

Towards **world class** excellence in **services to all**





THE TELECOMMUNICATIONS REGULATORY AUTHORITY (TRA OMAN)

TRA, the regulatory authority of the Sultanate's telecommunications & postal policies, is committed to facilitating the growth of the telecom and postal sectors. This commitment is carried out by enabling the availability of state-of-the art technologies via an increasing range of choices and delivery to consumers with reasonable prices. In doing so, TRA balances the interests of various stakeholders based on principles of non-discrimination, transparency and technology neutrality.

VISION

To have the right regulatory environment to enable the provision of world-class services to all, by 2018

MISSION

We are the national authority to regulate the telecommunications and postal services sectors by translating government policies into regulations, rules and guidelines and ensuring their enforcement and compliance to enable competitive and sustainable supply of services in order to facilitate access and safeguard the interest of users with respect to price and quality





The “Who”?

We are the national authority

- We are a government statutory body which is set up by law and is authorized to regulate the telecom and postal sectors on behalf of the Government.

The “What”?

to regulate the telecommunications and postal services sectors

- We are responsible for exercising autonomous authority over the telecommunications and postal services sectors in a regulatory and supervisory capacity.

The “How”?

by translating government policies into regulations, rules and guidelines and ensuring their enforcement and compliance

- We are responsible for developing regulations, rules and guidelines to implement the policies issued by the Government.
- We are empowered to enforce these regulatory tools (regulations, rules and guidelines) by ensuring their implementation and by monitoring and supervising the compliance of the different players in the market.
- We foster an environment in which competitive services are provided to users.

The “Why”?

to enable a competitive and sustainable supply of services in order to facilitate access and safeguard the interest of users with respect to price and quality

- We ensure that the supply of services is sustainable, maintaining the right balance between competitiveness and sustainability.
- We facilitate access of different groups of end users (businesses, households, individuals, etc.) to telecommunications and postal services.
- We safeguard the interests of users, individuals, businesses, government, etc., with respect to price and quality of all the services provided.

OBJECTIVES

- 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 access to global markets and information.
- To use telecommunications services with the aim of encouraging the tangible and non-tangible exports.
- To ensure the optimal use of frequency spectrum.
- To safeguard the interests of beneficiaries and dealers with respect to prices of equipment , quality and efficiency of telecommunication services.
- To ascertain the financial capability of the licensees.
- To promote entry into commercial activities in relation to telecommunications services and equipment by providing suitable conditions that enables new licensees to compete in order to establish an effective competitive environment.
- To develop the economic competence in the performance of licensees engaged in the commercial activities related to the sector.
- To prepare suitable conditions for competition among the licensees to ensure the provision of world standard telecommunications services at reasonable costs and prices, and to take necessary actions to enable service providers to compete abroad.
- To encourage research and development in the telecommunications sector.
- Regulating the provision of postal services in the Sultanate in accordance with the Postal Service Regulatory law.
- Oversee and monitor the postal services providers to ensure the provision of licensed services of appropriate quality at approved tariff.

TRA SERVICES

- Telecommunications License Application.
- Accreditation of registrars for Oman's ccTLD .
- Registration of dealers in telecom activities.
- Import telecommunications equipment for re-exporting outside the Sultanate.
- Application for approving telecommunications equipment.
- Application for telecommunications licence exemptions.
- Application to provide iVMS / AVL services.
- Application to provide postal services.
- Declaration of services tariffs.
- Allocation of numbers
- Application for a new radio license.
- Settlement and reconciliation contract.
- Receiving complaints, grievances and notifications from beneficiaries - Call Center.
- Application for telecom services in rural areas.



Telecommunications Regulatory Act:

The Telecommunications Regulatory Act issued by the Royal Decree No. 30/2002. The Act defines the policies and legislations that regulate the telecommunications sector in the Sultanate. It supersedes all previous rules and laws. All current regulations and decisions issued by the Authority are derived from the policies set out in the Telecom Act.

In a field which is developing and expanding at such a fast pace, legislation must be reviewed and amended periodically in order that it takes into account the latest technologies and services. To that end, the Telecom Act has been reviewed twice since it was adopted in 2002.

Postal Services Regulatory Law:

Pursuant to the provisions of the Postal Services Regulatory Law issued by Royal Decree No. 71/2012, TRA was mandated to implement the provisions of this Law including the issuance of implementing legislation for the Law.

With the completion of the regulatory legislations and rules that were approved by the TRA Board, in particular the Executive Regulation of the Postal Services Regulatory Law issued by Decision No. 89/2013 and the relevant license conditions and decisions. And in implementation of the provisions of these legislative rules and regulations, the TRA issued a number of executive decisions, including licensing and renewal of 15 licenses.

The TRA Board



H.E. Dr. Mohammed Hamad Al Rumhi
Chairman



H.E. Yahya Said Al Jabri
Deputy Chairman



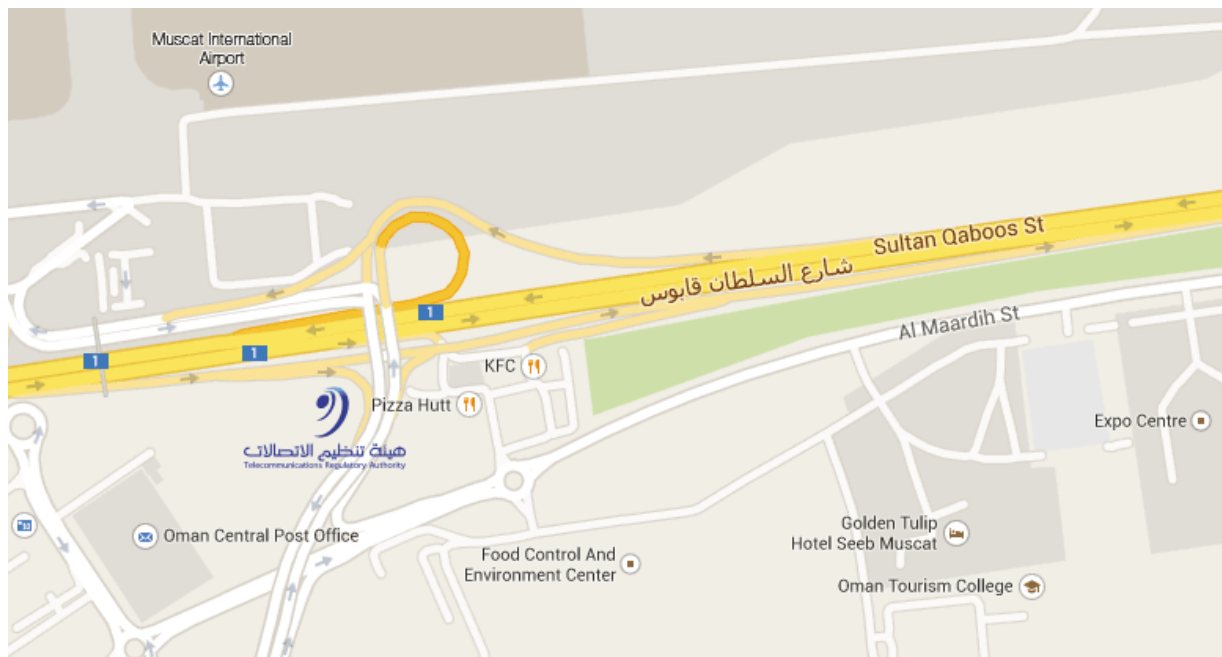
Dr. Salim Sultan Al Ruzaiqi
Member



Mr. Khalaf Abdullah Al Sawafi
Member



H.E. Dr. Hamed bin Salim Al Rawahi
Executive President



HOW TO CONTACT US

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Working Days/Hours

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مقر الهيئة

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الفاكس : ٢٤٢٢٢٠٠٠

ساعات العمل اليومي

ساعات العمل : الأحد – الخميس

٧:٣٠ صباحاً – ٣:٠٠ ظهراً (بتوقيت جرينتش +٤)



مركز الاتصالات

TRA Call Center



800-00000

