



Annual Report 2024

HIS MAJESTY
SULTAN HAITHAM BIN TARIQ AL SAID
MAY ALLAH PROTECT AND PRESERVE HIM



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**Enhanced
Environment for a
Digital Society**



1

Leadership and Organization



About TRA

The Telecommunications Regulatory Authority (TRA) was established in 2002 under the Telecommunications Regulatory Act, promulgated by Royal Decree No. 30/2002, with the mandate to liberalize, regulate, and enhance telecommunications services. In 2012, the Authority was further entrusted with the regulation of the postal services sector in the Sultanate of Oman, pursuant to the Postal Services Regulatory Act issued by Royal Decree No. 71/2012, with the objective of developing, liberalizing, and advancing the postal services sector in Oman.



Board of Directors



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Chairman of Board of Directors



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Board Member



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Omar Salim Hamed Al Hashimi
Board Member

CEO's Message

H. E. Eng.
Omar Hamdan Al Ismaili
Chief Executive Officer of the TRA



The Telecommunications Regulatory Authority (TRA) continues its efforts toward enhancing an advanced digital environment that contributes to achieving the objectives of Oman Vision 2040, supporting innovation, employing modern technologies, and achieving comprehensive, sustainable economic and social development. The year 2024 has witnessed remarkable achievements in the telecommunications and postal services sectors, and we present to you the most important of these achievements:

Telecommunications Sector:

- Mobile subscriptions reached **6.35 million**, while mobile broadband subscriptions reached **5.34 million**.
- Fixed Telephone subscriptions reached **435,000**, while fixed broadband subscriptions reached **582,000**.
- The telecommunications sector generated OMR **918 million** revenues, compared to OMR **881 million** in 2023, representing a growth rate of **4.2%**.
- The investment-to-revenue ratio stood at **28%**.
- Infrastructure investments in the telecommunications sector totaled OMR **250 million**.

Postal Services Sector:

- The number of licensed companies reached **74**.
- The number of domestic parcels totaled **3.4 million**, while the number of incoming international parcels reached **3.2 million** and outgoing international parcels totaled **438,000**.
- The number of postal service access points increased from **540 to 610**, reflecting a growth rate of **13%**.

Consumer Protection:

- The Authority handled **3,876** complaints, with compensation amounts provided to beneficiaries exceeding **139,000 OMR**.
- The Customer Service Center received more than **50,000** inquiries through various communication channels.
- The performance of telecommunications service providers improved, reflected in a **28%** decrease in the number of complaints filed against them.

Digital Infrastructure:

- The number of 5G stations reached **5,893** stations, contributing to raising the coverage rate of populated areas to **91%**.
- Oman's ranking improved globally in the United Nations Basic Infrastructure Index, advancing to **22nd** place.
- **118** schools were connected to fiber optic networks, and the percentage of schools covered by internet services reached **100%**.

Regulations and Legislations:

The Authority issued a number of regulations, including:

- Cloud Computing and Data Center Regulation
- Executive Regulations of the Postal Services Law
- Dispute Resolution Regulation

Institutional Achievements and Awards:

The Authority received several awards, most notably:

- The Government Institutional Excellence Award.
- The Government Digital Excellence Award.
- The Digital Government Award for GCC.

These awards embody the Authority's commitment to the highest standards of quality and innovation, reflecting its pioneering position in the fields of digital transformation and regulatory governance.

In conclusion, we express our pride in the achievements accomplished during the year 2024, and we reaffirm our dedication and sincerity to continue working towards fulfilling the aspirations of the nation and its citizens, advancing the path of sustainable digital transformation in line with the future vision of the Sultanate of Oman. This is carried out under the noble directives of His Majesty Sultan Haitham bin Tariq — may Allah protect him.

We pray to Allah Almighty for continued success and guidance.



The telecommunications sector achieved initial revenues of

OMR
918
M



Number of 5G stations

5,893
station



Decrease in the number of complaints filed against service providers

%28



The Sultanate's global ranking improved in the United Nations' infrastructure index

Rank
22



• Vision •

Enhanced Environment for a Digital Society



• Mission •

We are an independent authority responsible for regulating the telecommunications and postal services sectors in accordance with global best practices.



• Core Values •



Innovation



Initiative



Empowerment







Collaboration










2

Telecommunications Sector Statistics

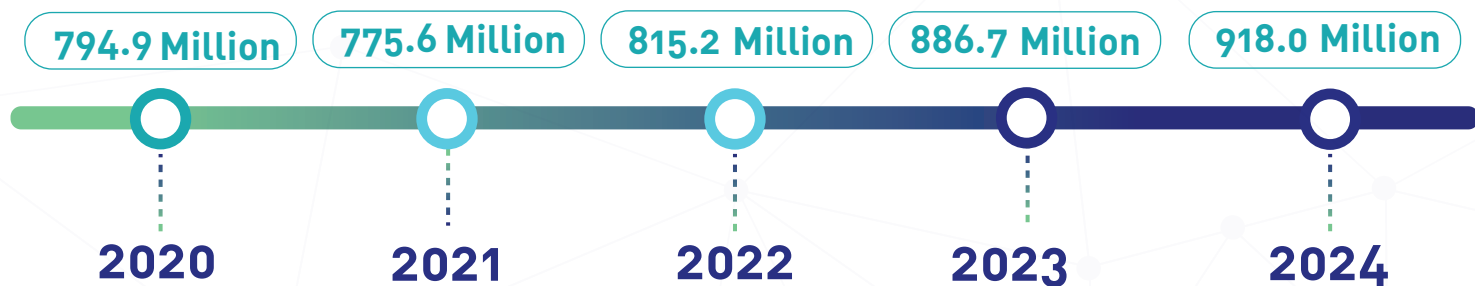
Telecommunications Sector Subscriptions

	 Fixed Telephone Services Subscriptions	 Fixed Broadband Services Subscriptions	 Mobile Services Subscriptions	 Mobile Broadband Services Subscriptions
2023	438,609	561,983	6,317,090	5,538,868
2024	435,482	582,900	6,353,877	5,344,731

Telecommunications Service Permits

 Tracking and Geolocation Systems Service (GPS)	41
 Provision of Internet of Things (IoT) Services	6
 Implementation of Services in the Telecommunications Field	267
 Establishment or Operation of Private Networks for Personal Use	48
 Utilization and Access to Passive Infrastructure	5
 Voice or Video Communications Services over Internet Protocol (VoIP)	2
 Regulatory Sandbox for Telecommunications Services	3

Telecommunications Sector Revenue (OMR million):



Distribution of telecommunications services revenue:

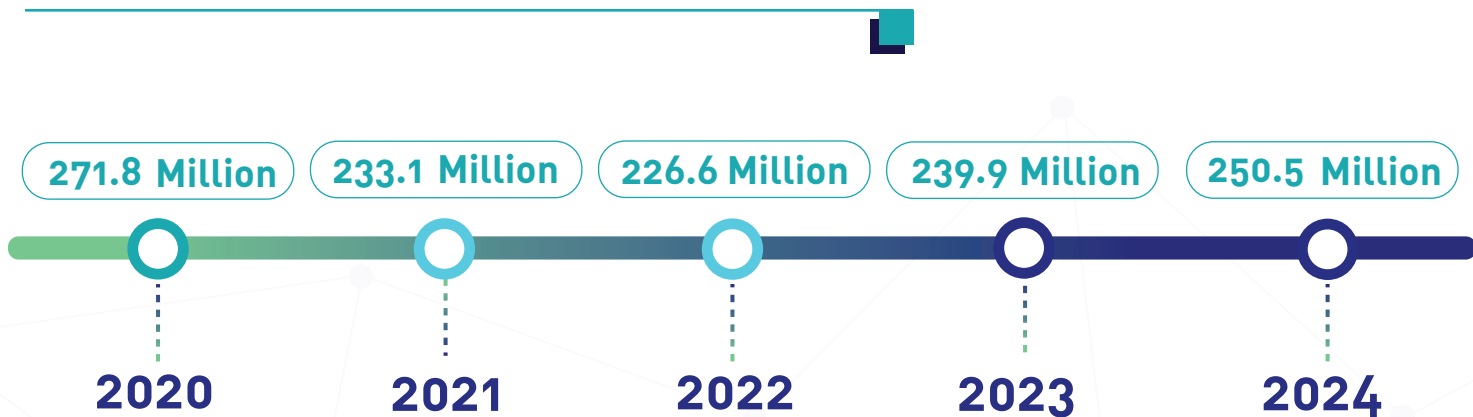


Fixed Services



Mobile Services

Telecommunications Sector Investments (OMR million):



Distribution of Investments by Telecommunications Services:



Fixed Services



Mobile Services



Royalties Collected from the Telecommunication Sector (OMR):

	2023	2024
Class I	61,773,980	62,780,974
Class II	822,638	846,627
Class III	133,447	153,610
Total	62,730,065	63,781,211





3

Postal Services Sector Statistics

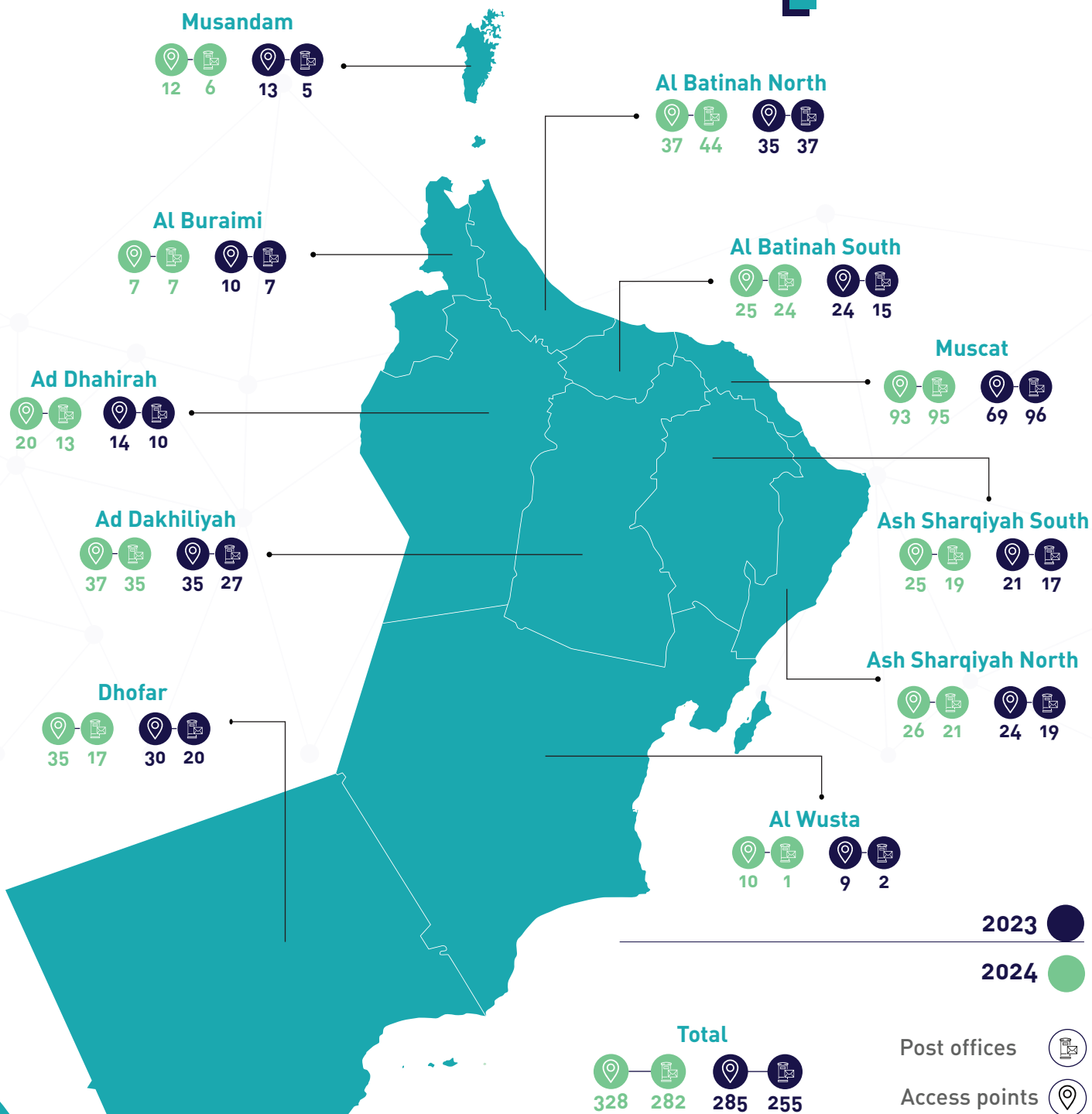
Express postal items

Express Mail	2023	2024	Growth Rate
Local	3,347,568	3,404,777	%2
International Outgoing	397,550	437,647	%10
International Incoming	2,020,865	3,243,589	%60

Growth rate for the year 2024 compared to 2023



Number of Branches and Access Points of Postal Companies by Governorates



4

Statistics of Services Provided by the Authority

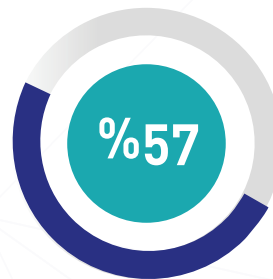
Telecommunications Services Tariff Requests



A total of 586 tariff requests for telecommunications services.



of the requests represented the launch of new offers and services



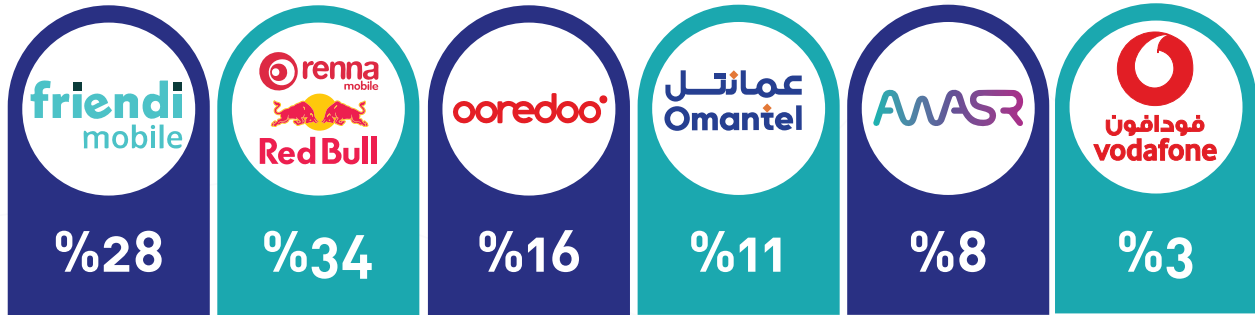
of the requests represented the modification of existing offers in the market

Distribution of Approved, Filed, and Rejected Tariff Requests

Request Status	Approved Tariff Requests	Filed Tariff Requests	Rejected Tariff Requests	Total
No. of Requests	144	411	31	586
Percentage	%24.6	%70.1	%5.3	%100

- Approved Requests (Telecommunications services Offers provided by dominant operators)
- Filed Requests (Telecommunications services Offers provided by non-dominant operators)

Licensees Share of Total Tariff Requests



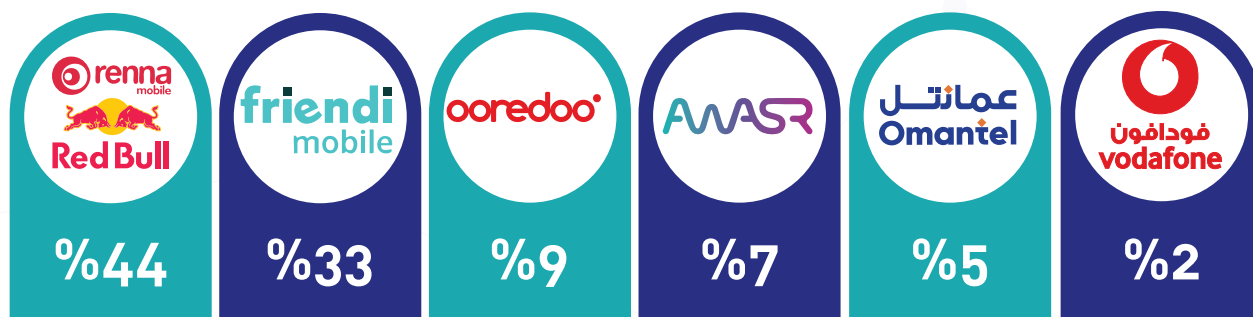
Distribution of Permanent and Temporary Offers Requests



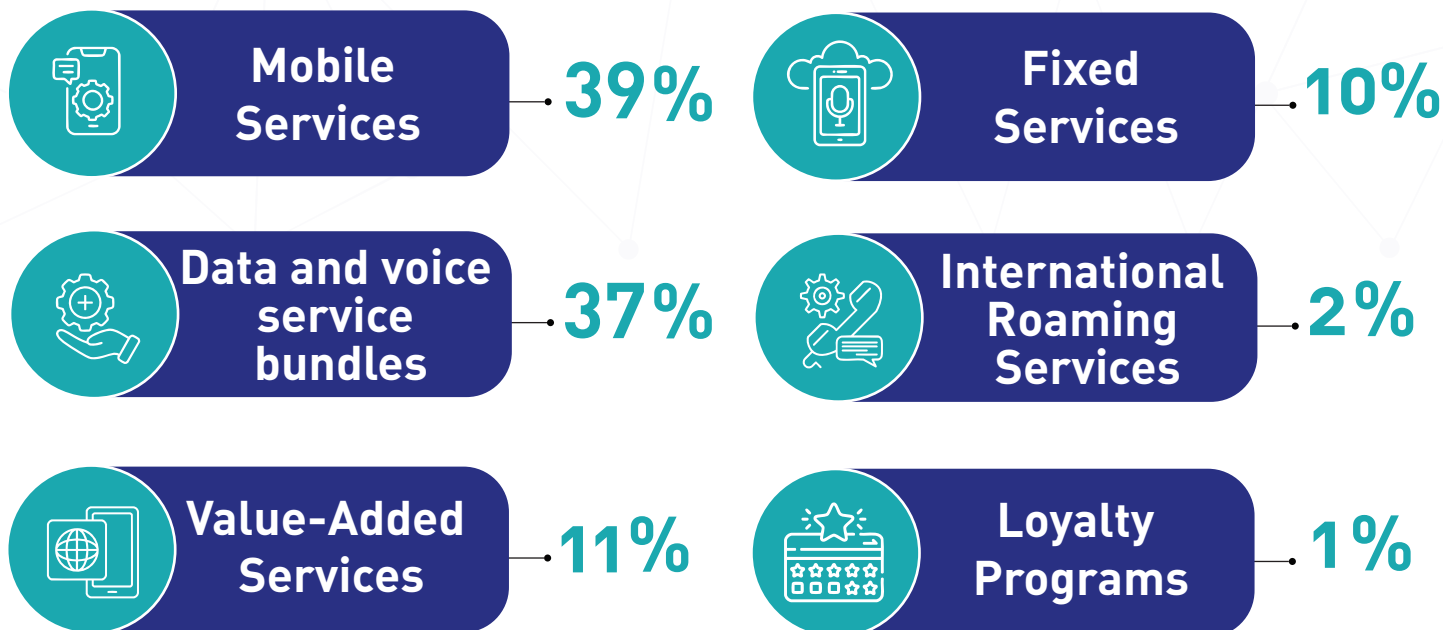
Licensees Shares of Permanent offers



Licensees Shares of Temporary Offers



Distribution of Tariff Requests by Service Type:



Distribution of Tariff Requests by Payment Method



Prepaid

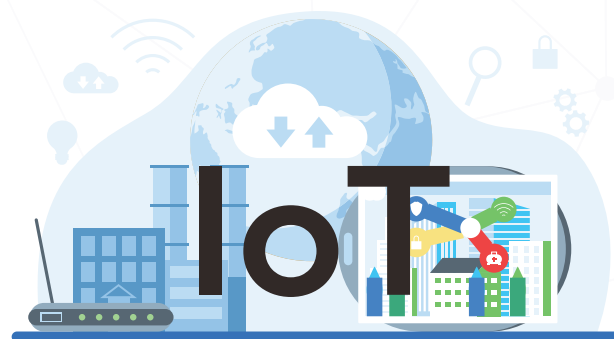


Postpaid



Prepaid and Postpaid

Tariff Initiatives for Telecommunications services



Launch of new, discounted packages and options for job security beneficiaries and people with special needs













Launch of Packages for Small and Medium Enterprises (SMEs)



Launch of Internet of Things (IoT) packages, including smart data SIMs for device connectivity

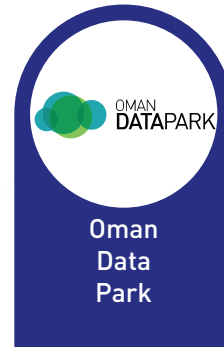
Allocated Numbering Resources

Type of Numbering Resource	Allocation 2023	Allocation 2024
 ***** Codes for Selecting Operator	0	0
 Codes for International Signals Point	0	1
 Codes for National Signals Point	10	6
 Fixed Numbers	206,000	95,000
 Mobile Numbers	300,000	400,000
 Voice Short Codes	4	4
 SMS Short Codes	181	249
 Premium Numbers with High Value	8	12
 Toll-Free Numbers	52	40
 Internet of Things (IoT)	200,000	1,000,000

Auction of Special Communication Numbers (Diamond and Gold Numbers)

Auction No.	Operator	No. of Allocated Numbers	Total Amount Paid for Allocated Numbers (OMR)
1	ooredoo	100	11,677
2	ooredoo	100	2,438
3	عمانتل	99	15,851
4	friendi	110	5,285
5	ooredoo	100	6,082
6	friendi	140	37,800
7	ooredoo	99	7,239
8	عمانتل	94	7,222
9	ooredoo	100	7,614
10	friendi	50	21,614
11	ooredoo	100	3,686
12	عمانتل	100	6,225
13	vodafone	150	61,970
14	عمانتل	100	8,704
15	ooredoo	100	6,153
16	friendi	50	3,541
17	friendi	50	2,561
18	عمانتل	250	29,370
19	ooredoo	150	18,385
20	friendi	100	23,740
21	عمانتل	100	12,900
22	ooredoo	200	7,786
Total		2,442	307,844

National Internet Domain Names Statistics



Number of Registrations in the Top-Level Domains (.عمان) and (.om):

	2023	2024
Total Number of (.om) Top-Level Domain Registrations	5,734	6,848
Total Number of (.عمان) Top-Level Domain Registrations	29	31
Total	5,763	6,879

Type Approval Statistics

	2023	2024
Number of Telecommunication Device Type Approval Requests	3,581	4,921
Number of Issued Import Permits	267	281
Number of Customs Clearance Requests	8,420	7,830

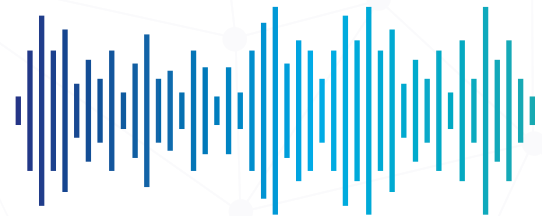
Radio Licensing Statistics

	2023	2024
Number of Renewed Radio Licenses	23,591	22,163
Number of Allocated Frequencies	7,394	6,369
Number of Canceled Licenses	1,381	2,605
Number of New Licenses	2,821	2,362

Frequency Spectrum Monitoring



Radio Interference Complaints



Working on resolving radio interference



Immediate actions are taken to resolve interference complaints to ensure the spectrum remains interference-free. A total of 36 interference complaints were addressed

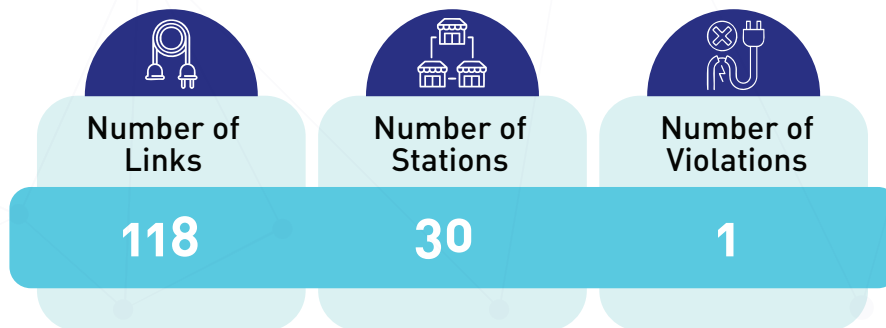
The table below provides statistics on the reported interference complaints:

Radio Interference Complaints	Terrestrial Services	Satellite Services
Number of Reported Harmful Interferences	35	1
Number of Affected Users	5	1

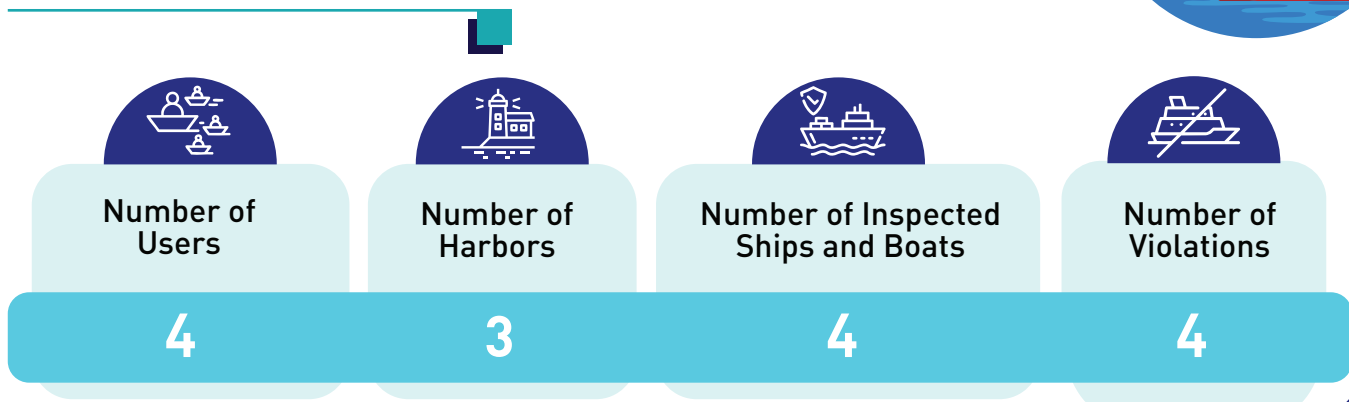
Executing Inspection

Frequency Spectrum Users	Terrestrial Services	Satellite Services
Number of Users	32	7
Number of Areas	10	11
Number of Radio Licenses	32	67
Number of Violations	20	7

Microwave Link Inspection



Ships and Boats Inspection





5

Consumer Affairs

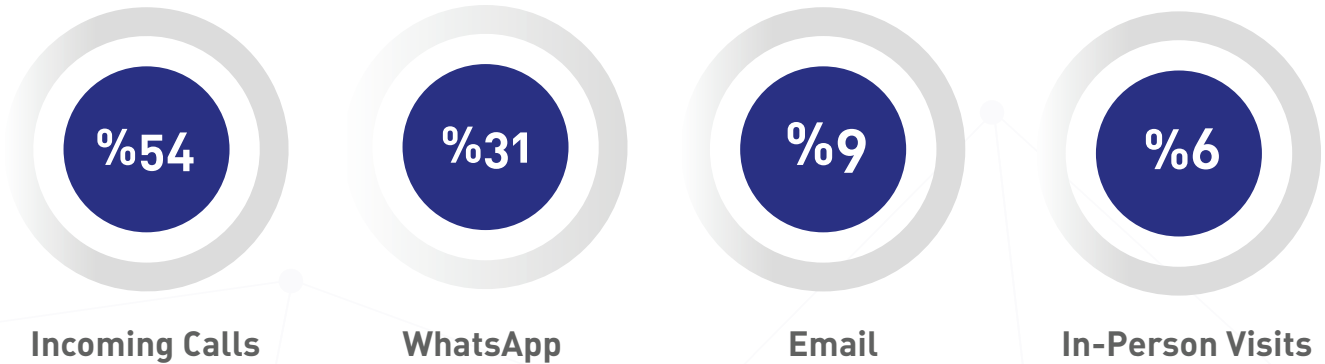
Consumer Affairs

Inquiries Handled:

	2023	2024
Incoming Calls	24,160	26,830
WhatsApp	10,484	15,629
Email	4,524	4,468
In-Person Visits	1,902	3,035
Total	41,070	49,962



Distribution of Inquiries in 2024 by Service Channels:



Customer Complaints in the Telecommunications Sector

Statistics of Customer Grievances in the Telecommunications Sector

Total Grievances

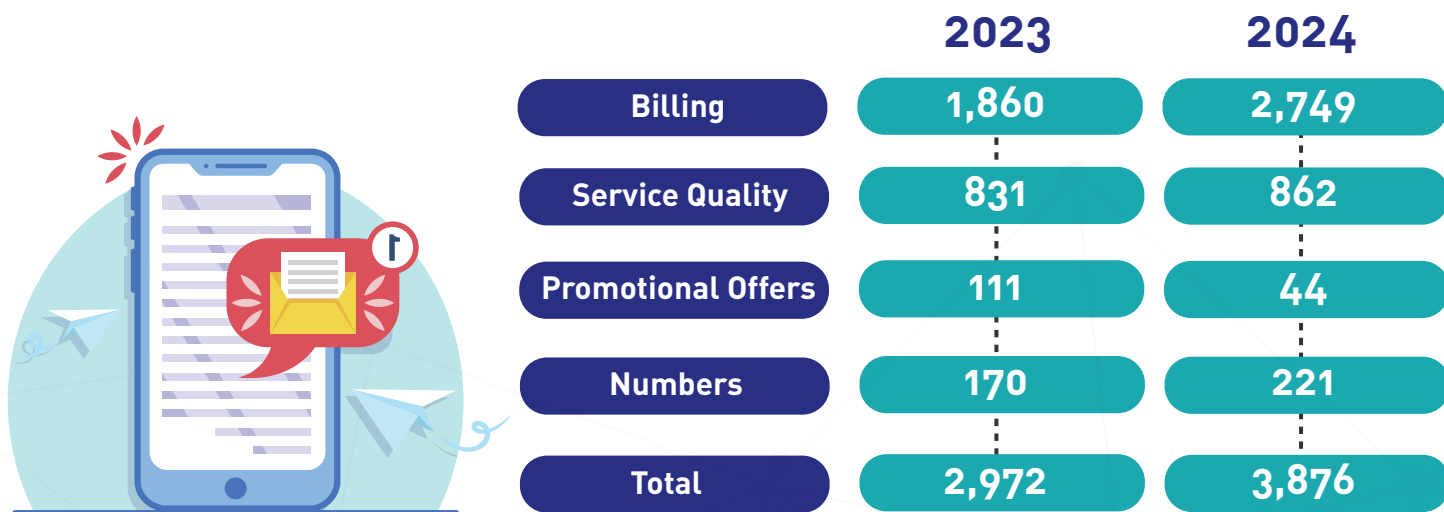
2023



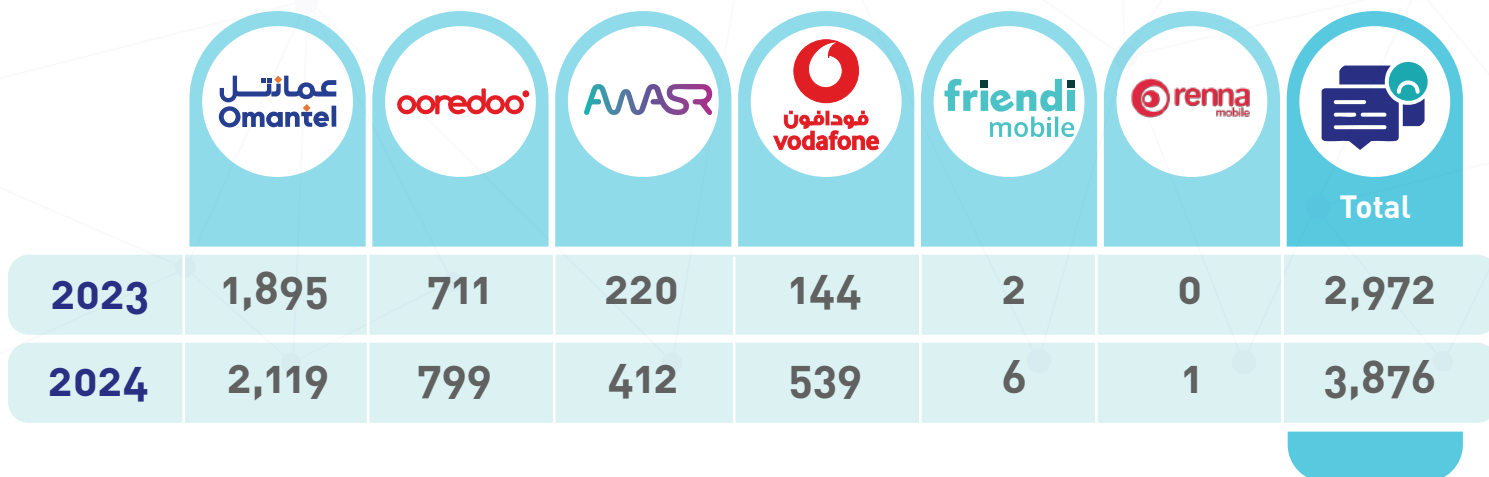
2024



Number of Grievances by Type:



Distribution of Grievances by Telecommunications Service Provider:



Refunds for Grievances in 2024 (OMR)



Complaints Raised to Service Providers:

Fixed Services

	Billing Complaints	Technical Complaints	Total *
عمانتل Omantel	475	1,948	2,423
ooredoo	348	3,273	3,621
AVASR	213	1,388	1,601

*For every 100,000 subscribers

Mobile Services

	Billing Complaints	Technical Complaints	Total *
ooredoo	916	3,024	3,643
عمانتل Omantel	690	650	1,340
شودافون vodafone	15	442	457
friendi mobile	150	283	433
renna mobile	213	58	271



















*For every 100,000 subscribers

Customer Complaints in the Postal Services Sector

Statistics of Escalated Customer Complaints to the TRA in the Postal Services Sector

Distribution of Complaints by Type	2023	2024
Delays in Delivering Parcel	31	37
Parcel Damage	16	16
Parcel Loss	15	24
Service Tariffs	7	32
Other	-	10
Total Complaints	69	119

Distribution of Complaints by Service Provider

		2023	2024
	Aramex	17	24
	Oman Post	16	18
	Dalilee	13	16
	Al Welayah Ocean	4	4
	NOOL	4	4
	NAQEL	3	1
	Falcon	3	2
	wasel lee	2	2
	Fedex Express	2	1
	Muscat Store Electronic	1	15
	IMile	1	9
	Genacom	1	11
	TM Done	1	4
	DHL Express	1	3
	Magic delivery	-	2
	Elite Enterprises LLC	-	1
	Global Multi Investment Limited Partnership	-	1
	Tawseel Express	-	1
	Total	69	119

6

Major Projects and Initiatives



Regulations and Legislation

1

Updated Executive Regulation for the Postal Services Sector

Regulation Description:

Introducing postal services new regulations to enhance efficiency and competitiveness, while adding the necessary flexibility to accelerate the adoption of modern technologies in the postal and express delivery services market.

Addresses of the Regulation:

Licensed postal service providers

Objectives:

Develop regulations to support the quality of postal services and encourage competition and economic growth.

Accelerate the adoption of modern technologies and protect the rights of customers in accordance with approved regulatory frameworks.

2

Regulatory Framework for Postal Licensing

Framework Description:

Establishing a new regulatory framework for postal licensing to include categorizing licenses based on geographic scope and the types of services offered, thereby improving procedural transparency and simplifying the licensing application process. It also introduces the needed flexibility to support innovation without compromising service quality or imposing additional burdens on postal companies.

Addresses of the Regulation:

Licensed postal service providers

Objectives:

Clarification of Licensing Requirements to increase transparency and streamline the application process.

Enhancing services quality and encouraging competition and supporting small and medium-sized enterprises in postal sector.

3

Quality of Service Regulations and Guidelines for Postal Companies

Regulation Description:

Issuing regulations and guidelines to ensure the quality of services provided by postal companies in the Sultanate of Oman. Including timeframes, complaint handling mechanisms, and ensuring accurate billing for beneficiaries to enhance the level of postal services and increase customer satisfaction.



Addresses of the Regulation:

Licensed postal service providers

Objectives:

Ensure the quality of postal services and compliance with standards through regular evaluation and monitoring.

Enhance Beneficiary Experience and Promoting Transparency and Competition in the Market.

4

Cloud Computing and Data Center Regulation

Regulation Description:

Establish a clear framework for providing data center and cloud computing services, defining the requirements for establishment and operation while ensuring the highest levels of security and data protection according to international standards. The regulation supports the development of digital infrastructure and the improvement of service quality. With the market in Oman expected to grow at a compound annual rate of 11.4% until 2027, it will help attract local and foreign investments and encourage global companies to establish regional data centers.



Addresses of the Regulation:

Companies seeking to provide cloud computing and data center services.

Objectives:

Develop a regulatory environment that is stable and provides high-quality services, with a commitment to a localization rate of up to 90% in leadership positions, supporting economic diversification plans aligned with Oman Vision 2040.

Enhance cybersecurity and data protection, and reduce reliance on foreign centers, thereby creating a competitive environment that supports innovation and the development of digital services.

Technical Projects

1

Expanding Fiber Optic Network Coverage in Residential Areas and Enhancing Broadband Services in the Sultanate of Oman

Project Description:

The project aims to deploy and expand 5G network services across Oman by installing 5,893 5G stations. This initiative enhances broadband services for residential units and buildings reaching a coverage rate of 91%, improving service speed and quality for beneficiaries. It also provides high-speed internet access to areas not covered by fiber optic networks.

Objectives:

Enhancing Oman's Global Ranking in global telecommunication infrastructure indices.

Improving Service Quality and Expanding Coverage to cover areas that are challenging to serve with fiber optic networks.

2

Increasing the Connectivity of Schools to Fiber Optic Networks to Enhance Broadband (Internet) Quality in Schools

Project Description:

The project aims to increase the number of schools in Oman connected to fiber optic networks, enhancing broadband quality. This initiative seeks to sustainably improve internet connectivity in schools, contributing to the quality of e-learning and digital services offered to students and teachers.

Objectives:

Increase the Percentage of Schools Connected to Fiber Optic Networks

Improve the quality of e-learning by providing high internet speeds.

3

Monitoring Services Provided to Schools Through Field Measurements to Ensure Service Quality

Project Description:

The Project aims to measure the performance of fixed broadband networks, including educational institutions in Oman to collect the necessary data to ensure network efficiency and actual internet speed in comparison to the advertised package speed.

Objectives:

Protect User Interests and Ensure Transparency and Consumer Satisfaction.

Enhance competition and encouraging investment based on service quality

4

Preparing Specifications, Standards, and Technical Requirements for the Telecommunications Sector in Sultan Haitham City

Project Description:

Preparing specifications, standards, and technical requirements for the telecommunications sector in Sultan Haitham City, ensuring the readiness of the communications infrastructure to support the smart city concept.

Objectives:

Include telecommunications requirements in all residential neighborhood projects.

Enable individuals and institutions to benefit from smart city technologies, Internet of Things (IoT) applications, and artificial intelligence.

5

Improving Oman's Performance in the Network Readiness Index (NRI)

Project Description:

The project aims to prepare an advanced study on Oman's digital readiness, identify opportunities and challenges within the Network Readiness Index, and develop a roadmap to accelerate digital transformation, attract investments, and enhance national capabilities.

Objectives:

Assess Oman's digital readiness and identify opportunities for improvement in the Network Readiness Index.

Provide practical recommendations to enhance the digital economy, attract investments, and develop local competencies.

6

Verification of Emergency Plans for Licensed Telecommunications Companies (8 Companies)

Project Description:

The project aims to review and assess emergency plans of licensed telecommunications companies to ensure their readiness to deal with crises and guarantee the continuity, quality, and efficiency of services.

Objectives:

Assess the readiness of telecommunications companies to handle crises and ensure service continuity.

Improve emergency response plans and enhance the companies' ability to respond effectively to emergencies.

Digital Transformation

1

Development of the Electronic Licensing Management System (Phase Three: Obligations)

Project Description:

The project aims to identify, document, and monitor all regulatory and technical obligations related to licensed companies in the telecommunications sector, ensuring their compliance with the Authority's requirements in line with approved legislation and regulations. This will enhance the level of regulatory oversight, improve efficiency in implementing licensing obligations, automate licensing services, reduce manual intervention, and improve user experience for employees, shareholders, and investors.

Objectives:

Ensure documentation of licensing obligations and improve the monitoring mechanism.

Streamline procedures and reduce processing times for delivering the service.

2

Conducting a Study on Utilizing Artificial Intelligence in Select Transactions of the Authority

Project Description:

The project aims to explore the possibilities of integrating artificial intelligence technologies into the Authority's processes to enhance efficiency, speed up procedures, reduce operational costs, and provide recommendations for effective and secure implementation.

Objectives:

Improve operational efficiency and accelerate procedures through the integration of AI technologies in the Authority's processes.

Reduce operational costs and support digital transformation by automating operations and reducing reliance on manual work.

In-Country Value

1

Auditing Class I and Class II Licensed Companies (7 out of 13 Companies) in the Telecommunications Sector to Ensure Compliance with Omanization Ratios Specified in Their Licenses

Project Description:

The project involves auditing the commitment of licensed companies in the telecommunications sector to the specified Omanization rates by verifying the data with the Ministry of Labour and comparing it with the data provided by the companies.

Objectives:

Strengthen the regulatory role of the authority and ensure companies' compliance with the specified Omanization rates.

Support the empowerment of Omani competencies across various job levels within the sector.

2

Auditing the Top 10 Revenue-Generating Licensed Postal Companies for Compliance with Omanization Requirements as Specified in Their Licenses

Project Description:

The project aims to review the commitment of licensed postal companies to the specified Omanization rates based on the data from the Ministry of Labour and take the necessary regulatory actions against violators to ensure the promotion of Omani employment in the sector.

Objectives:

Ensure that licensed postal companies comply with the specified Omanization rates.

Encourage the employment of Omanis in technical, specialized, and administrative professions to improve the sector's efficiency and quality of services.

3

**Auditing the Top 20
Authorized Companies
Awarded the Most
Projects for Compliance
with Omanization
Requirements in
Accordance with the
Service Implementation
Regulation**

Project Description:

This project focuses on reviewing the compliance of licensed companies providing telecommunications services with the regulatory list requirements, including Omanization rates, as well as their commitment to the requirements supporting small and medium enterprises (SMEs) and contract conditions.

Objectives:

Ensure that licensed companies comply with the regulatory list requirements and specified Omanization rates.

Enhance the employment of Omani competencies and support SMEs by ensuring that contract values are not less than 10% for SME participation.



Nafadh Initiative

20% of purchases are allocated to small and medium enterprises (SMEs)

20% of the purchases related to the licensed companies' commitments to implement upgrades, modifications, activated satellite stations, low-speed industrial connections, or wireless links will be dedicated to small and medium enterprises.

Allocating 15 project opportunities for SMEs

15 project opportunities will be implemented in favor of small and medium enterprises, enabling them to enter the labor market and become active participants contributing to the growth of the local economy.

Training program for 75 job seekers

A training program will be provided for 75 job seekers in the fields of artificial intelligence, cybersecurity, cloud computing, networking, programming, and telecommunications engineering.

Support for the UNESCO Chair in Artificial Intelligence in cooperation with Sultan Qaboos University

2024 Procurement:

Total value of awarded purchases to SMEs and entrepreneurs holding an entrepreneurship card

2,719,711 OMR

Percentage of purchases awarded to SMEs and entrepreneurship card holders from the total purchases

%46


7

Regulatory Decisions Issued by the Authority



Regulatory Decisions Issued by the Authority

Decision No.	Regulation	Date of Issuance
2024/127/1231-1	Issuing the Regulation Organizing the Domain Names	31 Jan 2024
1152/2/19/2024-3	Amending Some Provisions of the Regulation Governing the Registration and Use of Radio Frequencies and Devices and Determining Their Prices	24 March 2024
2024/18/2/1152-10	Issuing Employment Controls for Those Licensed to Provide Telecommunications Services	11 July 2024
1152/2/19/2024-12	Issuing the Regulation on Governance and Approval of Telecommunications Devices	17 July 2024
13/ 2024/19/2/1152-14	Issuing the Dispute Resolution Regulation	2 September 2024
2024/18/2/1152-17	Guidelines for Reviewing and Ruling on Violations (Issued but not published on the Authority's website)	3 September 2024
20-2024/19/2/1152	Issuing the Regulation Governing Cloud Computing and Data Centers Services	26 September 2024
1152/2/19/ 2024- 21	Executive Regulation of the Postal Services Law Includes integration of: -Regulatory Framework for Postal Licenses -Quality of Service Guidelines for Postal Companies	16 October 2024
1152/2/19/2024-23	Determining the Fees for Providing Postal Services and Related Services	15 December 2024



8

Violations



Violations

2023

182

2024

204



Fines

2023

367,499
OMR

2024

458,972
OMR

9

Public Consultations



1

Public consultation on the regulations governing couriers and their vehicles in the provision of postal services (last-mile delivery).

2

Public Consultation in the 1980-2010 and 2170 – 2200 MHz Frequency Band for the Future Development of Terrestrial and Satellite components of IMT including Satellite IoT

3

Public Consultation on the Draft Regulation for the Protection of Beneficiaries from Spam and Scam Messages

4

Public Consultations on Draft Regulation for the Ultra-Wide Band Technology

5

Public Consultation on the Digital Transformation for the Postal Service Sector

6

Public consultations on provisions relating to the operation of Earth Stations located on board Vessels (ESVs) in fixed-satellite service



10

**Awards and
Achievements of the
Authority**



1

**Recognition for
Government
Institutional
Excellence**



2

**Recognition for
Government
Digital
Excellence**



3

**GCC
Government
Digital Award –
presented by
the Gulf
Cooperation
Council**



4

**ISO 22301:2019
Certification for
Business
Continuity
Management
System**

**هيئة تنظيم الاتصالات تحصل على
شهادة الاعتماد الدولية لنظام
استمرارية الأعمال ISO 22301:2019**

اعتماد دولي لالتزام الهيئة بتطبيق أعلى معايير
استمرارية الأعمال، وتعزيز جاهزيتها لمواجهة المخاطر
و ضمان استمرارية تقديم الخدمات بفاعلية

توجيه الموارد بشكل فاعل | تعزيز القدرة على الإستجابة والتعافي في الحالات الطارئة | ضمان استمرارية العمليات الحيوية | تطبيق أفضل المعايير والممارسات الدولية



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**Our International
Participation**





The Authority participated in the Global Symposium for Regulators (GSR), organized by the International Telecommunication Union (ITU), held from 1 to 4 July 2024 in Kampala, Republic of Uganda. The symposium addressed key and emerging issues in public policy and regulation and included both the Chief Regulators Executive Meeting and the Regional Regulatory Associations Meeting.



On 14 October 2024, the Authority took part in the 5th Global Standards Symposium (GSS), organized by the ITU in New Delhi, Republic of India, under the theme: “Regulating the Digital Wave: Emerging Technologies, Innovation, and International Standards.” Held in conjunction with the World Telecommunication Standardization Assembly (WTSA), the event brought together international government representatives and global organizations to deliberate on the future of ICT standardization and related challenges. It served as a platform for thought leaders, innovators, and policymakers from around the world.



A delegation from the Telecommunications Regulatory Authority visited the People's Republic of China from 22 to 28 June 2024, led by His Excellency the Chief Executive Officer, Eng. Omar Hamdan Al Ismaili. During the visit, a Memorandum of Understanding was signed between the Authority and Huawei Technologies, focusing on cooperation in cloud computing and artificial intelligence. The agreement underscores the mutual commitment to training and empowering young professionals and fostering knowledge exchange.



The Telecommunications Regulatory Authority participated in the second meeting of the Digital Innovation Board, held on 28 October 2024 in the Republic of Malta, under the auspices of the ITU's Development Sector. The Board comprises 31 distinguished members, including ministers of communications and IT, CEOs of governmental and international entities, and leaders from the private sector. Members of the Board play a vital role in shaping national ICT policies, launching international development initiatives, and promoting collaborative efforts aimed at advancing the ICT sector and ensuring inclusive access to its services.



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**Our Commitment to
Society**



Our Commitment to Society

Community Segments Targeted by Social Responsibility Programs:



People with Disabilities



Underprivileged Families



Job seekers from the telecommunications sector

An amount of 300,000 Omani Riyals was allocated to support the projects funded in 2024 from the sale of special numbers including:

1

Funding 7 academic scholarships

2

Supporting students in financial need through the initiative “Sponsor a University Student”

3

Promoting technological endowment shares

4

Supporting charitable associations that serve various segments of society

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Audited Financial Statements



TELECOMMUNICATIONS REGULATORY AUTHORITY

STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2024

ASSETS	<u>Note</u>	<u>2024</u> <u>RO</u>	<u>2023</u> <u>RO</u>
Non-current assets			
Property and equipment	4	8,022,335	8,052,580
Intangible assets	5	324,487	216,052
		<u>8,346,822</u>	<u>8,268,632</u>
Current assets			
Trade receivables	6	2,956,011	2,766,179
Advances, prepayments and other receivables	7	9,730,147	8,643,386
Fixed deposit	8	10,610,989	10,050,740
Cash and bank balances	9	23,474,942	13,477,864
		<u>46,772,089</u>	<u>34,938,169</u>
Total assets		<u>55,118,911</u>	<u>43,206,801</u>
EQUITY AND LIABILITIES			
Equity			
Retained surplus	10	24,697,913	22,583,237
Liabilities			
Non-current liabilities			
Deferred government contributions	11	3,607,362	4,040,978
Employees' end of service benefits	12	2,847,288	2,624,761
		<u>6,454,650</u>	<u>6,665,739</u>
Current liabilities			
Contract liabilities	13	12,865,722	8,873,487
Trade and other payables	14	10,667,896	4,652,494
Deferred Government contribution	11	432,730	431,844
		<u>23,966,348</u>	<u>13,957,825</u>
Total liabilities		<u>30,420,998</u>	<u>20,623,564</u>
Total equity and liabilities		<u>55,118,911</u>	<u>43,206,801</u>

These financial statements were approved by the Board of Directors for issue on 23-03-2025 and signed on this behalf by:


CHAIRMAN


EXECUTIVE PRESIDENT

The notes on pages 8 to 25 form part of these financial statements.

TELECOMMUNICATIONS REGULATORY AUTHORITY

**STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 DECEMBER 2024**

	<u>Note</u>	<u>2024</u> <u>RO</u>	<u>2023</u> <u>RO</u>
Income			
Radio spectrum income	15	19,896,902	19,104,818
Annual telecom fee	16	6,180,223	4,586,459
Income from issuing numbers		1,112,653	846,361
Postal service income		997,452	837,499
Telecom equipment type approval income	17	546,220	580,746
Domain name income		69,803	45,515
Other telecom license fee		140,615	180,410
		<u>28,943,868</u>	<u>26,181,808</u>
Operating expenses			
Salaries and employee related costs	18	(6,467,371)	(6,009,558)
General and administrative expenses	19	(3,219,561)	(2,985,033)
Depreciation	4	(1,025,402)	(985,629)
Operational projects		(700,316)	(736,598)
Amortization expense	5	(113,670)	(181,335)
Donation to charitable institutions	20	(300,000)	(250,000)
Allowance for expected credit losses on trade receivables	6	(38,006)	(19,436)
Remuneration to Board of Directors	23	(54,000)	(54,000)
Workforce Development		(136,860)	-
		<u>(12,055,186)</u>	<u>(11,221,589)</u>
Net income from operations		<u>16,888,682</u>	<u>14,960,219</u>
Non-operating income			
Interest income	21	1,036,921	805,421
Amortisation of deferred government contribution	11	432,730	431,844
Other income	22	288,756	358,840
		<u>1,758,407</u>	<u>1,596,105</u>
Surplus and total comprehensive income for the year		<u>18,647,089</u>	<u>16,556,324</u>

The notes on pages 8 to 25 form part of these financial statements.

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Annexes













The following tables contain lists of companies licensed to provide telecommunications services until the end of **2024 AD**:

	Licensed Company Name	Scope of license	Year of License Issuance/ Renewal
	Oman Telecommunications Company S.A.O.G (Omantel)	Fixed Public Telecommunications Services	2004
	Oman Telecommunications Company S.A.O.G (Omantel)	Mobile Public Telecommunications Services	2019
	Omani Qatari Telecommunications Company S.A.O.G (Ooredoo)	Fixed Public Telecommunications Services	2020
	Omani Qatari Telecommunications Company S.A.O.G (Ooredoo)	Mobile Public Telecommunications Services	2009
	Integrated Telecommunications Oman S.A.O.G	International Telecommunications Services	2011
	Awazr Oman and Co S.A.O.C	Fixed Public Telecommunications Services	2012
	Connect Arabia International L.L.C	International Telecommunications Services	2013
	Oman Broadband Company SAOC	Construct and Operation of Broadband Infrastructure and Provision of Broadband Services	2019
	Oman Future Telecommunications Company SAOC (Vodafone)	Mobile Public Telecommunications Services	2021
	Oman Future Telecommunications Company SAOC (Vodafone)	International Telecommunications Services	2021
	Oman Tower Company L.L.C	Construct and Operate Passive Telecommunications Towers Infrastructure	2022
	Oman Tech Infrastructure SAOC	Construct and Operate Passive Telecommunications Towers Infrastructure	2022
	Starlink Muscat SPC	Establishing and Operating Satellite Communications System to Provide Public Communications Services	2023

Class II:

	Licensed Company Name	Scope of license	Year of License Issuance/ Renewal
	Connect Arabia L.L.C (Friendi)	Resale of public mobile service	2023
	Majan Telecom L.L.C (Renna & RedBull)	Resale of public mobile service	2023
	Awaser Oman and Partners S.A.O.C	Resale of Public Mobile Telecommunications Services	2019

Class III:

	Licensed Company Name	Scope of license	Year of License Issuance/ Renewal
	Azyan Telecom L.L.C	VSAT Private Network	2020
	Rigent Middle East L.L.C	VSAT Private Network	2021
	Mahd Satellite Services L.L.C	VSAT Private Network	2022
	Dunes Middle East Trading & Contracting	VSAT Private Network	2019
	Smart Mobility Solutions L.L.C	Vehicle tracking and management using Iridium	2020
	Oman Airports Management Company S.A.O.C	Private Mobile Radio Communications Services Not Connected to the Public Network	2020
	Space Technology for Smart Solutions L.L.C	VSAT Private Network	2022
	Fleet Management Solutions International LLC	Vehicle tracking and management using Iridium	2020
	Oman Lens	Establishment of a Ground Station Connected to the Satellite Network	2024
	ETCO SPACE	Establishment of a Ground Station Connected to the Satellite Network	2024

Postal Services Sector Licenses

The following table lists the companies licensed to provide postal services to the end of **2024 AD**:

NO.	Company name	Year of License Issuance/Renewal
 برید عُمان OMAN POST	Oman Post S.A.O.G	2014
	Falcon Air Services and Transport Co, L.L.C	2014
	Aramex Muscat L.L.C	2014
	Elite Enterprises L.L.C	2014
	DHL Express L.L.C	2014
	Express Investment L.L.C	2014
	Oman Postal Express L.L.C (FedEx)	2014
	Moon Express L.L.C	2014
	Asyad Express SPC	2017
	FedEx Express L.L.C	2019
	Global Multi Investment Limited Partnership L.L.C (Sky Net)	2020
	AL Dalil Gate Commercial Services Organization (Dalilee)	2020
	Al-Husni Lishahn Waltawsil (Genacom)	2021
	Smsa Express Transportation Muscat SPC	2021
	Muscat Post L.L.C	2021
	Urbanization For Development L.L.C (TM Done)	2021
	NAQEL CO (Oman Branch)	2021

	Azwa Technology L.L.C	2021
	Sparkling Spring L.L.C (D2D)	2022
	Muscat Yachting L.L.C	2022
	Alhathaifa Business Solution SPC	2022
	Road Runner Express	2022
	Al Welayah Ocean for Transport and Trade	2022
	Magic delivery	2022
	Dora Integrated Selection (wasel lee)	2022
	Injaz service united	2022
	IMILE Express Services L.L.C	2022
	Mars United joint venture (Dot " Door to Door")	2022
	Tabsheer Al Ezz Al Dawlia (NOOL)	2022
	The Developed Al Tiqani (Thiqa Delivery)	2022
	Rapide L.L.C	2022
	Wakan Trading United	2022
	Fakhr Amouage Trading (Aladdin)	2022
	Lucky House International L.L.C	2022
	Sanad For Business (DELIVERY MAN)	2022
	The jewel of Mansoura International Trade	2022
	Cloud World Trading L.L.C (Otaxi)	2022
	Ali Al Ghazali Trading Est (Riders Hub)	2022

	Al Sayer Express SPC	2022
	Muscat Store Electronic Commerce (locationkum)	2022
	AL AMRI SHIPPING LOGISTICS SPC	2023
	The Famous Line United L.L.C	2023
	Alsharaa Transporting and Trading	2023
	ESNAD LOGISTICS	2023
	Sumoud Al-Sharq Modern Company	2023
	THEMAAR CONSULTANCY	2023
	Janain Al-Amerat L.L.C	2023
	Altareek Trade Kabas	2023
	NSAIM AL DUKM NATIONAL TRADING	2023
	EGOLESI BUSINESS SOLUTIONS	2023
	Ocean for General Services	2023
	Ajyal Al Khaleej International Trade L.L.C	2023
	Al Troud International	2023
	Hammer Stone Global Trading & Construction L.L.C	2023
	Locations Tourism and Logistics	2023
	Future Wave Technologies	2024
	Pearl Ideal Services Company	2024
	Nasayim Almaerifa Projects	2024
	GLOBAL INTERNATIONAL GROUP LLC	2024

	MURTHAFAT AL HILLAH TRADING	2024
	Triple cooperation leading (Tawseel Express)	2024
	NABDH ALWATEEN BUSINESS	2024
	ALMEEL ALAKHEER	2024
	Ryboa Baad	2024
	ALREEM ALMOTAMIZA	2024
	Paradise Business Perfect LLC (Dynamic Delivery)	2024
	MANAHIL ALBATINA LLC	2024
	Grease Performance	2024
	Muscat Nature	2024
	Dar Logistics	2024
	AL Awal Cargo Services	2024
	Royal Crown Technology LLC	2024
	With You Services LLC	2024
	Life Line Logistics LLC	2024



هيئة تنظيم الاتصالات
Telecommunications Regulatory Authority

**The quality of the internet service
depends on the quality of the internal
connections of communication networks
inside buildings!**

