سلطنة عُمان
Sultanate of Oman

هيئة تنظيم الاتصالات
Telecommunications Regulatory Authority

Quarterly Report on Telecom Sector Indicators

Q4, 2013

Competition and Tariffs Unit

Table of Content

➢ Introduction

It is our pleasure to present Q4 2013 Report for the Telecom Sector Indicators. The TRA has been compiling and publishing basic statistics on quarterly basis to provide market information of Telecom Sector to all interested parties including the investors, consumers, and the licensees. The Quarterly reports provide a brief update on the status of major telecom services in the Sultanate of Oman. These reports cover voice and data services for both fixed and mobile sectors.

This report has been compiled sourcing the data collected from the telecom operators and mobile resellers operating in Oman. The TRA would like to acknowledge and appreciate the service providers for their cooperation and support for providing these statistics to TRA, which helped in preparing and disseminating this information. The source data is sometimes delayed by the licensees, which cause a few days delay in publishing the report. We hope the publication timing will improve in future.

Any suggestion and comments for improvement of the contents and structure of the report are highly appreciated, which can be sent through letters, emails or fax to the Competition and Tariff Unit of TRA.

This report is published on the TRA website **(www.tra.gov.om).**

Disclaimer

The TRA tries its best to ensure accuracy of the information provided in this report. However, The users of any information contained in this report are advised to perform their own due-diligence to assess accuracy and relevance of the information and use it at their own risk and responsibility. Since the data is provided by the licensees, the TRA cannot assume responsibility for any loss, damage, and cost or expense whether direct, indirect, or consequential, sustained or suffered by any person using or relying on this information whether caused by reason of any inaccuracy, error, omission or misinterpretation.

Major Market Observations

Q4 2013

- The penetration of different services stood at the following levels at the end of the Q4 2013:
  - Fixed line 9.70 %,
  - Mobile subscriptions 155.05%
  - Internet 39.44% of households.

- The Active Mobile Broadband Subscribers' Penetration rate reached 67.44% by the end of Q4 2013 with total active subscribers reaching 2,443,296.

- The Blackberry Subscribers represent 2.03% of the total Mobile Subscribers base at the end of Q4/2013 as compared to 2.2% of total mobile subscribers as at the end of preceding quarter.

- During the Fourth Quarter 2013, the TRA received and approved:
- Total of 6 promotional tariff offers.
  - 26 Tariff Plans for Revisions.
  - 6 New tariff plans.

- TRA type approved 304 telecom equipments, renewed 102 registrations of telecom dealers and registered 109 new dealers. TRA Issued 444 releases to customs for importing telecom equipments.

- The TRA carried out 332 inspections of dealers to check compliance of TRA regulations.

Summary of Main Telecommunications Indicators

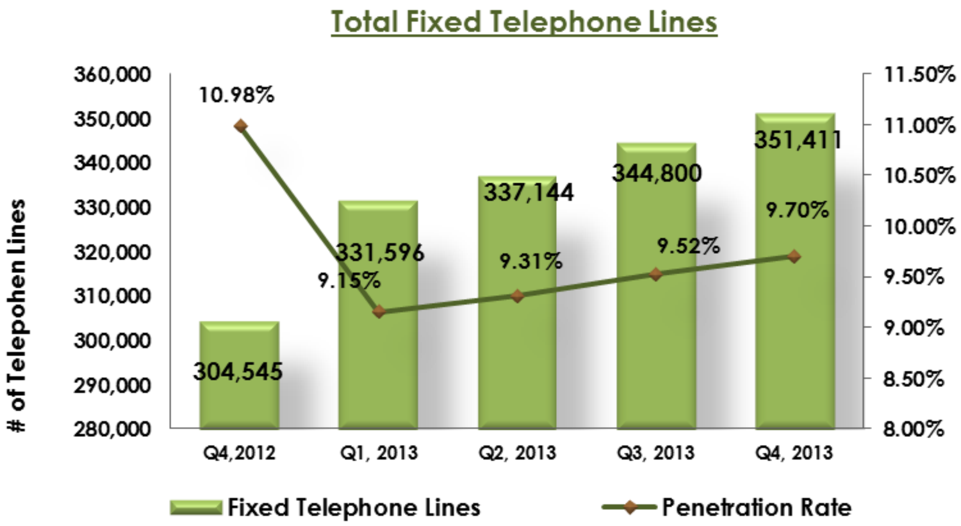
Indicator	Fixed Telephony Service *(other than Fixed Internet)*	Fixed Internet Service	Mobile Service
Subscribers	**351,411**	**158,678**	**5,617,426**
Penetration rate	**87.35% Of household**	**39.44% of household**	**155.05% of inhabitant**
Revenue **(Mln.RO)**	**43.579**	**14.926**	**128.395**
International Outgoing Voice Minutes, (million)	**7.247**	**NA**	**205.513**
ARPU, (RO)	**6.71**	**31.36**	**7.62**
Service Providers	Omantel, Nawras, Samatel	Omantel, Nawras	Oman Mobile, Nawras, Friendi, Renna, Samatel

***The Fixed ARPU is based on revenue for the fixed telephone lines (post-paid and prepaid).**

Fixed Telephone Service

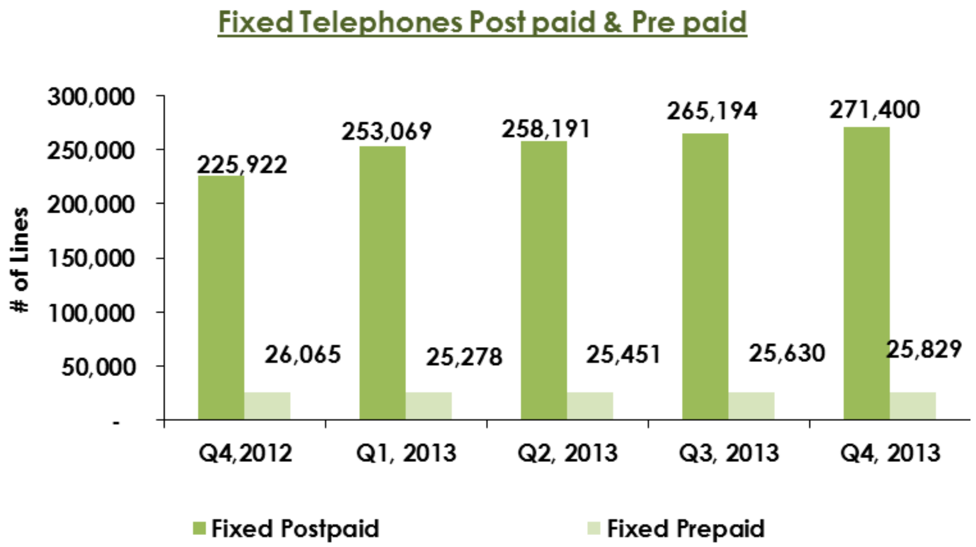
Type of Service	Q4/2013	Q3/2013	% Change
1. Fixed Telephone Lines:			
1.1 Post Paid	271,400	265,194	2.3%
1.2 Pre-Paid	25,829	25,630	0.8%
1.3 Public Telephone – Payphone	6,801	6,801	0.0%
1.4 ISDN Equivalent Channels	45,558	45,346	0.5%
1.5 WLL Connections	1,823	1,829	-0.3%
Total Fixed Telephone Lines in Operation (1.1-1.5)	**351,411**	**344,800**	**1.9%**
Fixed Line Penetration /100 Inhabitant	**9.70%**	**9.52%**	**1.9%**
Fixed Line Penetration /100 household	**87.35%**	**85.71%**	**1.9%**

- **Note: the penetration rate has been calculated as per latest statistics provided by NCSI of Mid-Year 2012 (3,623,001), & Estimated Household: (402,286), as per Census 2010.**



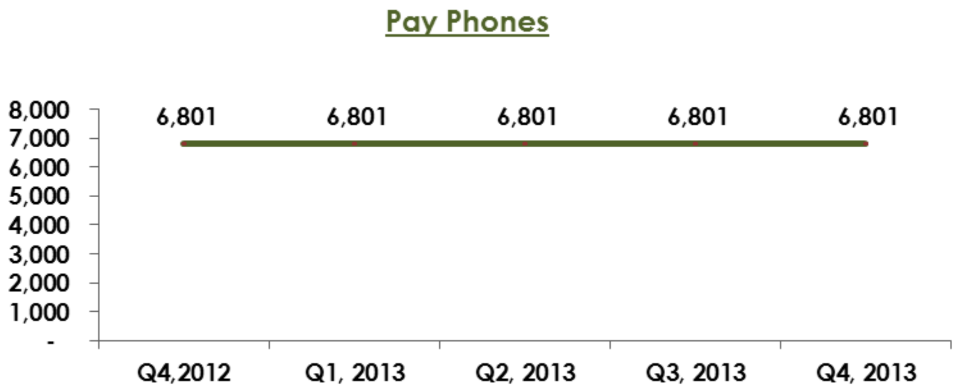
Note: the steep drop in penetration in Q1was due to revised Population figure published by NCSI.

- Q4, 2013 ended with 351,411 fixed lines, with an increase of 2.3% compared to the previous quarter. Similarly, the penetration rate in terms of inhabitants grew from 9.52% to 9.70% and in terms of household from 85.71% to 87.35%.

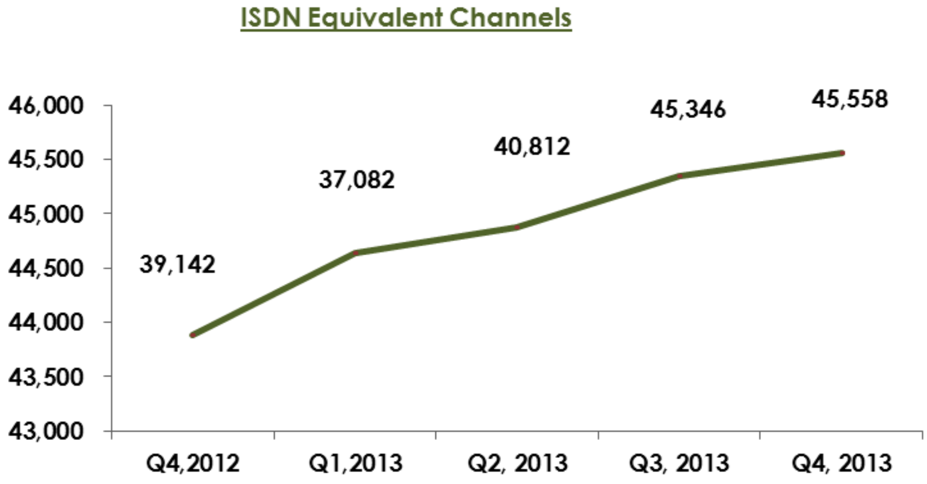


During the 4th quarter 2013, the fixed post-paid lines increased by 2.3%, resulting in total of 271,400 post-paid lines.

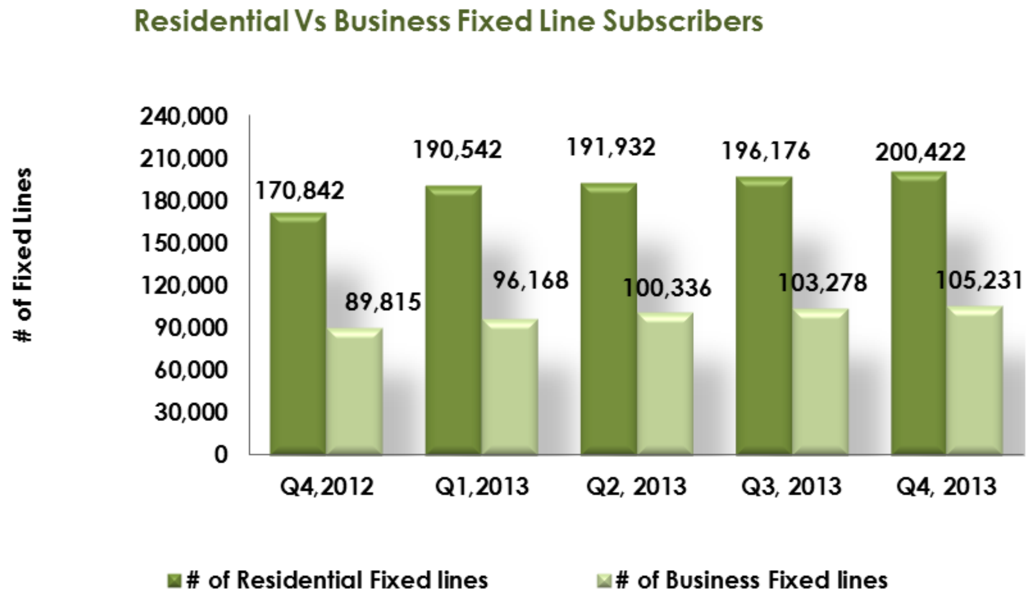
The number of prepaid connections increased by 0.8% during the same period.



Public payphones remained static since last year with the total of 6,801 pay phones in service.



The ISDN equivalent channels showed an increase of 0.5% during the fourth quarter of 2013.



Total residential fixed lines recorded an increase to reach to 200,422 during the 4th quarter, which is equal to an increase of 2.16%.

The split between fixed residential and business lines stands at 65.6% and 34.4% respectively.

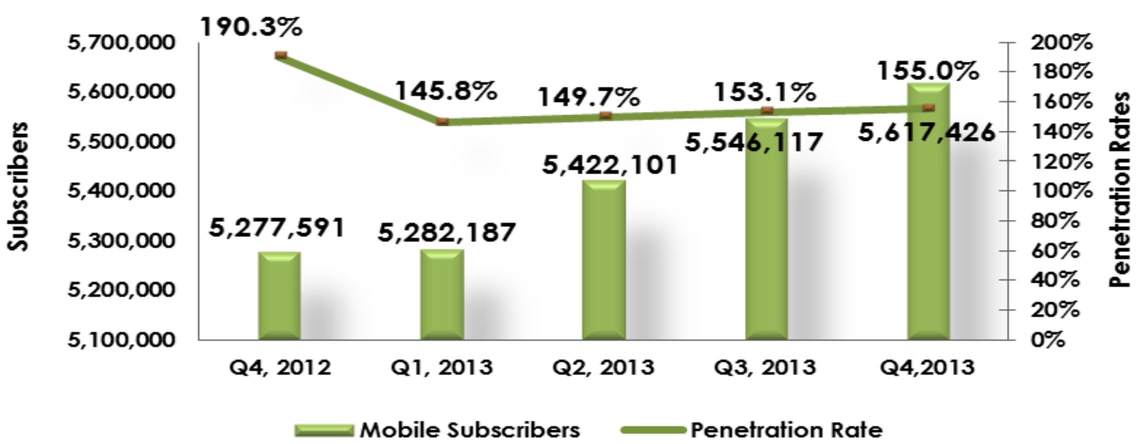
Mobile Service

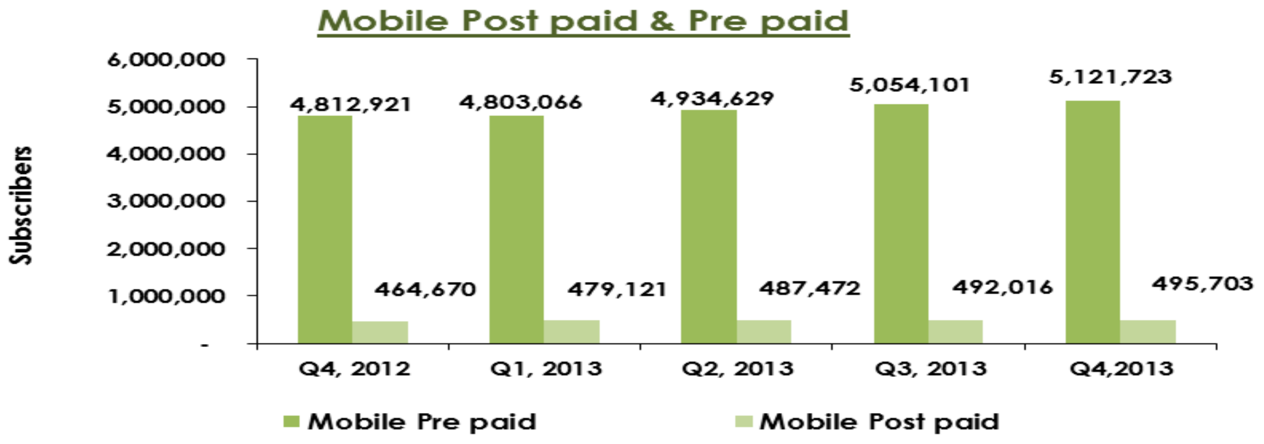
2. Mobile Subscribers	As of Dec 2013	As of Sept 2013	% change
2.1 Post Paid			
2.1.1 Operators	495,703	492,016	0.7%
2.1.2 Resellers			
Total Postpaid Subscribers	**495,703**	**492,016**	**0.7%**
2.2 Pre-Paid			
2.2.1 Operators	*4,553,279*	*4,519,277*	0.8%
2.2.2 Resellers	*568,444*	*534,824*	6.3%
Total Prepaid Subscribers	**5,121,723**	**5,054,101**	**1.3%**
Total Mobile Subscribers: (2.1+2.2)	**5,617,426**	**5,546,117**	**1.3%**
Mobile Penetration/100 Inhabitant	**155.05%**	**153.08%**	**1.3%**
BlackBerry Subscribers:			
3.1 Post Paid	13,423	14,790	-9.2%
3.2 Pre-Paid	100,965	105,294	-4.1%
Total BlackBerry Subscribers (3.1+3.2)	**114,388**	**120,084**	**-4.7%**
% of BlackBerry Mobile Subscribers of total Base in Oman	**2.04%**	**2.2%**	**-7.3%**

- **Note: the penetration rate has been calculated as per latest statistics of population provided by NCSI of Mid-Year 2012 (3,623,001).**

- By end of Q4, 2013 total mobile subscribers rose to 5,617,426 with an increase of 71,309 subscribers during quarter.
- The penetration rate of mobile subscribers increased from 153.08% to 155.05%.

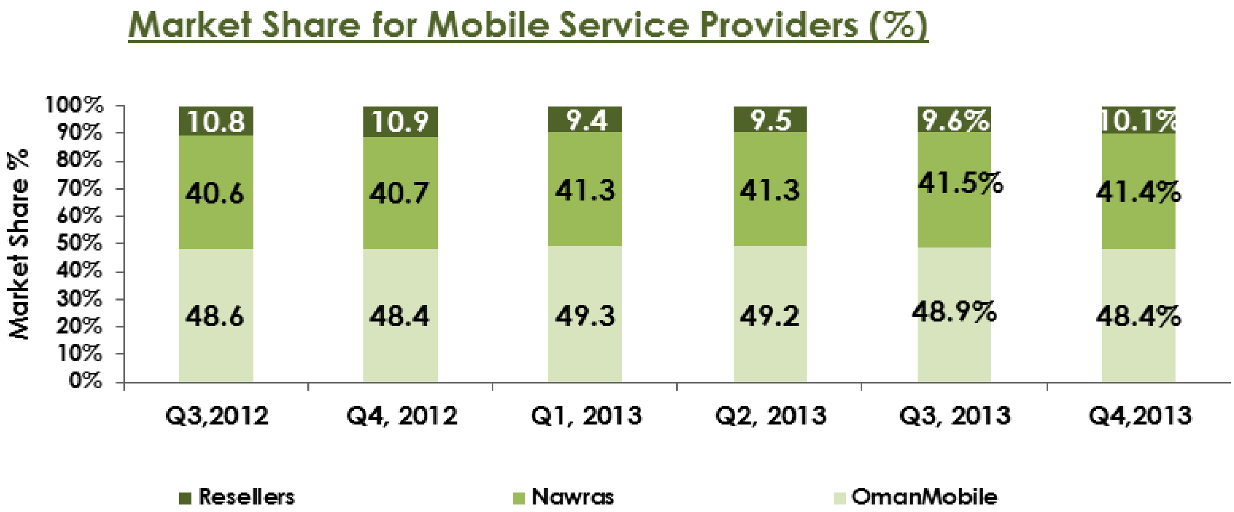
Mobile Subscribers



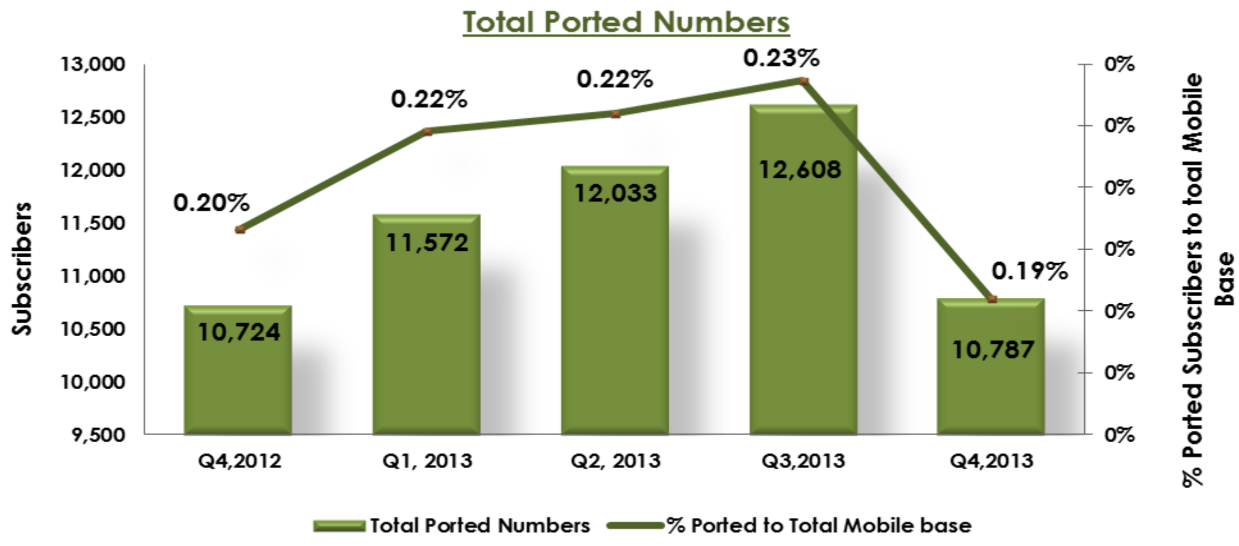


Post-paid mobile subscribers stood at 495,703 at the end of 4th Quarter 2013 showing an increase of 0.75%.

Prepaid mobile subscribers were 5,121,723 at the end of Q4 showing the growth of 1.33% compared to 3rd quarter.



As of end of Q4, 2013, Oman Mobile possessed a market share of 48.4% while Nawras had 41.4%. The resellers achieved 10.1% market share during the reported quarter.



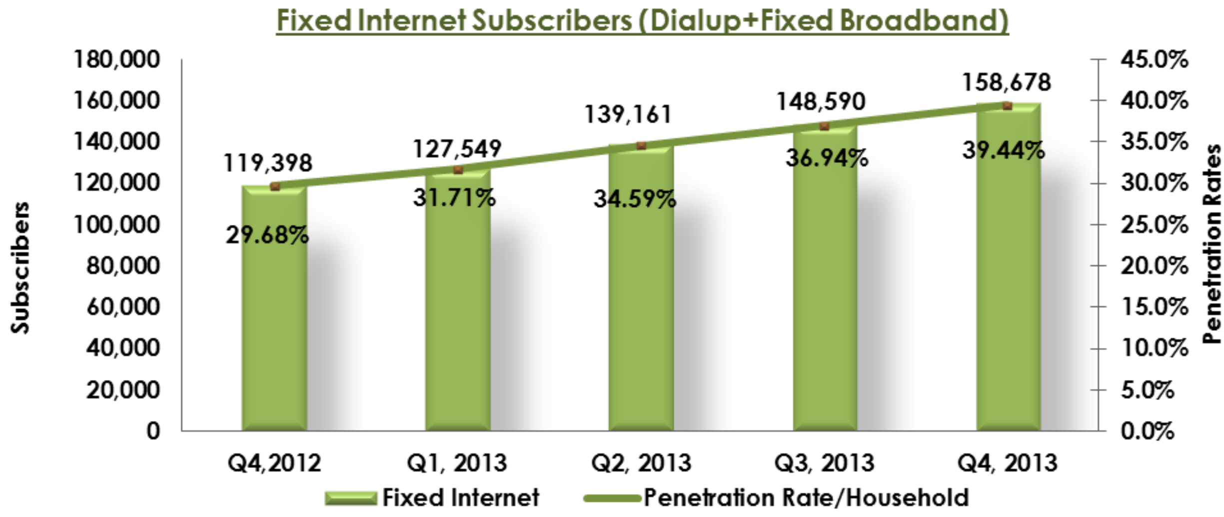
Total numbers ported during Q4, 2013 were 10,787 as compared to 12,608 numbers during Q3, 2013. This translates a reduction of 14.4% over the previous quarter. During the quarter the ported numbers represented 0.19% of the total mobile subscribers' base.

Blackberry Subscribers at the end of Q4, 2013 represented 2.0% of the total Mobile Subscribers base with the total of 114,388 subscribers.

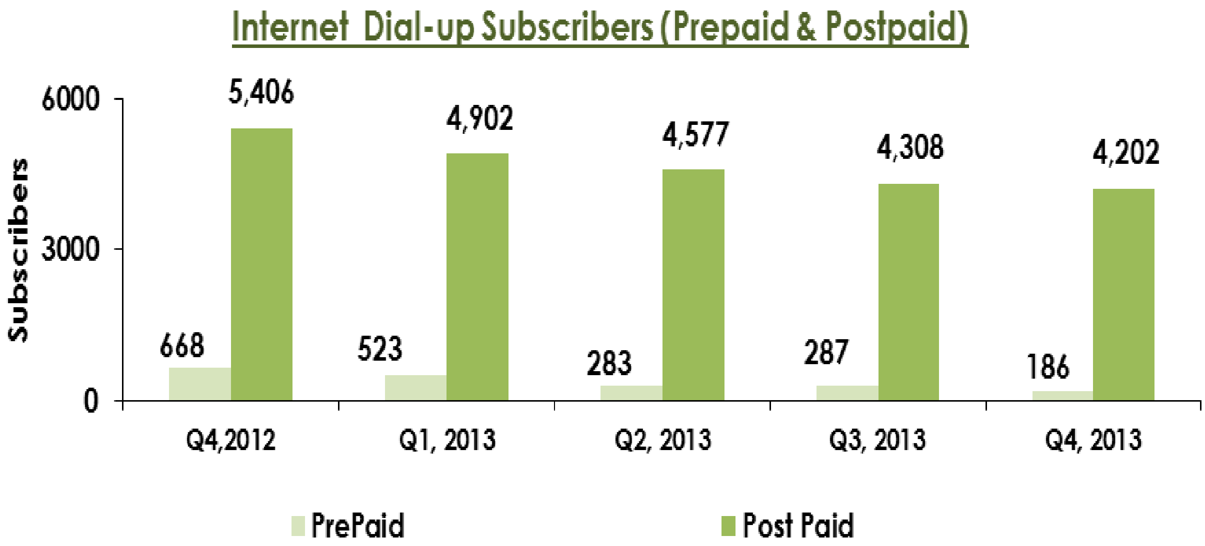
This has registered a drop of 9.09% over the previous quarter when it was 2.2% of the total mobile subscriber base in Oman.

Internet Services

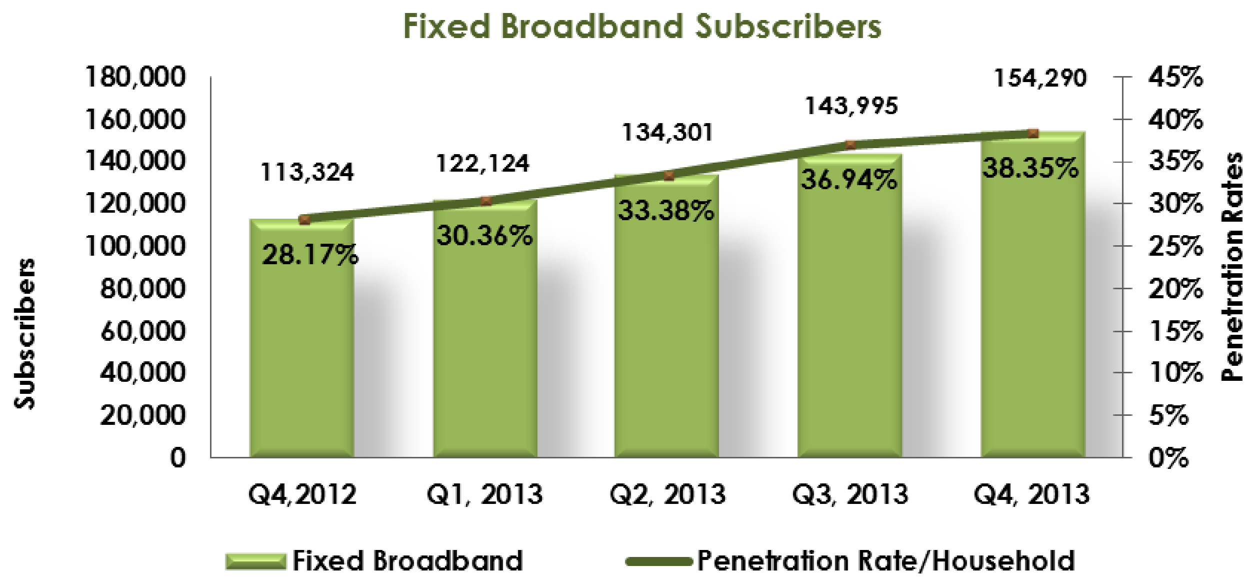
Type of Service		As of Dec 2013	As of Sept 2013	% Change
Dial Up Subscribers				
	1.1 Post Paid	4,202	4,308	-2.5%
	1.2 Pre-Paid	186	287	-35.2%
1.	**Total Dial-Up Subscribers: (1.1+1.2)**	***4,388***	**4,595**	**-4.5%**
Fixed Broadband Subscribers				
2.	**Total Fixed Broadband Subscribers**	**154,290**	**143,995**	**7.1%**
	Total Fixed Broadband Subscribers Penetration/100 Household	**38.35%**	**35.79%**	**7.2%**
	Total Fixed Internet Subscribers (1+2)	**158,678**	**148,590**	**6.8%**
	Total Fixed Internet Penetration /100 Household	**39.44%**	**36.94%**	**6.8%**
3. Active Mobile Broadband Subscribers				
	3.1 Dedicated mobile-broadband Subscribers	1,675,631	1,384,256	21.0%
	3.2 Standard mobile-broadband Subscribers	767,665	735,728	4.3%
	Total Active Mobile Broadband Subscribers (3.1+3.2)	**2,443,296**	**2,119,984**	**15.3%**
	Active Mobile Penetration Rate /100 Inhabitant	**67.44%**	**58.51%**	**15.3%**



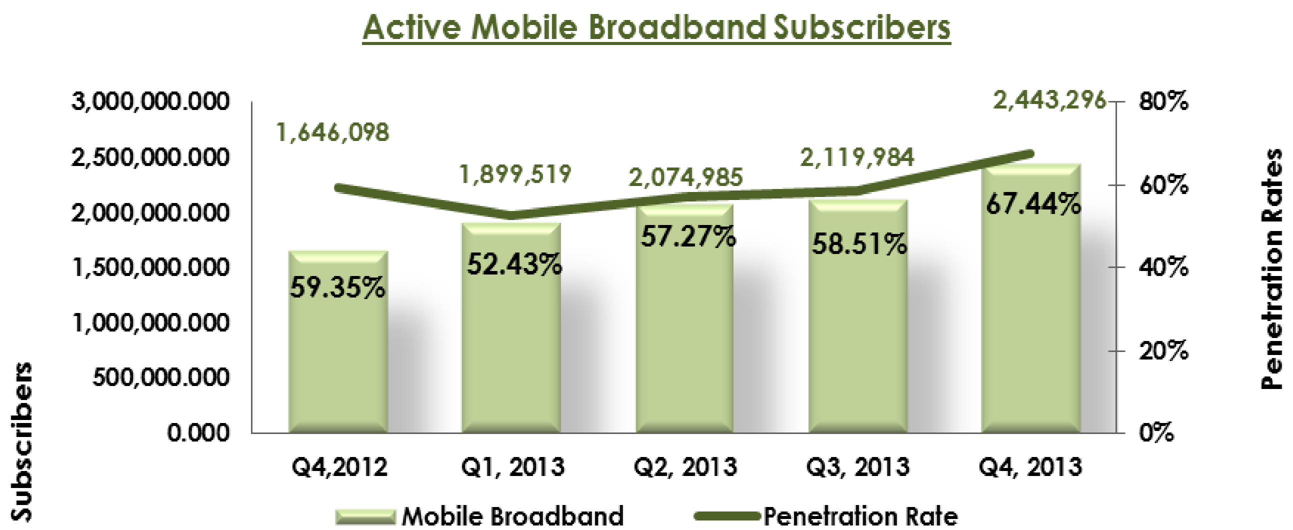
- At the end of Q4, 2013 there were 158,678 total fixed Internet subscribers showing an increase of 6.8% against the second quarter.
- Fixed internet subscribers' penetration rate in terms of Households increased to 39.44% by end of the fourth quarter.



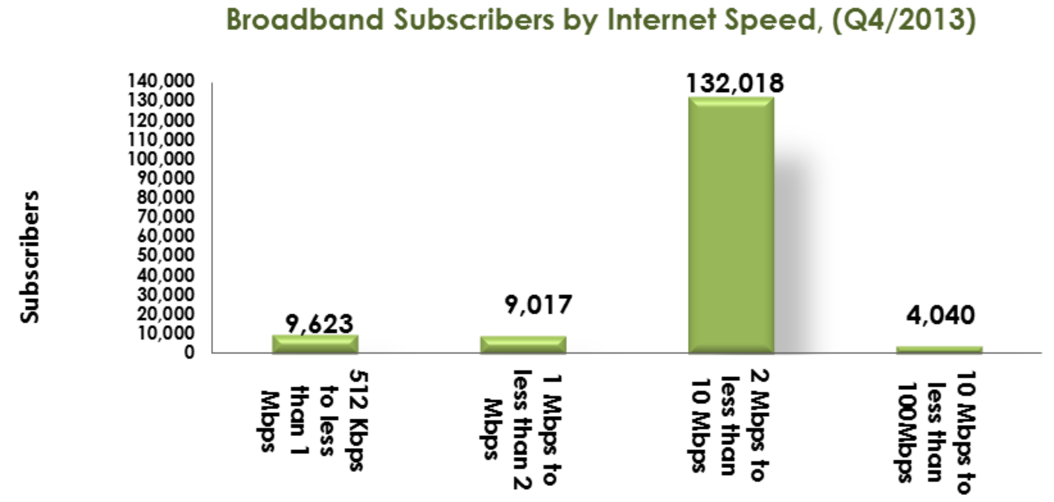
The Dial up subscribers are showing continuous decline since the last year. The Q4, 2013 shows a decline of 4.5% from Q3, 2013.



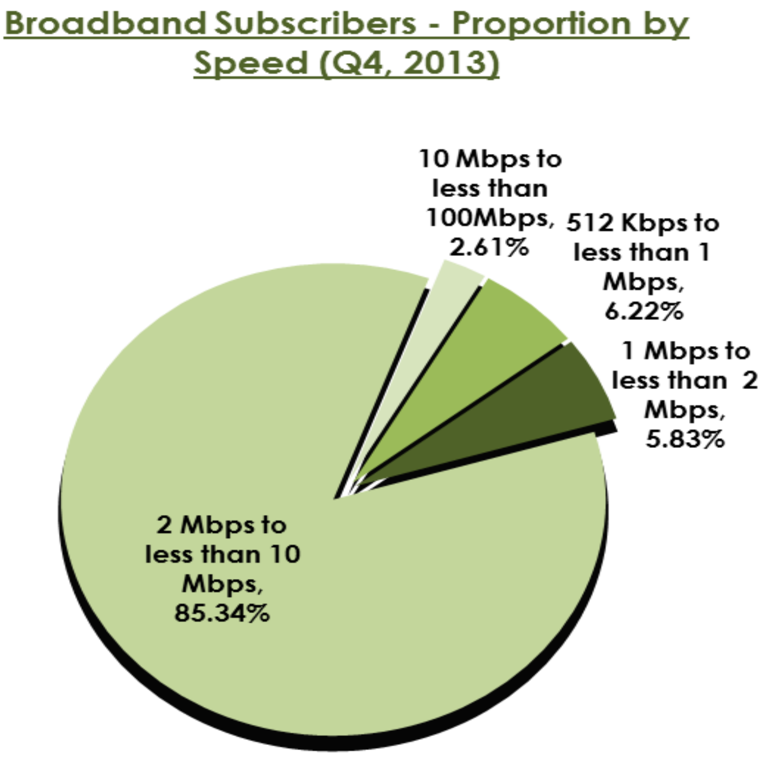
Fixed Broadband subscription increased by 7.1% (from 143,995 to 154,290). Penetration rate in terms of Household also increased to 38.35% from 36.94% during Q4, 2013.

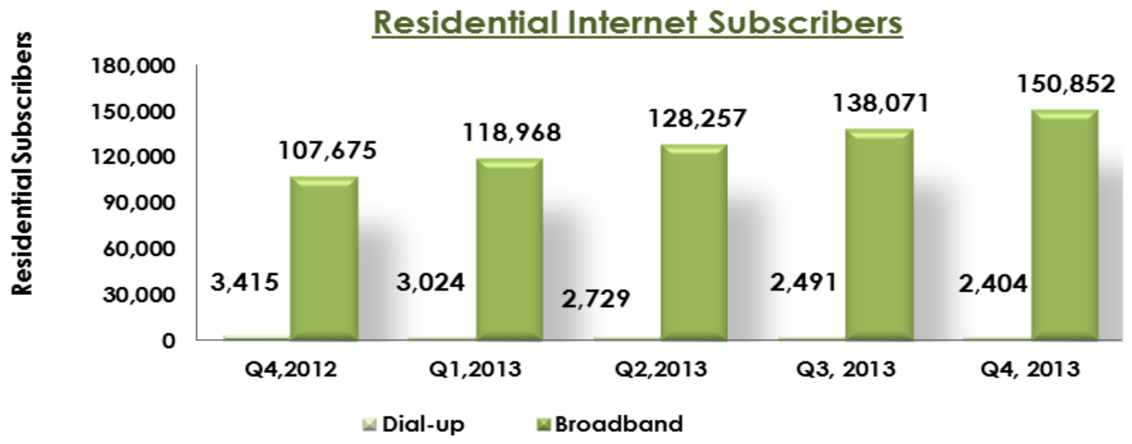


- At the end of Q4, 2013 the Total Active Mobile Broadband subscribers (*measured as per ITU definition*) increased to 2,443,296 from 2,119,984 of Q3, 2013. The penetration rate grew by 15.3% standing at 67.44% of population.



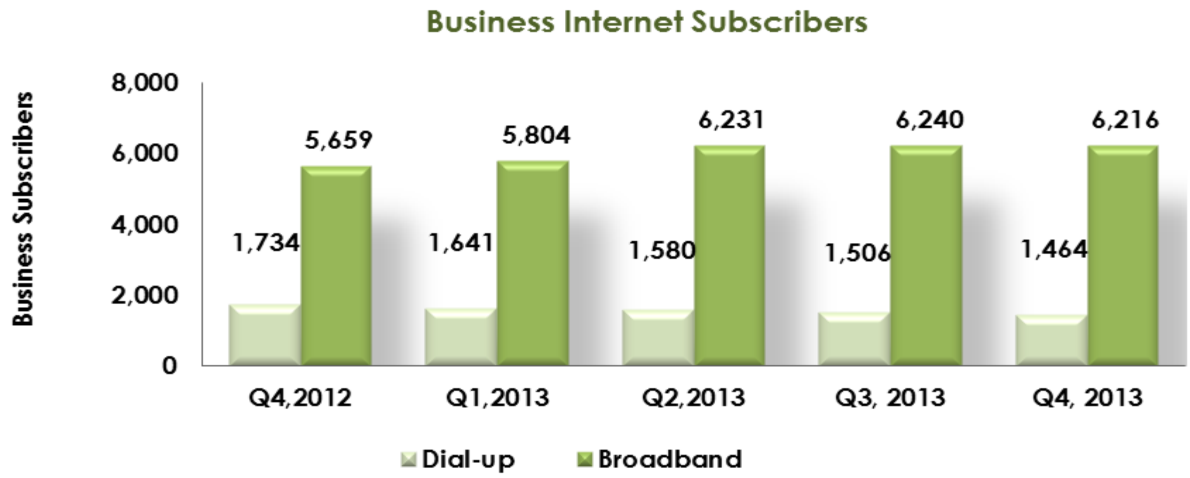
- 6.22% of Broadband subscribers during Q4, 2013 had access speed of 512Kbps to less than 1 Mbps.
- 5.83% of Broadband subscribers during Q4, 2013 had access speed of 1Mbps to less than 2 Mbps.
- 85.34% of Broadband subscribers during Q4, 2013 had access speed of 2 Mbps to less than 10Mbps.
- 2.61% of the broadband subscribers have access to 10 Mbps and above.

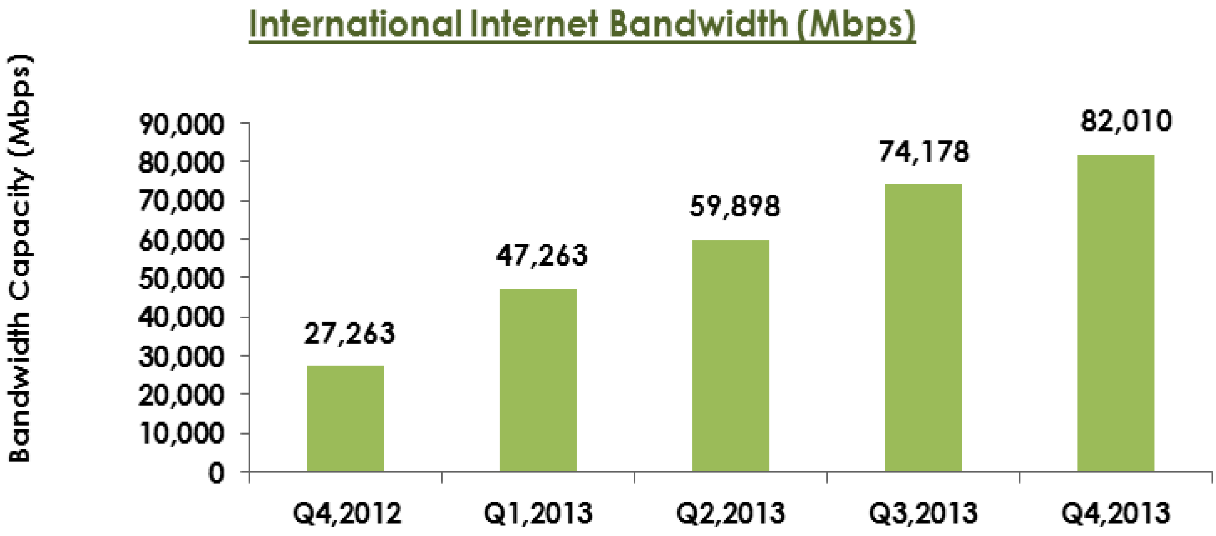




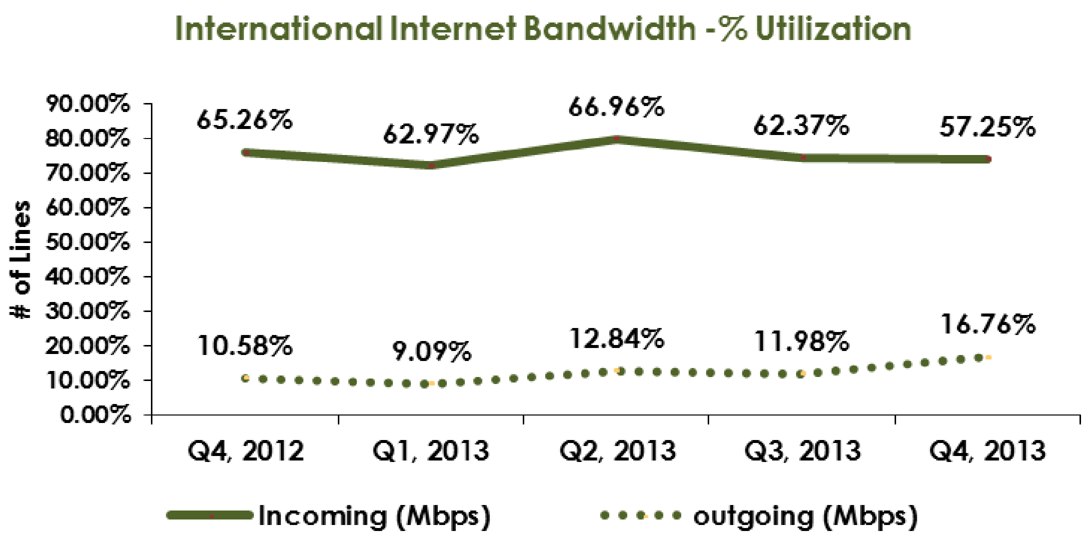
- The residential internet broadband subscribers in the above chart increased during the Fourth Quarter 2013 by 9.2%, while in the below chart the Business internet broadband subscribers slightly reduced by 0.38%.

- On the other hand, the Dial up was showing continuous drop since the last year.



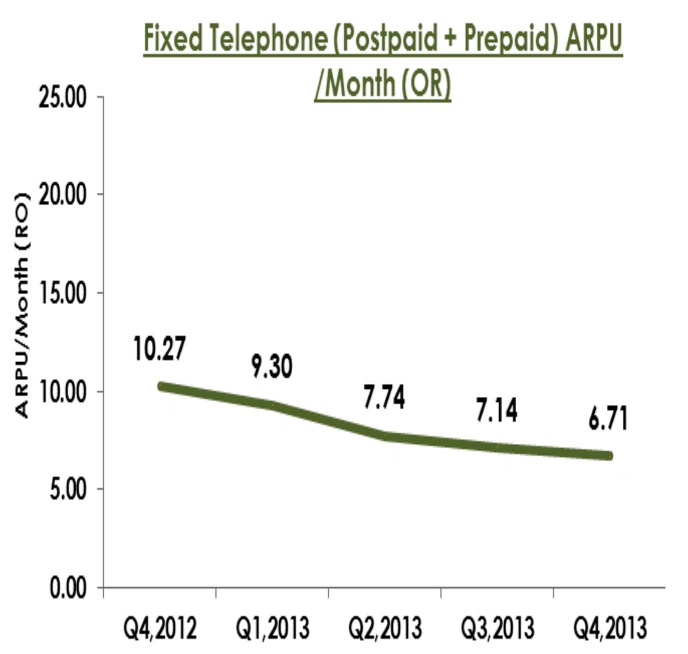


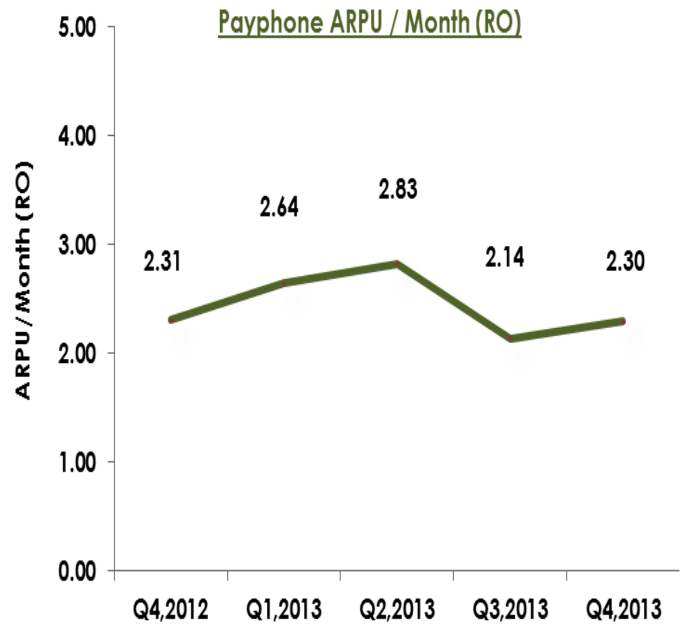
➢ Q4, 2013 recorded 82,010 Mbps as total of international internet bandwidth capacity in the market, which shows an increase of 10.56% over the previous quarter.

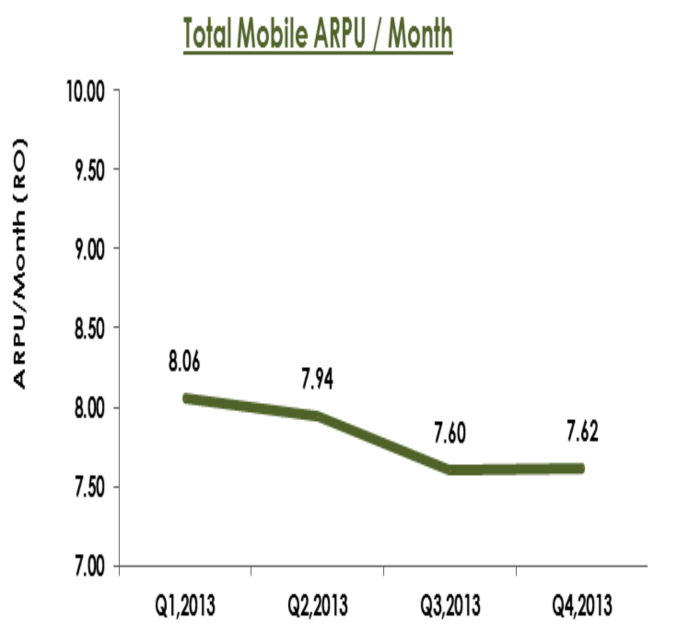


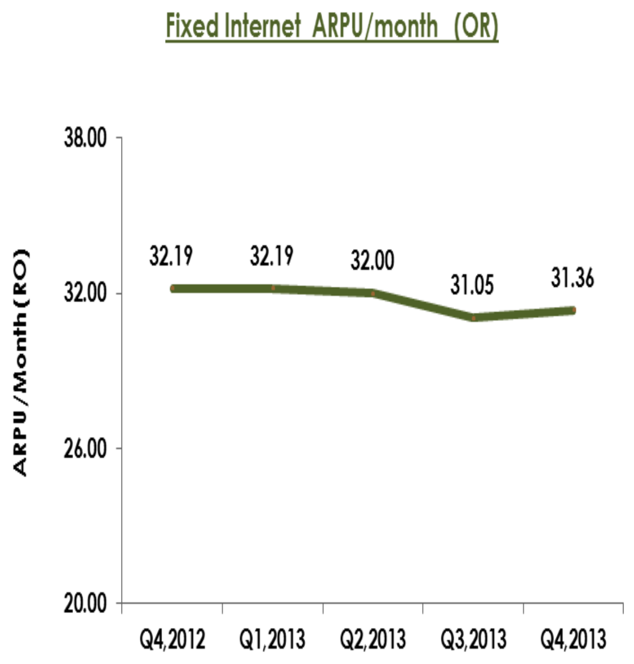
➢ Out of 82,010 Mbps capacity, on average 16.76% was utilized for the outgoing and 57.25% for the incoming traffic.

ARPUs









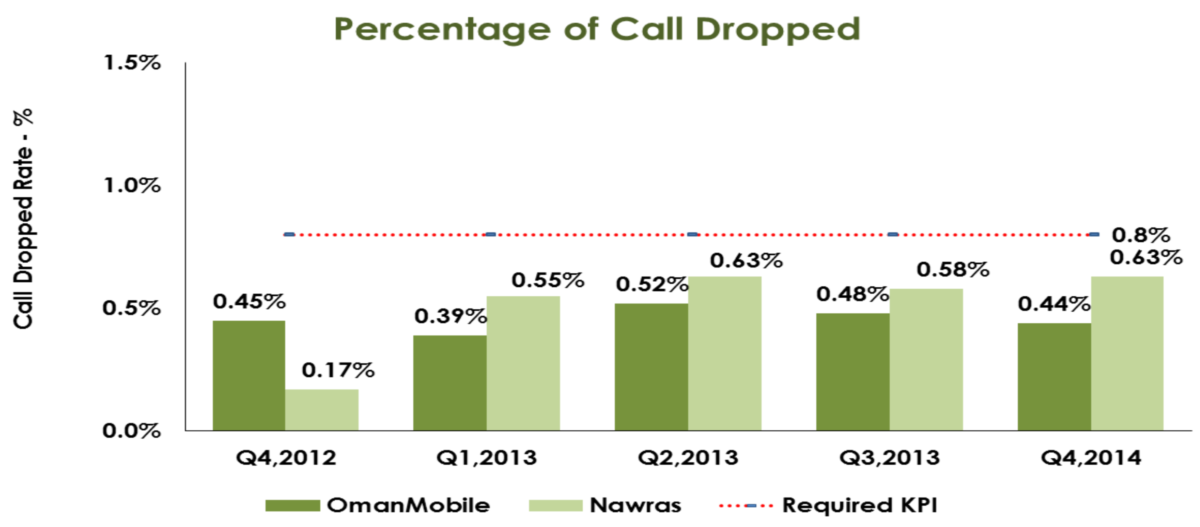
Note: (Calculation of the ARPUs is to divide the total revenue of a service on number of subscribers of that service divide by 3)

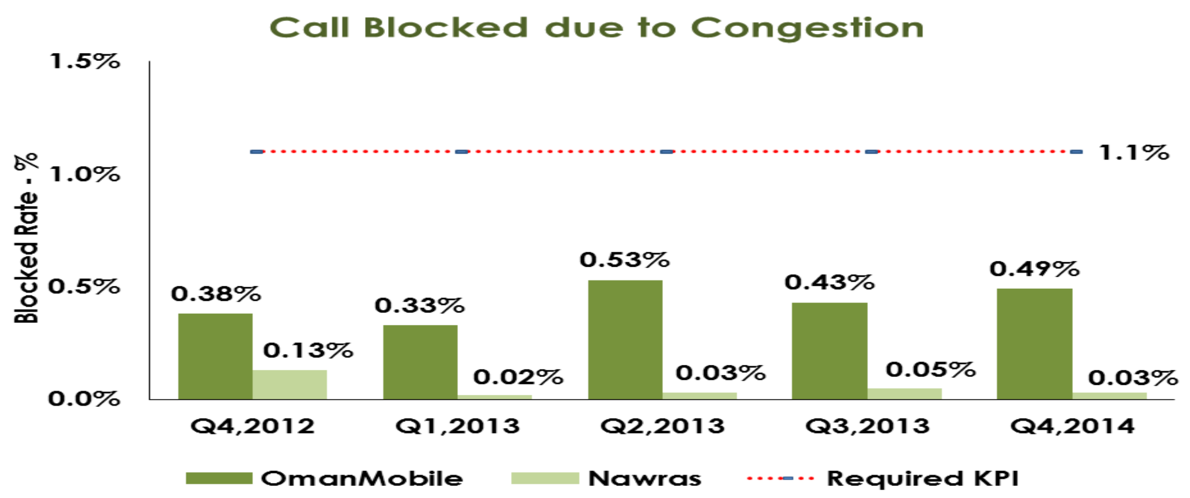
Quality of Service

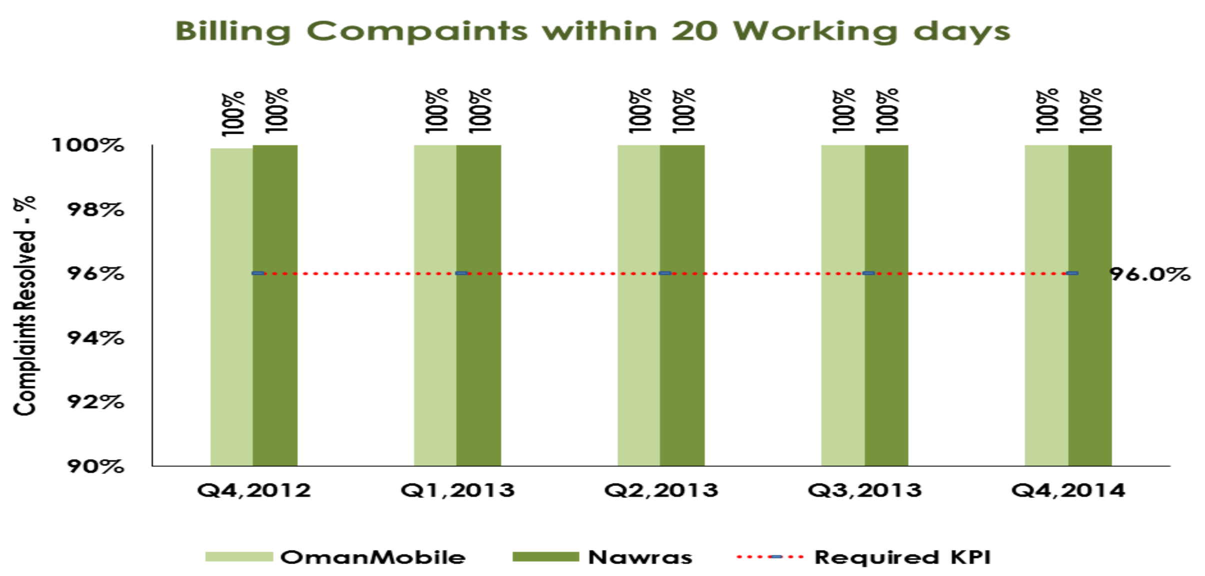
Mobile Services KPIs*

(As measured and reported by the operators. These are not audited or verified figures.)

Mobile Services KPIs	Required KPI (Bi-Annual)	Q4/2013		Q3/2013	
		Oman Mobile	Nawras	Oman Mobile	Nawras
1. Percentage of Calls Dropped	Less than 0.8%	0.44%	0.63%	0.48%	0.58%
2. Percentage of Calls Blocked due to Congestion	Less than 1.1%	0.49%	0.03%	0.43%	0.05%
3. Percentage of billing complaints resolved within 20 working days	More than 96%	100%	100%	100%	100%


Percentage of Call Dropped
Call Dropped Rate - %
1.5%
1.0%
0.5%
0.0%
0.8%
0.45%
0.17%
0.39%
0.55%
0.52%
0.63%
0.48%
0.58%
0.44%
0.63%
Q4,2012
Q1,2013
Q2,2013
Q3,2013
Q4,2014
OmanMobile
Nawras
Required KPI


Call Blocked due to Congestion
Blocked Rate - %
1.5%
1.0%
0.5%
0.0%
1.1%
0.38%
0.13%
0.33%
0.02%
0.53%
0.03%
0.43%
0.05%
0.49%
0.03%
Q4,2012
Q1,2013
Q2,2013
Q3,2013
Q4,2014
OmanMobile
Nawras
Required KPI

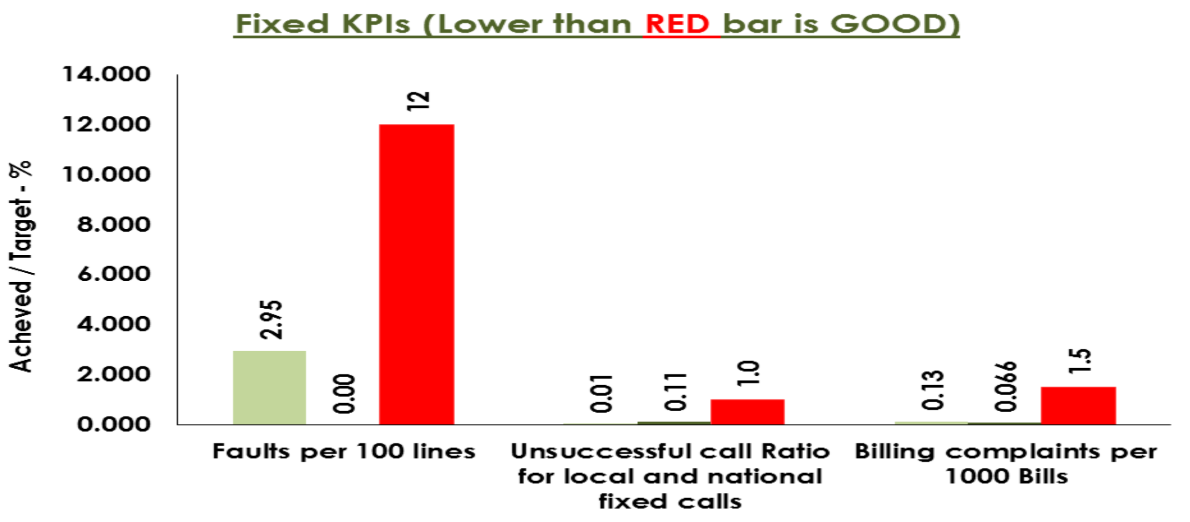

Billing Compaints within 20 Working days
Complaints Resolved - %
100%
98%
96%
94%
92%
90%
100%
100%
100%
100%
100%
100%
100%
100%
100%
100%
96.0%
Q4,2012
Q1,2013
Q2,2013
Q3,2013
Q4,2014
OmanMobile
Nawras
Required KPI

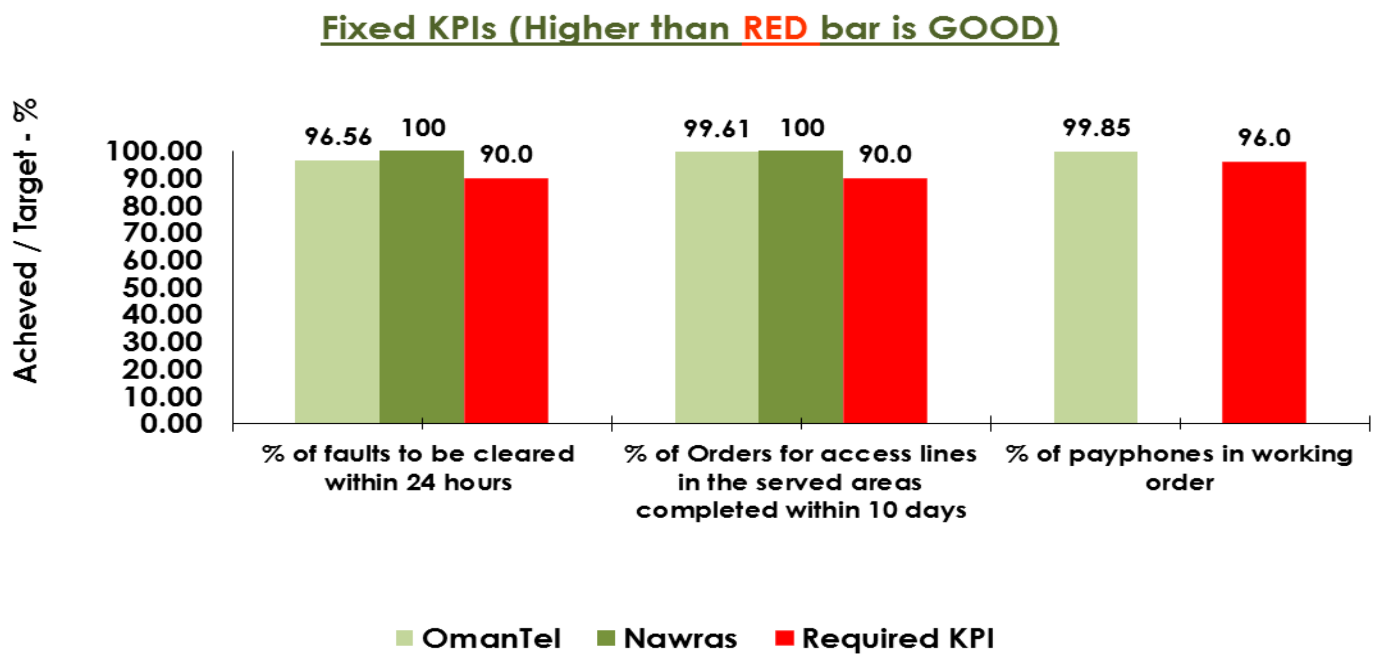
Fixed Services KPIs

(As measured and reported by the operators. These are not audited/verified KPIs)

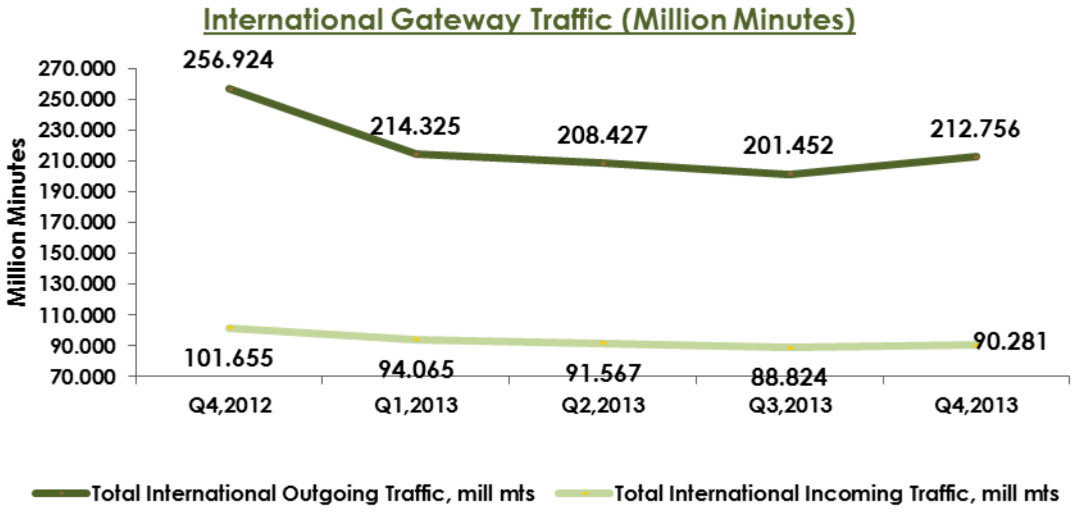
Fixed Services KPIs	Required KPI (Bi-Annual)	Q4/2013		Q3/2013	
		Omantel	Nawras	Omantel	Nawras
1. Faults per 100 lines	Less than 12	2.95%	0.00%	2.78%	0.06%
2. % of faults to be cleared within 24 hours	More than 90%	96.56%	100%	96%	100%
3. Unsuccessful call Ratio for local and national fixed calls	Less than 1%	0.01%	0.11%	0.11%	0.022%
4. Percentage of Orders for access lines in the served areas completed within 10 days	More than 90%	99.61%	100%	98.84%	100%
5. Percentage of payphones in working order	More than 96%	99.85%	NA	99.78%	NA
6. Billing complaints per 1000 Bills	Less than 1.5	0.13%	0.066%	0.13%	0.059%
7. Percentage of billing complaints resolved within 20 working day	More than 96%	100%	100%	100%	100%

*The figures are not audited by TRA.

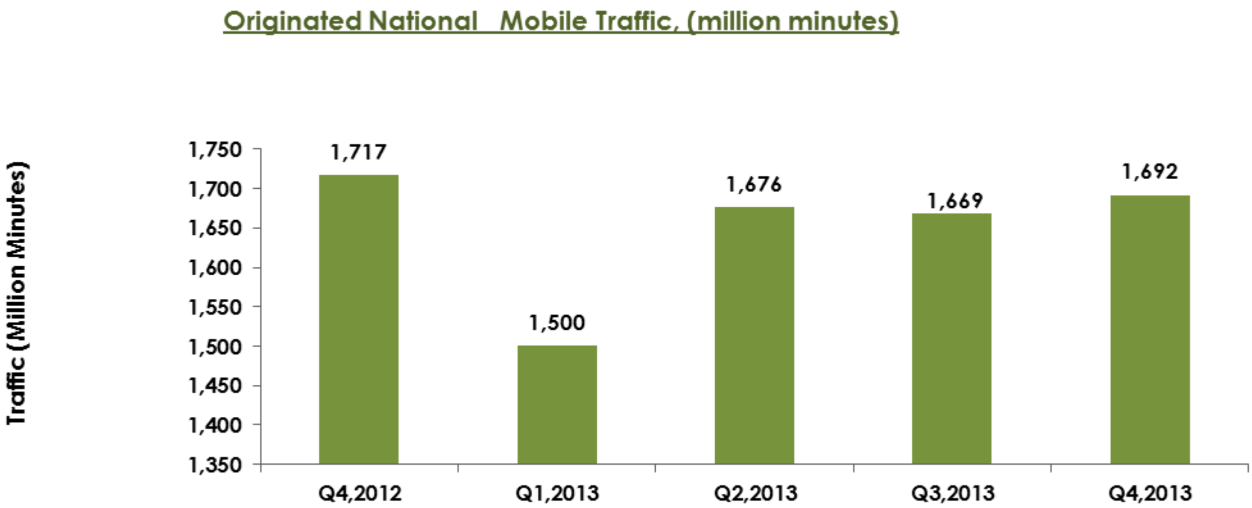

Fixed KPIs (Lower than RED bar is GOOD)
Acheved / Target - %
14.000
12.000
10.000
8.000
6.000
4.000
2.000
0.000
2.95
0.00
12
0.01
0.11
1.0
0.13
0.066
1.5
Faults per 100 lines
Unsuccessful call Ratio for local and national fixed calls
Billing complaints per 1000 Bills
OmanTel
Nawras
Required KPI


Fixed KPIs (Higher than RED bar is GOOD)
Acheved / Target - %
100.00
90.00
80.00
70.00
60.00
50.00
40.00
30.00
20.00
10.00
0.00
96.56
100
90.0
99.61
100
90.0
99.85
96.0
% of faults to be cleared within 24 hours
% of Orders for access lines in the served areas completed within 10 days
% of payphones in working order
OmanTel
Nawras
Required KPI

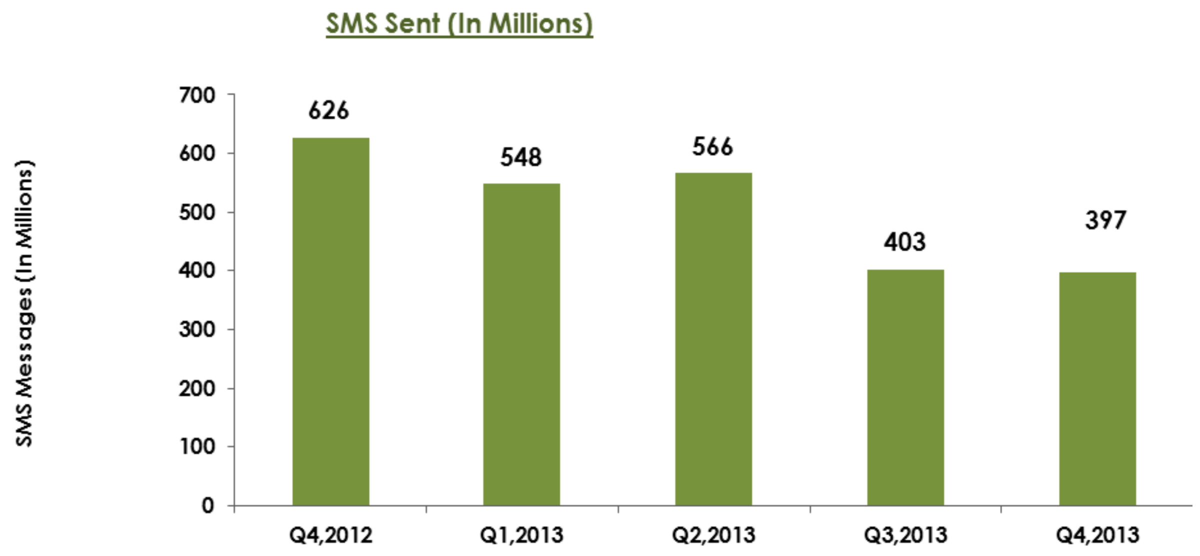
Traffic



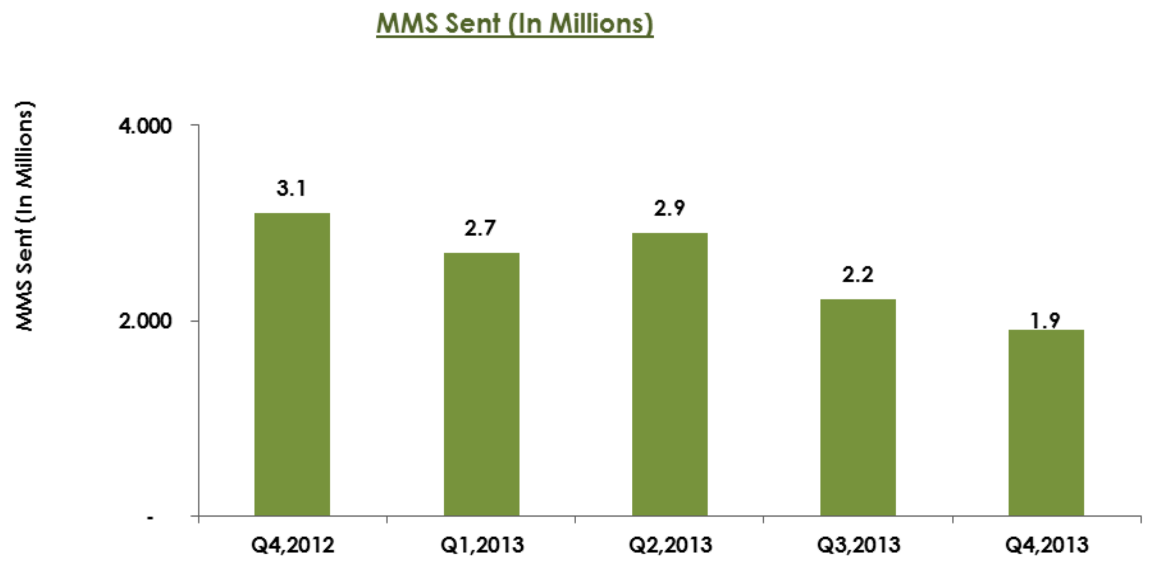
During the fourth quarter of 2013, both the outgoing and incoming minutes from the international gateway registered an increase of 5.6% and 1.6% respectively.



The originated national mobile traffic has been fluctuating during the previous quarters. The fourth quarter of 2013 has shown an increase of 1.4% against the third quarter of 2013.



During the quarter, the total volume of Sent SMS messages decreased to 397 million from 403 million SMS which is 1.5% less compared to Q3, 2013.



The number of MMS declined during the Q4, 2013 by 13.7% against Q3, 2013, reaching to a total of 1.9 million.

Type Approval

During the Q4 Quarter 2013, TRA :

- Approved a total number of 304 (Previous Quarter 399) Telecom Equipment.
- Renewed 102 (Previous Quarter: 92) registrations of Telecom Dealers.
- Registered 128 (Previous Quarter: 109) new dealers.
- Issued 444 (Previous Quarter: 461) Releases to Customs for Imported Telecom equipment.
- Inspected 332(Previous month 34) dealerships.