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TITLE: Telecom Data Collection – Country Best Practice Sultanate of Oman

World Telecommunication/ICT Indicators Meeting

Geneva, 11-13 October 200

Telecom Data Collection - Country Best Practice Sultanate of Oman

Presented By:
TRA, Oman

Outline

- **Country Background**
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 1. Tele-Centers Survey (TRA)
 2. Income and Expenditure Survey (MONE)

Country Background

- **Location:** In the Middle East, bordering the Arabian Sea, Gulf of Oman, and Persian Gulf between Yemen and UAE
- **Area:** Total area of the Sultanate is 309,5 thousands sq. kilometer
- The Sultanate is divided into 8 administration regions with 60 villages (wilayat).
- **Economic and Social Indicators:**

- Population	2.509 Mn.
- GDP	\$ 30,693 Mn.
- GNI	\$ 23,413 Mn.
- GNI per Capita	\$ 9691 Mn.
- GDP growth	4.1 %
- CPI	1.7
- Oil & Gas Revenue as percentage of total Gov. revenue	79.5

Source: Ministry of National Economy (2005)

Telecom in Oman

- Independent Regulator TRA established in 2002 by Royal Decree No:30/2002
- Key Players

Company	Ownership	Market
Omantel,	Govt 70%, individual and institutional investors 30%	Fixed Line (local and long distance) data and Internet
Oman Mobile	Omantel Company 100%	Mobile
Nawras	QTel 55%, TDC 7% Omani Investor 38 %	Mobile

Telecom Indicators

<u>Fixed Line Subscribers:</u>	<u>271,063</u>
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- | | |
|--------------------|---------|
| • Postpaid: | 230,820 |
| • Prepaid: | 33,426 |
| • Public Payphone: | 6,815 |

<u>Mobile</u>	<u>1,608,667</u>
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- | | |
|-------------|-----------|
| • Prepaid: | 1,366,728 |
| • Postpaid: | 241,939 |

<u>Internet</u>	<u>61,674</u>
------------------------	----------------------

- | | |
|-----------------------------|--------|
| • Dial Up; | 49,162 |
| • ADSL: | 11,393 |
| • Broad band (Leased Line): | 235 |
| • Others: | 884 |

Source: TRA, July 2007

Scope of Data Collection

TRA

- Responsible for collecting telecom data
- Data collected from operators on monthly, quarterly and annually basis
- Data collected through surveys Conducted periodically

Ministry of National Economy

- Responsible for Economic and Social indicators
- Most of the data are collected through surveys
- Other data are collected through collaboration with other Governmental and private agencies

Data Collection Methods

- **Data collected periodically from operators**
 - TRA requests operators to submit certain indicators on monthly, quarterly and annually basis.
 - These indicators are similar to the indicators proposed by ITU and follow the same definitions proposed by ITU.
 - The TRA frequently revises the indicators to accommodate data of new services/technologies offered in the fixed and mobile telecom markets.

Data Collection Methods

- **Surveys**
 - The Ministry of National Economy collects on frequent basis Economic and Social indicators.
 - There is joint collaboration between the Ministry, TRA and ITA in conducting ICT surveys.
 - In other cases, the TRA conducts independent ICT surveys to evaluate current market condition and the effect of ICTs on national developments.

Problems Encountered During Data Collection

- **Data collection problems with operators**
 1. Data from operators are not available in the format required by TRA
 2. There is delay in submitting information
 3. Problem in understanding the definitions
 4. Culture
 5. Lack of training and understanding of Regulators requirements

Dissemination of Results

Regulatory Purposes

- Pricing
- Interconnect
- Consumer affair
- Market Studies and Determination of Market Power

Government Agencies

- MONE
- ITA
- Others

International Agencies

- ITU
- GCC

Latest Survey: Tele-centers Survey

The Survey was conducted by TRA in collaboration with the Communication and Information Research Center Sultan Qaboos University

Objectives

- To identify feasibility and necessity of Tele-Centers at the Sultanate
- Through Tele-centers the digital divide in the country can be diminished.
- Tele-centers are also expected to allow creation of new Information and Communication Technology needs with regional specificity.

Latest Survey: Tele-centers Survey

Methodology

- Data was collected from 7 regions, about 58 villages of the Sultanate through questionnaires and interviews
- Target Population

Sample size :	1797
No. of villages	58
Female Participation:	42%
Respondent age(21-30)	49%
Students Participation:	30%
- The questionnaire was classified into following categories:
 - Personal details
 - Level of education
 - Financial capabilities
 - Infrastructure availability
 - The need for ICT

Tele-centers Survey

Number of respondents that would use services at centers

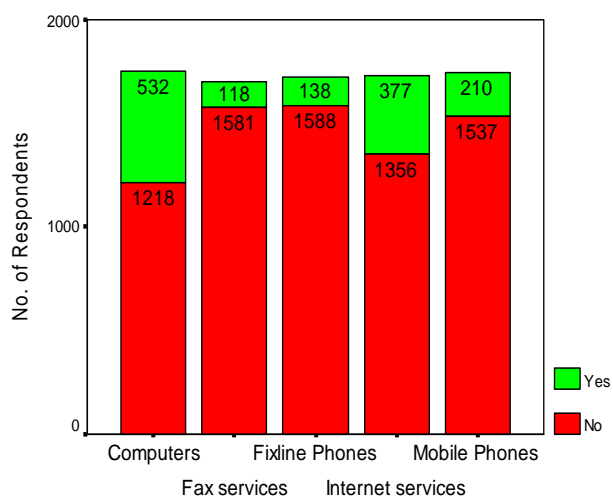
	Would use	percent
Computer Training	1290	%71.8
Calling service	625	%34.8
Internet service	1238	%68.9
Typing, faxing, printing	1005	%56.0

Obstacles faced in accessing ICT

Obstacles you face	Respondents	%
Services not available	678	%37.7
Cost of services high	1023	%56.9
Don't know importance of services	526	%29.3
Don't need them	193	%10.7

Tele-centers Survey

Availability of training institutions for respondents



Tele-centers Survey

Interest in training in the village

	Frequency	Valid Percent
Yes, only if free	964	54.0
Yes, even if I have to pay	582	32.6
Not interested	238	13.3
Total	1784	100.0
Not reported	13	
Total	1797	

Latest Survey: Income and Expenditure Survey

- **The Survey is being conducted by the Ministry of National Economy**
- **Data collection for the survey commenced in May 2006 and is expected to end in May 2007 for the first phase.**
- **Objectives:**
 1. Identifying the sizes of household annual income and expenditure
 2. Identifying household usage and expenditure on ICTs
 3. Provide statistics and information for economic and social future development plans.
- **The Survey included a whole section on Information technology Indicators**

Thank you