber to Ooredoo HBB plans can avail the fixed voice service without subscription, but he has to pay for the usage.
- Omantel unlimited plans include postpaid fixed line Subscription plus 100 minutes of calls from Omantel fixed line to another Omantel fixed line
- Regarding Omantel 4 Mbps Starter and 4 Mbps Standard, subscriber can subscribe to either 2.9/4.9/7.9 fixed line packages to avail the fixed voice service also.
- Ooredoo FTTH is only available in specific buildings in Willayat of Bawshar, Willayat of Matrah(Ras Al-Hamra) and frontiet town in Duqum
- Apart from FTTH plans, the published speeds of Ooredoo HBB plans representing the maximum speeds of download and upload, Ooredoo does not commit to a minimum speeds, since the applied technology is considered a wireless one and it based on shared resources.

Fixed Line (Home Voice)



Plan	Prepaid/Postpaid	Installation R.O	Subscription fee R.O	Validity	Inclusive free minitues	tariffs	
						*same network (Bz/Min)	*other networks(Bz/Min)
Home Voice	Postpaid/prepaid	10 R.O for indoor modem 39 R.O for outdoor modem	2	1 month	N/A	9 Ooredoo fixed	19 other fixed networks 29 Ooredoo mobile 39 other mobile networks
Ooredoo Talk	Postpaid/prepaid	20 R.O for indoor modem 49 R.O for outdoor modem	1.9	1 month	100 minutes (Ooredoo numbers fixed and mobile)	9 Ooredoo fixed	
My Favorite country	Postpaid/prepaid	20 R.O for indoor modem 49 R.O for outdoor modem	1	1 month	10 % discount for calls to two countries	9 Ooredoo fixed	
Starter	Postpaid	10	2.9	1 month	N/A	7.5 off-peak 15 peak	33
Standard	Postpaid	10	4.9	1 month	150 (Omantel numbers)	7.5 off-peak 15 peak	33
Unlimited	Postpaid	10	7.9	1 month	unlimited (Omantel numbers)	Free	33
Sahl prepaid	Prepaid	10	4	1 month	N/A	10 off-peak 20 peak	40
			12	3 month			
			24	6 month			
			48	12 month			



- for Omantel Fixed line, Calls between Buraimi and Al Ain, United Arab Emirates are considered local calls
- * Same network does refer to the fixed network of the same operator, while other networks referring to all mobile networks and fixed networks of other operators.



Mobile Broadband (Permanent)

Plan	Subscription Period	Subscription fee R.O	Included Data	Postpaid/Prepaid	Excess Usage BZ/MB	
Daily 50 MB	1 Day	0.2	50 MB	Prepaid	51.2	
Daily	1 Day	1	1 GB	Prepaid	51.2	
Weekly	1 Week	3	1 GB	Prepaid	51.2	
Monthly 50 MB	1 Month	0.5	50 MB	Prepaid	51.2	
Monthly 300 MB	1 Month	2	300 MB	Prepaid	51.2	
1 GB	1 Month	5	1 GB	Postpaid/prepaid	51.2	8
3 GB	1 Month	10	3 GB	Postpaid/prepaid	51.2	5
5 GB	1 Month	15	5 GB	Postpaid/prepaid	51.2	5
10 GB	1 Month	25	10 GB	Postpaid/prepaid	51.2	5
15 GB	1 Month	34	15 GB	Postpaid		5
30 GB	1 Month	59	30 GB	Postpaid		5
** PAYG		51.2 Bz/MB	51.2 Bz/MB	Prepaid/Postpaid		
**** Weekly WhatsApp 50 MB	1 Week	0.5	50 MB	Prepaid	512	
120 MB	1 Week	1	120 MB	Prepaid	512	
500 MB Internet Plan	1 Month	3	500 MB	Postpaid/prepaid	512	10
2 days	2 Days	2	2 GB	Prepaid	512	
1 GB Internet Plan	1 Month	5	1 GB	postpaid/prepaid	512	7
3 GB Internet Plan	1 Month	10	3 GB	postpaid/prepaid	512	6
Weekly	1 Week	5	3 GB	Prepaid	512	
6 GB Internet Plan	1 Month	17	6 GB	Postpaid/prepaid	512	5
10 GB Internet Plan	1 Month	24	10 GB	Postpaid/prepaid	512	4
30 GB	1 Month	49	30 GB	Postpaid/prepaid	512	3
* More Internet RO 1	10 days	1	150 MB	Prepaid	512	
* More Internet RO 2	10 days	2	750 MB	Prepaid	512	
* More Internet RO 5	20 days	5	2 GB	Prepaid	512	
* More Internet RO 10	25 days	10	5 GB	Prepaid	512	
*** PAYG		256 Bz/MB	256 Bz/MB	Postpaid		
**** PAYG		512 Bz/MB	512 Bz/MB	Prepaid		



- All data plans are for local data usage only - while international data roaming charges will apply
- Ooredoo Mousbak Customers can get more data plans with less validity when they choose more internet option to top-up their account using either scratch cards or electronic recharge
- Omantel PAYG Mada customer will be charged 15Bz/MB after consuming 200MB
- On Ooredoo PAYG, after consuming 113 MB there will be a spend cap of RO 29, along with a speed cap of 64 Kbps, applicable on Shahry customers.
- Ooredoo prepaid customer who spend 500 Bz per day on pay-as-you-go data will get an additional 30MB for free to use up to 11:59 that night
- Ooredoo Weekly WhatsApp 50 MB Data Plan does include 50 SMS.

Mobile Postpaid



Price Plan	Monthly Subscription (R.O)	Calls Included	Minutes included	SMS/ MMS included	Data Included	Tariff	International call discount Bz/MB	Mobile Broadband Bz/MB
Mada 3	3	N/A	N/A	N/A	N/A	29Bz/Min off-peak 39Bz/Min peak	N/A	PAYG
Mada On	5	N/A	N/A	N/A	N/A	19 Bz/Min on-net 39Bz/Min off-net	N/A	PAYG
Mada 10	10	N/A	200 on-net	200	500 MB	25 bz/Min on-net 39 bz/Min off-net	10%	5
Mada 20	20	N/A	500 on-net	500	1 GB	25 Bz/Min on-net 39 Bz/Min off-net	20%	5
Mada Liberty	4	N/A	N/A	N/A	N/A	59 Bz/call omantel mobile & Fixed networks / 39 Bz/Min other networks	N/A	PAYG
Mada Liberty Plus	25	250 on-net	N/A	750	2 GB	59 Bz/call omantel mobile & Fixed networks / 39 Bz/Min other networks	25%	5
Mada Infinity	39	unlimited	N/A	unlimited	5 GB	Zero Bz/call omantel mobile & Fixed networks / 39Bz/Min other networks	30%	5



Ajel	3	N/A	N/A	N/A	N/A	19Bz/Min Ooredoo mobile 39 Bz/Min Ooredoo Fixed & other operators	N/A	PAYG
Shahry Sawalif	10	200 on-net	N/A	N/A	N/A	79 Bz/call to any Ooredoo customer 39 Bz/Min other networks	N/A	10
Shahry Sahara	19	N/A	600 national	N/A	10GB night 1GB day time	29 Bz/Min	N/A	7
Shahry Mazeed	34	N/A	1500 national 2500 on-net weekend	unlimited	3 GB 10 GB weekend	29 Bz/Min	N/A	5

- Included Data for all plans are not applicable while roaming, Subscribers to Ooredoo Shahry Sahara and Mazeed can pay additional R.O 3 to use up to 80% of the bundled minutes in the said plans for receiving calls within GCC
- PAYG rates of Omantel for postpaid as follows:

0 - 200 MB	51.2 Bz/MB
> 200 MB	15 Bz/MB
- PAYG rates of Ooredoo for postpaid as follows:

Up to 113 MB	256 Bz/MB
Above 113MB	0 Bz no charge
- Out of Bundle rate of SMS is 10 Bz
- Shahry Sahara includes 10 GB data at night
- Shahry Mazeed includes 10 GB data and 2,500 Ooredoo minutes available from Thursday 10 PM to Saturday 10 PM and 3 GB and 1500 national minutes for the rest of the week.

Have a complaint?

The Beneficiary may file a complaint with the Service Provider as per the Beneficiaries Complaints Regulation issued by the Service Provider and approved by TRA.

Customer Complaints in Telecom service

1. Submit your written complaint to your Service Provider through email or fax or visit one of the customer service centers. Then wait for an answer from the service provider.
2. Keep a copy of the complaint that clearly shows the date the complaint has been received by the Service Provider.
3. The Service Provider is required to respond to the complaint and provide clarifications within 15 days. In case you followed the above steps and nothing has been done to solve the complaint within 15 days or if the solution is not satisfactory to you, you may forward your written complaint to TRA within 30 days commencing from the date of receiving a response from the Service Provider through any of the means shown above.



When you submit your complaint to TRA, please :

1. Complete the Complaint Form in the TRA website (Consumer Section) [www.tra.gov.om].
2. Attach with the form a copy of the complaint filed with the Service Provider.
3. Attach a copy of your ID as evidence that you are the subscriber for the service in question.
4. Attach a copy of any supporting documents such as bills, forms or previous correspondence.

What will happen then?

You will receive a text message with a reference number to confirm that your complaint has been received. TRA will investigate the matter with the Service Provider, and may also require additional information from you. As a final stage TRA will inform you of the decision taken in response to your complaint.

Major issues investigated by TRA are related to:

1. Billing and credit:
E.g: packages errors, charges errors, delay in receiving bills.
2. Issues related to service subscription:
E.g: Beneficiary being unable to disconnect the service.
3. Service agreement with the operator:
E.g: Information provided to the beneficiary when applying for the service is not accurate.
4. Delay in service operation and errors fixing.
5. Debt collection:
E.g: Problems related to payment method and credit errors.
6. Number portability
E.g: delay in number portability from one operator to another.
7. Digital content of restricted websites:
E.g: content prejudicial to public morals or offensive to religion, or websites that endanger cybersecurity or provide VOIP services, etc.
8. Network coverage:
E.g: weak coverage, repeated dropped calls.

TRA does not investigate issues related to:

1. Personal telecommunications equipment and devices that were not obtained as part of the service agreement with the operator:
E.g: Mobile devices or modems that have not been purchased from the operators.
2. Telecommunications sector policies (fall under the jurisdiction of the Ministry of Transport and Communications)
3. Issues that are before the court.

Call Centre (Free)

 **800-00-000**

Contact

consumer@tra.gov.om

www.tra.gov.om

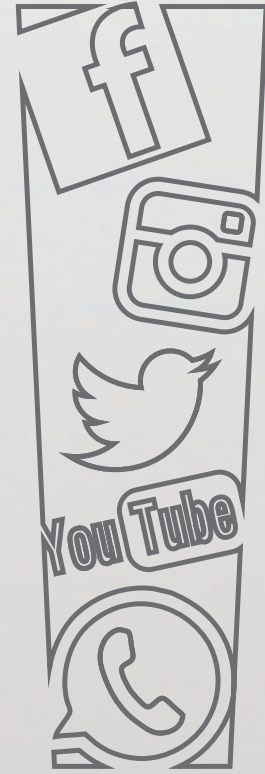
**Call center office hours:
Sunday to Thursday
(8 am - 3 pm)**



سلطنة عُمان
Sultanate of Oman



هيئة تنظيم الاتصالات
Telecommunications Regulatory Authority



راقب فاتورة الجوال أثناء التجوال ROAMING...MAKE IT WORK FOR YOU

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