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TITLE: Background Paper Describing the state of Telecommunication / ICT Statistics
Collection and Dissemination in Jordan

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First: Means for Gathering and Publishing ICT Key Indicators Information in Jordan

The Telecommunication Regulatory Commission (TRC) considers licensees in the fixed and mobile telecommunication sectors and IT and postal service providers as the major resource of information gathered for statistical and regulatory purposes.

TRC requests all licensees to provide information according to a template that consists of the type of information required. Licensees fill the template and send it back to the TRC which collects information, audits it, and classifies it in form that meets the purpose for which information was collected, whether regulatory or statistical purpose.

Sometimes the TRC forms specialized committees for auditing gathered information. Committees visit licensees' locations to verify the information provided by comparing it to the information mentioned in the licensees' records.

The TRC prepares and publishes the resulting reports. It also cooperates with other economic-establishments to provide further information related to the ICT and postal sectors to assist the TRC in their studies and analysis related to the sector.

Second: The Role TRC Plays Regarding the Gathering and Publishing of ICT Key Indicators Information:

According the Article (six) in the Jordan Telecommunication law number 13 for the year 1995, the TRC shall undertake the duty and responsibility of gathering information related to the telecommunications and information technology sectors in order to prepare and publish reports, pamphlets, and instructions for users, as well as to prepare media programs to increase the public's awareness of the importance of these sectors and their positive impact on the economic and social development of the Kingdom. Thus the national strategic plan, specified that the TRC is charged with determining measurement methodologies and publishing resulting data relating g to:

- In the mobile telecommunications sub-sector:
 1. Reductions, in real terms, of the cost of mobile voice services relative to the levels that prevail at March, 2004. The information to be published at six-monthly intervals.
 2. Comparisons of services and prices available in Jordan with those in other States in its geo-economic region and with those in other States that are determined by TRC to represent rational benchmarks against which Jordan may be judged. The information to be published at six-monthly intervals.

3. Customer satisfaction surveys that indicate whether the levels, choice and quality of services provided by the sub-sector accord with demand. This information to be published annually.
 4. Business surveys that reasonably indicate the number and size of businesses engaged in the activities of the sub-sector and the associated levels of investment and employment. The information to be published annually
- In the fixed telecommunications sub-sector:
 1. The number and type of licensed and/or otherwise approved entrants to the market. This information to be published at six monthly intervals.
 2. Reductions, in real terms, of charges for fixed voice services, including international services. The information to be published at six-monthly intervals.
 3. The number of users of services beyond basic voice services. The information to be published at six monthly intervals.
 4. The level of pricing of bulk international and national bandwidth capacity or services relative to regional and international benchmarks. The information to be published at six monthly intervals
 5. Customer satisfaction surveys that indicate whether the levels, choice and quality of services provided by the sub-sector accord with demand. This information to be published annually.
 6. Comparisons of services and prices available in Jordan with those in other States in its geo-economic region and with those in other States that are determined by TRC to represent rational benchmarks against which Jordan may be judged. The information to be published at six-monthly intervals or when needed
 7. Business surveys that reasonably indicate the number of businesses engaged in the activities of the sub-sector and the associated levels of investment and employment. The information to be published annually.
 - The Internet service provision sub-sector:
 1. The number of licensed Internet Service Providers. This information to be published at six monthly intervals.
 2. The number of active customers of Internet Service Providers. The information to be published at six monthly intervals.
 3. The level of pricing of bulk international and national bandwidth capacity or services provided to ISPs by licensees in other sub-sectors to be published at six monthly intervals. Comparisons of level of wholesale bandwidth prices available to ISPs in Jordan with those in other States in its geo-economic region and with those in other States that are determined by TRC to represent rational benchmarks against which Jordan may be judged.
 4. Customer satisfaction surveys that indicate whether the levels, choice and quality of services provided by the sub-sector accord with demand. The survey results to be published annually.
 5. Business surveys that reasonably indicate the number of businesses engaged in the activities of the sub-sector and the associated levels of investment and employment. Survey results are to be published annually.

In addition the TRC is responsible for defining the information and data required and the period for evaluating the values of variables (variables) to ensure conformity between the followed methodology for gathering information and well-known worldwide best practices. Nevertheless, the TRC relies sometimes on the definitions provided by licensees when there are no clear definitions for variables (indicators) locally or globally.

Third: TRC Methods for Gathering ICT Key Indicators Information:

The TRC follows the following methods:

1. Surveys:

TRC collects data through regular questionnaires sent to licensees. The TRC is currently preparing for a field survey to gather some information from licensees and consumers about the sector and TRC. The purpose of this survey is to assist the TRC in doing its duties regarding consumers' protection.

2. Case studies:

In this method, a specific division is studied. This can be one company or a group of companies competing in different telecommunications' sub-sectors. Studies are associated with specific tests and measurements to meet the objectives of gathering information.

3. Historical Records:

In this method, information is gathered from available records at the TRC.

Fourth: Available Statistics at the TRC up till the end of 2005:

The TRC provides information related to the following:

1. Investment.
2. Financial information about companies.
3. Quality of service.
4. Economic Information.
5. Spectrum.
6. Number of subscribers.
7. Number of staff in the sector.
8. Tariffs.
9. Traffic.
10. Service penetration.
11. Numbering Groups
12. Approved telecom terminal equipment

The table below represents the major telecommunication indicators for the years (2000-2005) as published on the TRC website

(http://www.trc.gov.jo/Static_English/mindicators.shtm)

Number of Subscribers: (k)	2000	2001	2002	2003	2004	2005
Fixed	620	660	674.5	622.5	637.8	628.2
Mobile & Trunking	388.95	865.63	1219.59	1325.3	1624.11	3,137.7
Paging	11.71	4.41	4.63	2.27	2.12	2.2
Payphone	7.42	7.85	7.6	N/A	NA	NA
Data Communication	31.96	65.94	62.24	91.56	110.59	196.8
Penetration Rate per 100 inhabitants	2000	2001	2002	2003	2004	2005
Fixed	12.9%	13.4%	13.3%	12.0%	11.9%	11.5
Mobile & Trunking	8.1%	17.5%	24.1%	25.5%	30.4%	57
Paging	0.243%	0.089%	0.091%	0.044%	0.040%	0.04
Data Communication	0.66%	1.33%	1.23%	1.76%	2.07%	3.6
Volume of Investments: (Million JD)	2000	2001	2002	2003	2004	2005
Fixed	55.7	90.1	38.2	11.5	10.0	12.3
Mobile & Trunking	92.9	89.2	93.9	91.9	100.3	137
Paging	0.02	0.1	0.004	0.0	0.0	0
Data Communication	4.3	5.5	3.5	1.5	0.7	5.6
Telephone Prepaid Calling Service	-	-	2.6	1.1	0.4	0.4
Total	154.22	187.8	138.2	106.0	111.4	155.3
Number of Employees:	2000	2001	2002	2003	2004	2005
Fixed	4907	4792	4548	3663	3048	2701
Mobile & Trunking	879	1044	1168	1249	1641	2124
Paging	44	25	17	10	8	8
Data Communication	370	457	408	294	353	450
Telephone Prepaid Calling Service	-	-	36	35	44	42



وزارة الإتصالات و تكنولوجيا المعلومات

Ministry of Information and
Communications Technology

Total	6373	6459	6177	5251	5094	5325
Demography, Economy:	2000	2001	2002	2003	2004	2005
Population	4820000	4940000	5070000	5200000	5350000	5473000
Households (K)	803	823	874	897	946	995
Gross Domestic Product (GDP) -(Million)	5989.1	6363.3	6778.5	7203.6	8164	9118.1
Average annual exchange rate JD per US\$	1.41	1.41	1.41	1.41	1.41	1.41
Consumer Price Index (2002=100)	96.5	98.2	100	101.6	105.1	108.7
Telephone Network:	2000	2001	2002	2003	2004	2005
Main Telephone lines in Operation	620000	660000	674510	622572	637811	628175
Main Telephone lines per 100 inhabitants	12.86	13.36	13.30	11.97	11.92	11.4
% households with a telephone	60	63	60	55	51.5	77
% of residential main lines	78	77	78	79	78.9	64
Waiting list for main lines	14583	9350	1378	1062	846	583