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Decision No (34/2012)
On Issuing the Regulation on the Provision of Public Voice
Telecommunications Service via Voice Over Internet Protocol (VOIP)

Pursuant to the Telecommunications Regulatory Act issued by Royal Decree No. 30/2002 & its amendments;
The Executive Regulation of the Telecommunications Regulatory Act issued by Decision No. 144/2008; and
The Authority's Board of Directors approval.

Based on the exigencies of the public interest;

It is decided

Article 1:	The annexed provisions shall have effect in relation to the provision of public voice telecommunications service via voice over internet protocol (VOIP)
Article 2:	Any provision contradicting or conflicting with the provisions of the attached Decision is hereby repealed.
Article 3:	This Decision shall be published in the Gazette and shall become operative from the date following its publication.

Mohammed bin Hamed al-Rumhy
Chairman of the Telecommunications Regulatory Authority

Issued on: 18th Rabi' al-thani 1433 A.H.

Corresponding to: 11th March 2012 A.D.

**Regulation on the Provision of Public Voice Telecommunications
Service via Voice Over Internet Protocol (VOIP)**

Article 1:	In the application of the provisions of this regulation, voice telecommunications service via VOIP defines as a service for transmitting voice or video calls by using Internet Protocol technology in the transmission channel either partially or fully in accordance with the terms and conditions of the licensed services.
Article 2:	Public voice telecommunications service Licensees are permitted to provide VOIP voice telecommunications service in accordance with the Telecom Act and the licenses awarded to them. The Authority may exempt specific VOIP applications via computers or similar devices if they are for personal purposes only.
Article 3:	Licensee providing VOIP public voice telecommunications service shall: <ol style="list-style-type: none">1. Verify its subscribers' identity and record their information according to the standards applied for the beneficiaries of public telecommunications services.2. Observe the quality of service requirements issued by the Authority to regulate Basic Voice Service if it is provided as a basic voice service.3. Inform any beneficiary of such services when applying that if this service is provided as a value added service, it shall not be subject to the same quality of service requirements applied to the Public Basic Voice Service, and that the service may not be provided in case of electricity failure. The voice quality shall be clearly indicated according to the international standards.4. The licensee shall ensure the following:<ol style="list-style-type: none">a. Provide access to emergency services.b. Send the Calling Line Identification (CLI) number for all calls.c. Consider confidentiality and protection of beneficiary's data and calls.d. Maintain and store the beneficiary's personal database within the Sultanate's geographical boundaries.

Article 4:	Licensee providing VOIP public voice telecommunications service may request phone number structures from the Authority in accordance with the National Numbering Plan. In all cases, the licensee shall not use numbers other than those allocated to it by the Authority and shall comply with the applicable regulations in relation to numbering.
Article 5:	The licensee, who passes through its network another licensee's telecommunications traffic, shall not block or reduce the quality of sending packets used for VOIP public voice telecommunications in a discriminatory manner compared to sending packets used for other purposes.
Article 6:	All licensees providing public voice telecommunications services using any kind of technology, including VOIP technology, shall abide by applicable rules and regulations relating to interconnection, and shall cooperate to ensure the interoperability of the systems according to the international standards.