



Services Description Form

Telecommunications Regulatory Authority

Revision No: 1

Revision Date: 21/01/2016

Disclaimer: The information provided on this service description form is intended to provide general information to the public about TRA services for guiding purposes only. All information provided is believed to be accurate and reliable. However, the TRA reserves the right to make changes, updates and deletions to the service description forms as required. Readers are advised to contact the TRA office for any official guidelines or requirement. In case of any dis-satisfaction to any of the services, a written complaint shall be submitted to the TRA, supported with justification and suggestions for improvements.

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Equipment Type Approval Services

Application for Importing Radio Equipment for Demo Purposes

1. Name of Service and Beneficiaries:

Application for Importing Radio Equipment for Demo Purposes
This service is offered for registered companies that want to import unapproved telecom equipment for demo purposes.

2. Brief description for the service procedure:

- 1- Visit the TRA website www.tra.gov.om, and login to the Type Approval E-services portal.
- 2- Choose the selection available (Import radio equipment for demo purposes application) and fill out the form located.
- 3- Attach the required documents format (PDF).

3. The Department/unit supporting the service delivery in TRA:

Type Approval Department/ Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	a. Shipment Number b. Receipt c. The number of devices d. Accreditation Certificate
Fees (application/ service delivery) (OR):	No fees
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment

Application for Importing Radio Equipment for Re-export

1. Name of Service and Beneficiaries:

Application for Importing Radio Equipment for Re-export
This service is offered for registered companies that want to import telecom equipment for re-export.

2. Brief description for the service procedure:

1. Visit the TRA website www.tra.gov.om, and login to the Type Approval E-services portal.
2. Choose the selection available (Import radio equipment for re-export) and fill out the form located.
3. Attach the required documents format (PDF).

3. The Department/unit supporting the service delivery in TRA:

Type Approval Department/ Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	a. Shipment Number b. Receipt c. The number of devices
Fees (application/ service delivery) (OR):	No fees
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment

Application for Re-issue of Certificates and Letters request

1. Name of Service and Beneficiaries:

Application for Re-issue of Certificates and Letters request
This service is offered for registered companies that want to re-issue type approval certificate or re-issue a letter which was issued previously by TRA regarding type approval.

2. Brief description for the service procedure:

1. Visit the TRA website www.tra.gov.om, and login to the Type Approval E-services portal.
2. Choose the selection available (Re-issue Certificate) and fill out the form provided.

3. The Department/unit supporting the service delivery in TRA:

Type Approval Department/ Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	N/A
Fees (application/ service delivery) (OR):	10 OMR
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input checked="" type="checkbox"/> e-Payment
Average time taken for service delivery:	1 day

Application for Equipment Type Approval

1. Name of Service and Beneficiaries:

Application for Equipment Type Approval
This service is offered for registered companies that want to type approve telecommunications equipment.

2. Brief description for the service procedure:

1. Visit the TRA website www.tra.gov.om, and login to the Type Approval E-services portal.
2. Choose the selection available (Type Approval for Telecom Equipment) and fill out the form provided.
3. Attach the required documents format (PDF).

3. The Department/unit supporting the service delivery in TRA:

Type Approval Department/ Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Declaration of Conformity Certificate • Technical Specifications • Test Reports
Fees (application/ service delivery) (OR):	100 OMR for Radio and Terminal Equipment 50 OMR for Short-range and WLAN Equipment
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input checked="" type="checkbox"/> e-Payment

Average time taken for service delivery:	1 week
Method of contacting applicant:	<input type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	N/A
Terms and other Notes:	All required documents must be provided

Application for the Release of Telecommunications Equipment for Personal Use

1. Name of Service and Beneficiaries:

Application for the Release of Telecommunications Equipment for Personal Use
This service is offered for individuals or companies that want to release telecommunications equipment from the customs as the equipment will be for their own use.

2. Brief description for the service procedure:

1. Visit the TRA website www.tra.gov.om, and login to the Type Approval E-services portal.
2. Choose the selection available (Release for Personal use) and fill out the form provided.
3. Attach the required documents format (PDF).

3. The Department/unit supporting the service delivery in TRA:

Type Approval Department/ Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ol style="list-style-type: none"> 1. Shipment Information 2. A copy of the identity card. 3. Purchase invoice 4. The number of devices 5. Type Approval Certificate
Fees (application/ service delivery) (OR):	15 OMR per application
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input checked="" type="checkbox"/> e-Payment

Application for the Release of Telecommunications Equipment for Storage

1. Name of Service and Beneficiaries:

Application for the Release of Telecommunications Equipment for Storage
This service is offered for registered companies that want to release radio telecommunications equipment from the customs as the equipment will be stored by the company.

2. Brief description for the service procedure:

1. Visit the TRA website www.tra.gov.om, and login to the Type Approval E-services portal.
2. Choose the selection available (Release for Storage) and fill out the form provided.
3. Attach the required documents format (PDF).

3. The Department/unit supporting the service delivery in TRA:

Type Approval Department/ Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ol style="list-style-type: none"> 1. Shipment Information 2. Purchase invoice 3. The number of devices 4. Type Approval Certificate
Fees (application/ service delivery) (OR):	5 OMR per equipment
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input checked="" type="checkbox"/> e-Payment
Average time taken for service delivery:	1 day

Application for the Release of Telecommunications Equipment

1. Name of Service and Beneficiaries:

Application for the Release of Telecommunications Equipment
This service is offered for registered companies that want to release telecommunications equipment from the customs as the equipment will be sold in the Omani market.

2. Brief description for the service procedure:

1. Visit the TRA website www.tra.gov.om, and login to the Type Approval E-services portal.
2. Choose the selection available (Release for Telecom Equipment) and fill out the form provided.
3. Attach the required documents format (PDF).

3. The Department/unit supporting the service delivery in TRA:

Type Approval Department/ Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	1. Shipment Information 2. Purchase invoice 3. The number of devices
Fees (application/ service delivery) (OR):	N/A
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	1 day

Application for New User Request

1. Name of Service and Beneficiaries:

Application for New User Request
This service is offered for interested companies that want to register with TRA Type Approval Portal in order to get access and apply for any service offered..

2. Brief description for the service procedure:

1. Visit the TRA website www.tra.gov.om, and login to the Type Approval E-services portal.
2. Choose the selection available (New User Request) and fill out the form provided.
3. Attach the required documents format (PDF).

3. The Department/unit supporting the service delivery in TRA:

Type Approval Department/ Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Copy of ID card • Commercial Registration documents
Fees (application/ service delivery) (OR):	N/A
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	1 day
Method of contacting applicant:	<input type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS

Service Output (if approved):	<input type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input checked="" type="checkbox"/> Update in Digital Records
Service Output Collection:	<input type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Validity of the service output (days/ years):	N/A
Terms and other Notes:	Registered name must be the same name mentioned in the CR documents

Application for Storing Radio Equipment

1. Name of Service and Beneficiaries:

Application Storing Radio Equipment
This service is offered for registered companies that want to store radio equipment in their stores.

2. Brief description for the service procedure:

1. Visit the TRA website www.tra.gov.om, and login to the Type Approval E-services portal.
2. Choose the selection available (Storing Radio Equipment) and fill out the form provided.
3. Attach the required documents format (PDF).

3. The Department/unit supporting the service delivery in TRA:

Type Approval Department/ Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	N/A
Fees (application/ service delivery) (OR):	5 OMR per equipment
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input checked="" type="checkbox"/> e-Payment
Average time taken for service delivery:	1 day
Method of contacting applicant:	<input type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS

Application for Supply of Stored Radio Equipment

1. Name of Service and Beneficiaries:

Application for Supply of Stored Radio Equipment
This service is offered for registered companies that want to supply the store radio equipment which are stored in their stores to the user.

2. Brief description for the service procedure:

1. Visit the TRA website www.tra.gov.om, and login to the Type Approval E-services portal.
2. Choose the selection available (Supply of Stored Equipment) and fill out the form provided.
3. Attach the required documents format (PDF).

3. The Department/unit supporting the service delivery in TRA:

Type Approval Department/ Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	Copy of the radio license issued to the user
Fees (application/ service delivery) (OR):	N/A
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	1 day
Method of contacting applicant:	<input type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS

Application for Importing Telecom Equipment

1. Name of Service and Beneficiaries:

Application for Importing Telecom Equipment
This service is offered for companies that want to import telecom equipment to be sold in Oman.

2. Brief description for the service procedure:

1. Visit the TRA website www.tra.gov.om, and login to the Type Approval E-services portal.
2. Choose the selection available (Import Permission) and fill out the form provided.
3. Attach the required documents format (PDF).

3. The Department/unit supporting the service delivery in TRA:

Type Approval Department/ Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	N/A
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • International Grade companies: 800 OMR • Excellent Grade companies: 600 OMR • First Grade companies: 500 OMR • Second Grade companies: 400 OMR • Third Grade companies: 300 OMR • Fourth Grade companies: 100 OMR
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input checked="" type="checkbox"/> e-Payment



Telecommunications Licensing Services

Application for renewal of Internet Cafe Authorization

1. Name of Service and Beneficiaries:

Application for Renewal of Internet cafe Authorization
This service is offered for companies that want to renew their authorization for opening internet cafe.

2. Brief description for the service procedure:

1. Fill out the paper-based form.
2. Attach the required documents.
3. Submit the application to the TRA

3. The Department/unit supporting the service delivery in TRA:

Licensing and Compliance Department / Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ol style="list-style-type: none"> 1. Copy of valid ID. 2. Copy of valid Commercial Register 3. Copy of valid affiliation certificate to Oman Chamber of Commerce 4. Copy of Computer paper issued by Ministry of Commerce & Industry 5. Sample of authorized people signature 6. Receipt of renewal payment fee of 10 OMR. 7. a copy of the title service provision location or lease contract

Fees (application/ service delivery) (OR):	10 OMR
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	7 day
Method of contacting applicant:	<input checked="" type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	3 years
Terms and other Notes:	Regulatory Decision 118/2011 and 11/2011

Application for Authorization of Passive Infrastructure Utilization

1. Name of Service and Beneficiaries:

Application for Authorization of Passive Infrastructure Utilization
This service is offered for companies that want to authorization to utilize/rent their passive infrastructure telecom network.

2. Brief description for the service procedure:

1. Fill out the paper-based form.
2. Attach the required documents.
3. Pay the application fee.
4. Submit the application to the TRA

3. The Department/unit supporting the service delivery in TRA:

Licensing and Compliance Department / Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input checked="" type="checkbox"/> Email
Required documents to complete the request:	<ol style="list-style-type: none"> 1. Valid Commercial Registration 2. Valid ID card or passport of the authorized signatory. 3. Valid Certificate of Affiliation to Oman Chamber of Commerce and Industry. 4. Names of authorized signatories and their specimen signatures. 5. Details of the Passive Infrastructure intended to be utilized. 6. Payment receipt of RO 300/= non-refundable for processing the application. 7. Any other documents or information required by TRA.

Fees (application/ service delivery) (OR):	Application fee = 300 OMR Authorization fee= 3000 OMR
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	75 days
Method of contacting applicant:	<input checked="" type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	3 years
Terms and other Notes:	Regulatory Decision 60/2014

Application to Cancel Internet Cafe Authorization

1. Name of Service and Beneficiaries:

Application to Cancel Internet Cafe Authorization
This service is offered for companies that want to cancel their authorization for internet cafe.

2. Brief description for the service procedure:

1. Submit a cancelation letter.
2. Attach the required documents.
3. Submit the application to the TRA

3. The Department/unit supporting the service delivery in TRA:

Licensing and Compliance Department / Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input checked="" type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Official letter for cancelation • TRA Authorization Certificate issued previously by TRA
Fees (application/ service delivery) (OR):	N/A
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	7 day
Method of contacting applicant:	<input checked="" type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input type="checkbox"/> Email <input type="checkbox"/> SMS

Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input checked="" type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	N/A
Terms and other Notes:	Regulatory Decision 118/2011 and 11/2011

Application for Class-I Telecommunications License

1. Name of Service and Beneficiaries:

Application for Class-I Telecommunications License
This service is offered for companies that want to Class-I telecom service license in order to provide telecom services.

2. Brief description for the service procedure:

1. Fill out the paper-based form.
2. Attach the required documents.
3. Pay the application fee.
4. Submit the application to the TRA

3. The Department/unit supporting the service delivery in TRA:

Licensing and Compliance Department / Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Business Plan. • Financial Plan. • CV's. • Commercial Registration. • Undertaking to establish a company according to Oman laws. • Company Structure. • Copies of last license either from Oman or abroad. • Copies of Audited financial statements. • Letter form the bank about the company financial capacity. • Technical information for the proposed

	<p>system s and networks.</p> <ul style="list-style-type: none"> • Technical Setup. • Specifications form the equipment manufacturer. • Performance Bond/Bank Guarantee. • For SAOG companies, declaration of shareholders names and the company structure in regards to the shareholders. • Plan for the investments in the business for next 5 years.
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • Application Fee: 3000 OMR • License Fee: 20,000 or 35,000 OMR depending on the service to be provided
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	4 to 5 months before forwarding the application to the Ministry of Transport and Communications
Method of contacting applicant:	<input checked="" type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input checked="" type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	15 years for Mobile Service license 25 years for Fixed Service license
Terms and other Notes:	Reviewing the sample licenses and the terms and conditions mentioned in the TRA website

Application for Class-II Telecommunications License

1. Name of Service and Beneficiaries:

Application for Class-II Telecommunications License
This service is offered for companies that want to Class-II telecom service license in order to provide telecom services.

2. Brief description for the service procedure:

1. Fill out the paper-based form.
2. Attach the required documents.
3. Pay the application fee.
4. Submit the application to the TRA

3. The Department/unit supporting the service delivery in TRA:

Licensing and Compliance Department / Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Business Plan. • Financial Plan. • CV's. • Commercial Registration. • Undertaking to establish a company according to Oman laws. • Company Structure. • Copies of last license either from Oman or abroad. • Copies of Audited financial statements. • Letter form the bank about the company financial capacity. • Technical information for the proposed

	<p>system s and networks.</p> <ul style="list-style-type: none"> • Technical Setup. • Specifications form the equipment manufacturer. • Performance Bond/Bank Guarantee. • For SAOG companies, declaration of shareholders names and the company structure in regards to the shareholders. • Plan for the investments in the business for next 5 years.
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • Application Fee: 500 to 2,000 OMR depending on the service to be provided • License Fee: 2,500 or 10,000 OMR depending on the service to be provided
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	4 to 5 months before forwarding the application to the Ministry of Transport and Communications
Method of contacting applicant:	<input checked="" type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input checked="" type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	5 to 10 years depending on the service to be provided.
Terms and other Notes:	Reviewing the sample licenses and the terms and conditions mentioned in the TRA website

Application for Class-III Telecommunications License

1. Name of Service and Beneficiaries:

Application for Class-III Telecommunications License
This service is offered for companies that want to Class-III telecom service license in order to provide telecom services.

2. Brief description for the service procedure:

1. Fill out the paper-based form.
2. Attach the required documents.
3. Pay the application fee.
4. Submit the application to the TRA

3. The Department/unit supporting the service delivery in TRA:

Licensing and Compliance Department / Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Business Plan. • Financial Plan. • CV's. • Commercial Registration. • Undertaking to establish a company according to Oman laws. • Company Structure. • Copies of last license either from Oman or abroad. • Copies of Audited financial statements. • Letter form the bank about the company

	<p>financial capacity.</p> <ul style="list-style-type: none"> • Technical information for the proposed systems and networks. • Technical Setup. • Specifications form the equipment manufacturer. • Performance Bond/Bank Guarantee. • For SAOG companies, declaration of shareholders names and the company structure in regards to the shareholders. • Plan for the investments in the business for next 5 years.
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • Application Fee: 500 OMR • License Fee: 2,500 OMR
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	4 to 5 months
Method of contacting applicant:	<input checked="" type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input checked="" type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	5 years.
Terms and other Notes:	Reviewing the sample licenses and the terms and conditions mentioned in the TRA website

Application for Authorization to provide Access to Internet in Public Places

1. Name of Service and Beneficiaries:

Application for Authorization to provide Access to Internet in Public Places
This service is offered for companies that want to open internet café.

2. Brief description for the service procedure:

1. Fill out the paper-based form.
2. Attach the required documents.
3. Pay the application fee.
4. Submit the application to the TRA

3. The Department/unit supporting the service delivery in TRA:

Licensing and Compliance Department / Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Copy of valid ID. • Copy of valid Commercial Register • Copy of valid affiliation certificate to Oman Chamber of Commerce • Copy of Computer paper issued by Ministry of Commerce & Industry • Sample of authorized people signature • List of people authorized to supervise the café • Copy of Articles of association of the company or establishment, if the

	<p>applicant is a government entity or society or a Club etc., a copy of the said document is sufficient (Royal Decree, Ministerial decision, etc.)</p> <ul style="list-style-type: none"> • Written undertaking to establish a company or institution in accordance with the laws of Oman in the case of the approval of the request, or the addition of the activity in the commercial register if the applicant owns a company or institution. • a copy of the title service provision location or lease contract
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • Application fee = 30 R.O • Site survey fee= 80 R.O can be refunded in case of cancellation before the survey. • Authorization fee= 50 R.O • Deposit fee= 100 R.O can be refunded in case of application cancellation.
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	7 days
Method of contacting applicant:	<input checked="" type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input checked="" type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	3 years.
Terms and other Notes:	Regulatory Decision 118/2011 and 11/2011

Application for Authorization to Establish and Operate a Private Network not Connected to a Public Network

1. Name of Service and Beneficiaries:

Application for Authorization to Establish and Operate a Private Network not Connected to a Public Network
This service is offered for companies who want to setup and use their own private network, which is not connected to a public network.

2. Brief description for the service procedure:

1. Fill out the paper-based form.
2. Attach the required documents.
3. Pay the application fee.
4. Submit the application to the TRA

3. The Department/unit supporting the service delivery in TRA:

Licensing and Compliance Department / Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Commercial Registration Certificate, if any, and the accompanied computer documents, • Names of the authorized with signature and specimens of signatures. • A copy of ID card/ passport.

	<ul style="list-style-type: none"> • Certificate of Affiliation from Oman Chamber of Commerce and Industry – if any . • Accurate map of the network. • Covered places. • Proposed services. • Any other document or information requested by the TRA in regards to the systems and the network.
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • Application fee = 250 OMR • Authorization fee= 1,500 OMR
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	2 months
Method of contacting applicant:	<input checked="" type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input checked="" type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	3 years.
Terms and other Notes:	Regulatory Decision 18/2015

Application for Amending an Authorization of an internet café

1. Name of Service and Beneficiaries:

Application for Amending an Authorization of an internet café
This service is offered for registered internet café who want to amend their authorization

2. Brief description for the service procedure:

1. Fill out the paper-based form.
2. Attach the required documents.
3. Pay the application fee.
4. Submit the application to the TRA

3. The Department/unit supporting the service delivery in TRA:

Licensing and Compliance Department / Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> A copy of ID card/ passport of the authorized persons. A copy of the title service provision location or lease contract
Fees (application/ service delivery) (OR):	10 OMR
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment

Application for Authorization to Provide Automated System for Vehicles Management Service

1. Name of Service and Beneficiaries:

Application for Authorization to Provide Automated System for Vehicles Management Service
This service is offered for companies who wants to establish, operate, and provide services of Automated System for Vehicles Management

2. Brief description for the service procedure:

1. Fill out the paper-based form.
2. Attach the required documents.
3. Pay the application fee.
4. Submit the application to the TRA

3. The Department/unit supporting the service delivery in TRA:

Licensing and Compliance Department / Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Copy of valid identification card of the authorized signatories • Copy of the entity's Commercial Registration Information • Copy of valid Certificate of Affiliation from Oman • List of authorized employees & copy of

	<p>sample signatures Deposit receipt of the issuance of the license fee.</p> <ul style="list-style-type: none"> • Technical brief of the system structure, explanatory drawings in providing the service, any other information requested by the authority. • Plan regarding the mechanism of fulfilling the terms in this regulation.
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • Application fee = 30 OMR • Survey fee = 80 OMR • Authorization fee= 50 OMR
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	150 days
Method of contacting applicant:	<input checked="" type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	3 years
Terms and other Notes:	Regulatory Decision 80/2013

Application for Approval for a Service Exempted from Licensing

1. Name of Service and Beneficiaries:

Application for Approval for a Service Exempted from Licensing
This service is offered for companies who wants to provide a telecom services which is exempted from the licensing requirement

2. Brief description for the service procedure:

1. Explain your request in a formal letter.
2. Attach the required documents.
3. Pay the required fee if any.
4. Submit the application to the TRA

3. The Department/unit supporting the service delivery in TRA:

Licensing and Compliance Department / Regulatory and Compliance Unit

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Copy of valid identification card of the authorized signatories • Copy of the entity's Commercial Registration Information • Copy of valid Certificate of Affiliation from Oman • List of authorized employees & copy of

	<p>sample signatures Deposit receipt of the issuance of the license fee.</p> <ul style="list-style-type: none"> • Technical brief of the system structure, explanatory drawings in providing the service, any other information requested by the authority. • Plan regarding the mechanism of fulfilling the terms in this regulation.
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • N/A
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	2 weeks
Method of contacting applicant:	<input checked="" type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input checked="" type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	N/A
Terms and other Notes:	N/A



Radio Licensing Services

Application for Retention of Radio Equipment

1. Name of Service and Beneficiaries:

Application for Retention of Radio Equipment
This service is offered for companies who want to keep their radio equipment with them without operating it.

2. Brief description for the service procedure:

1. Licensee should log in to the E-spectrum portal in TRA website
2. Licensee should select the service and subservice
3. Licensee should select the radio license or the radio equipment intended for retention
4. Licensee should pay the retention fee in advance
5. Send the application online and the system will confirm reception by E-mail and SMS
6. System will check the payment and issue the retention license after that

3. The Department/unit supporting the service delivery in TRA:

Frequency Assignment and Licensing Department / Spectrum Management Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Payment receipt in case of payment by bank transfer or deposit.
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • 25 OMR per radio equipment
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input checked="" type="checkbox"/> e-Payment
Average time taken for service delivery:	<ul style="list-style-type: none"> • Fully automated without any human intervention in case of E-payment

Application for Cancellation of a Radio license

1. Name of Service and Beneficiaries:

Application for Cancellation of a Radio license
This service is offered for companies who want to cancel their radio equipment license.

2. Brief description for the service procedure:

- Licensee should log in to the E-spectrum portal in TRA website
- Licensee should select the service and subservice
- Licensee should select the radio license or the radio equipment intended for cancellation
- Licensee should pay the cancelation fee in advance
- Send the application online and the system will confirm reception by E-mail and SMS

3. The Department/unit supporting the service delivery in TRA:

Frequency Assignment and Licensing Department / Spectrum Management Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Payment receipt in case of payment by bank transfer or deposit.
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • 25 OMR per radio equipment
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input checked="" type="checkbox"/> e-Payment
Average time taken for service delivery:	<ul style="list-style-type: none"> • Fully automated without any human intervention in case of E-payment • 2 working days after payment confirmation in case of payment by bank transfer or deposit

Method of contacting applicant:	<input type="checkbox"/> Walk-in Counter /Post <input checked="" type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input checked="" type="checkbox"/> Update in Digital Records
Service Output Collection:	<input type="checkbox"/> Walk-in Counter/Post <input checked="" type="checkbox"/> Website (e-service) <input type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
Validity of the service output (days/ years):	6 months
Terms and other Notes:	<ul style="list-style-type: none"> • Licensee should be registered online • Licensee should have a valid radio license

Application for New Radio license

1. Name of Service and Beneficiaries:

Application for New Radio license
This service is offered for companies who want to get a radio equipment license.

2. Brief description for the service procedure:

- Licensee should log in to the E-spectrum portal in TRA website
- Licensee should select the service and subservice
- Licensee should fill the application form
- Licensee should pay the application fee in advance
- Send the application online and the system will confirm reception by E-mail and SMS

3. The Department/unit supporting the service delivery in TRA:

Frequency Assignment and Licensing Department / Spectrum Management Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Payment receipt in case of payment by bank transfer or deposit.
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • Application fee: 50 OMR per frequency and location • License fee: Depends on the requested number of frequencies.
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input checked="" type="checkbox"/> e-Payment

Average time taken for service delivery:	5 working days
Method of contacting applicant:	<input type="checkbox"/> Walk-in Counter /Post <input checked="" type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input checked="" type="checkbox"/> Update in Digital Records
Service Output Collection:	<input type="checkbox"/> Walk-in Counter/Post <input checked="" type="checkbox"/> Website (e-service) <input type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	1 year
Terms and other Notes:	N/A

Application for Radio License Modification

1. Name of Service and Beneficiaries:

Application for Radio License Modification
This service is offered for companies who want to modify their radio equipment license.

2. Brief description for the service procedure:

- Licensee should log in to the E-spectrum portal in TRA website
- Licensee should specify the service to which the license, to be modified, belongs
- Select the radio license to be modified.
- Modify the fields intended to be modified in the online application form.
- Send the application online and the system will confirm reception by E-mail and SMS

3. The Department/unit supporting the service delivery in TRA:

Frequency Assignment and Licensing Department / Spectrum Management Unit

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Payment receipt in case of payment by bank transfer or deposit.
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • Application fee: 50 OMR per frequency and location • License modification fee: 15 OMR
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input checked="" type="checkbox"/> e-Payment



Other Services

Application for Beneficiary Complaint

1. Name of Service and Beneficiaries:

Application for Beneficiary Complaint
This service is offered for individuals who want to submit a complaint against a telecom service provider.

2. Brief description for the service procedure:

- The beneficiary must submit a written complaint to the service provider, and to retain a copy of the complaint that clarifies the date of the submission.
- The service provider must respond to the complaint and clarify the reasons within 15days.
- If the service provider does not reply to the complaint within 15 days, or the response was not satisfactorily. The beneficiary has the right to file a written complaint to the Telecommunication Regulatory Authority from the date the response letter was received.
- Complete the form that can be found in the website www.tra.gov.om and attach the supporting documents.
- The complainant can inquire about the update status of the complaint through calling the Telecommunication Regulatory Authority call center by calling 80000000

3. The Department/unit supporting the service delivery in TRA:

Consumer Affairs Department / Consumer Affairs & International Relationship Unit.

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input checked="" type="checkbox"/> Call <input checked="" type="checkbox"/> Website(e-service) <input checked="" type="checkbox"/> Email
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Required documents to complete the request:	<ul style="list-style-type: none"> • Copy of applicant ID card. • Copy of the complaint letter submitted to service provider. • Any supported documents such as (bill, any correspondence etc.)
Fees (application/ service delivery) (OR):	N/A
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	<ul style="list-style-type: none"> • Depending on the complaint
Method of contacting applicant:	<input type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input checked="" type="checkbox"/> Electronic Document <input type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	N/A
Terms and other Notes:	N/A

Application for Violation Notice

1. Name of Service and Beneficiaries:

Application for Violation Notice
This service is offered for individuals who want to inform TRA about a violation related to telecommunication.

2. Brief description for the service procedure:

- Inform TRA about the violation through TRA call center or by sending email 24222222 / 80000000 / consumer@tra.gov.om
- Consumer Affair Department will study the violation.
- If the violation occurs frequently, the TRA will issue a public warning.

3. The Department/unit supporting the service delivery in TRA:

Consumer Affairs Department / Consumer Affairs & International Relationship Unit.

4. Information about the service:

Service request channels:	<input type="checkbox"/> Letter <input type="checkbox"/> Forms <input checked="" type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input checked="" type="checkbox"/> Email
Required documents to complete the request:	N/A
Fees (application/ service delivery) (OR):	N/A
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment

Application for Registrar Accreditation Service

1. Name of Service and Beneficiaries:

Application for Registrar Accreditation Service
This service is offered for companies who want to be a registrar for (.om) domain name

2. Brief description for the service procedure:

- Apply for accreditation by filling the form prepared for that
- Pay accreditation application fees
- Study the request by the Domain Names Department
- Inform the applicant whether the application was approved or rejected
- In case the request is approved, the company is subject to complete the technical accreditation testing requirements with the operations team
- Applicant should pay the Registrar Accreditation fees.
- Applicant Sign the accreditation agreement.
- Applicant Pay the guarantee and the initial deposit fees.
- Create account for the company (registrar) on the registry system and finalize all the technical requirements

3. The Department/unit supporting the service delivery in TRA:

Domain Names Department / Regulatory and Compliance Unit.

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input checked="" type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Accreditation Application form. • Initial approval. • Technical test. • Accreditation agreement.

Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • Application fee: 200 OMR • Accreditation fee/annual fee: 500 OR • Deposit fee: 2000 OR
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	3 months
Method of contacting applicant:	<input type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input checked="" type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	One year
Terms and other Notes:	Subject to terms and conditions mentioned in TRA website

Application for Out of Court Settlement Service

1. Name of Service and Beneficiaries:

Application for Out of Court Settlement Service
This service is offered for companies who have a violation in telecom and who want to settle the violation with TRA.

2. Brief description for the service procedure:

- TRA contacts the violated company by formal letter, and attach the settlement form
- The Violator send a formal representative settlement, and the form is submitted to TRA
- TRA coordinates with violator representative to set a date for settlement.
- If representative agree upon the fine, an invoice will be issued, with a deadline of one month.
- If the representative refuses to sign in order to discuss with his administration, the fine would change & may be recalculated again in the next settlement meeting.
- A period of 1 month is given for the fine to be paid. If not paid the violation forwarded to the Public Persecution for legal procedure.

3. The Department/unit supporting the service delivery in TRA:

Dispute Resolution & Litigation department / Legal Affairs Unit.

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input checked="" type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Authorization letter (Original Copy needed) • A Copy of valid Representative ID Card • A Copy of the Commercial Registry
Fees (application/ service delivery) (OR):	N/A

Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	N/A
Method of contacting applicant:	<input checked="" type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	15 days
Terms and other Notes:	N/A

Application for Dispute Resolution Service

1. Name of Service and Beneficiaries:

Application for Dispute Resolution Service
This service is offered for telecom service providers in case there is a dispute between them.

2. Brief description for the service procedure:

- A complaint is submitted to the TRA in Arabic.
- A prescribed form to be filled & signed by a person with capacity, otherwise, it shall not be accepted. Review website: <http://www.tra.gov.om/ar>
- Three (3) original copies of the complaint is filed to the Authority.
- The complainant is sent to the Respondent corporation/ licensee
- The Respondent defends its position by filling with (three original copies to the TRA with the paragraph numbering in sequence).
- If necessary, the TRA collect all the supplied documents and call the parties for a hearing in order to reach agreement.
- If there is no agreement, TRA issues a decision that shall be binding upon both parties.
- If any of the two companies is not satisfied with the decision of the TRA, they are entitled to request a legal review.
- If the TRA refused the review request of any party; the party can appeal in the administrative Court.
- If one party files a complaint in the Administrative court, he would be in a weak position because he doesn't follow the TRA procedure before going to the court.

3. The Department/unit supporting the service delivery in TRA:

Dispute Resolution & Litigation department / Legal Affairs Unit.

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input checked="" type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Authorization letter from the administration. • Copy of ID Card (Omanis) ID

	<p>Residence card (expatriate).</p> <ul style="list-style-type: none"> • 3 Original copies of the compliant
Fees (application/ service delivery) (OR):	N/A
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	N/A
Method of contacting applicant:	<input type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	N/A
Terms and other Notes:	<p>Terms and conditions mentioned in TRA website: http://www.tra.gov.om/ar/legal-framework-ar/decisions-and-regulations-ar/349-44-2010</p>

Application for Legal Review Service

1. Name of Service and Beneficiaries:

Application for Legal Review Service
This service is offered for telecom service providers to request the TRA to review and reconsider a decision issued by the TRA.

2. Brief description for the service procedure:

- A licensee or an operator has to fill a complaint to the TRA in Arabic.
- Compliant should be filled according to the application form on the TRA websites for such service.
- New data/ information must be put before the TRA to re-examine the case.

3. The Department/unit supporting the service delivery in TRA:

Dispute Resolution & Litigation department / Legal Affairs Unit.

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input checked="" type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Authorization letter from the administration. • Copy of ID Card (Omanis) ID Residence card (expatriate).
Fees (application/ service delivery) (OR):	N/A
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	N/A
Method of contacting applicant:	<input type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS

Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	N/A
Terms and other Notes:	Terms and conditions mentioned in TRA website: http://www.tra.gov.om/ar/legal-framework-ar/decisions-and-regulations-ar/349-44-2010

Application for Numbering Allocation Service

1. Name of Service and Beneficiaries:

Application for Numbering Allocation Service
This service is offered for telecom service providers to request the TRA to allocate range of numbers to them.

2. Brief description for the service procedure:

- A licensee has to fill the application form and submit to the TRA.
- The application is reviewed internally.
- If the request is approve, the service provider has to pay the allocation fee.
- The proposed numbering range is allocated to the service provider.

3. The Department/unit supporting the service delivery in TRA:

Technical Standard & Numbering department / Regulatory & Compliance Unit

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Official letter with the form
Fees (application/ service delivery) (OR):	a- Telecommunications numbering fees: <ul style="list-style-type: none"> - Allocate normal numbers: 25 Baize for each number for allocation or re-allocation. - Allocate premium numbers: 25 Rial for each number for allocation or re-allocation. - Allocate short codes numbers: 250 Rial for each number for allocation or re-allocation. b- Extra fees for Mobile special numbers:

	<ul style="list-style-type: none"> - 100 Rial for each diamond number. - 75 Rial for each gold number. - 50 Rial for each silver number. <p>c- Fees for Signaling Codes:</p> <ul style="list-style-type: none"> - Allocate National Signaling Point Code: 25 Rial for each code for allocation or re-allocation. - Allocate International Signaling Point Code: 250 Rial for each number for allocation or re-allocation. <p>Allocate Mobile Network Code: 250 Rial for each number for allocation or re-allocation.</p>
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	2 weeks
Method of contacting applicant:	<input type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input checked="" type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	1 year
Terms and other Notes:	N/A

Application for Renewal of Postal Service License

1. Name of Service and Beneficiaries:

Application for Renewal of Postal Service License
This service is offered for licensed postal companies who want to renew their license.

2. Brief description for the service procedure:

- A licensee has to write officially to the TRA and submit the request to the TRA.
- The application is reviewed internally.
- If the request is approve, the license is renewed.

3. The Department/unit supporting the service delivery in TRA:

Postal Services Unit

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Copy of valid ID. • Copy of valid Commercial Register • Copy of valid affiliation certificate • Sample of authorized people signature • List of governorates and Wilayats in which the service will be provided in, and the branches proposed to be established.
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • Application Fee: 500 OMR • License Fee: 7500 OMR • Royalty: 10% from Revenue, min 5000 OMR.
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment

Average time taken for service delivery:	60 days
Method of contacting applicant:	<input checked="" type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Call <input type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input checked="" type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input type="checkbox"/> Update in Digital Records
Service Output Collection:	<input checked="" type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	5 year
Terms and other Notes:	<ul style="list-style-type: none"> • The applicant shall be Omani • Professional in dealing according to the laws and regulations of the country. • For foreign companies, it should be registered according to the applicable laws.

Application for Postal Service License

1. Name of Service and Beneficiaries:

Application for Postal Service License
This service is offered for postal companies who want to get a license to provide the postal service in Oman.

2. Brief description for the service procedure:

- A licensee has to write officially to the TRA and submit the request to the TRA.
- The application is reviewed internally.
- If the request is approve, the license is granted.

3. The Department/unit supporting the service delivery in TRA:

Postal Services Unit

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Copy of valid ID. • Copy of valid Commercial Register • Copy of valid affiliation certificate • Sample of authorized people signature • List of governorates and Wilayats in which the service will be provided in, and the branches proposed to be established.
Fees (application/ service delivery) (OR):	<ul style="list-style-type: none"> • Application Fee: 500 OMR • License Fee: 7500 OMR • Royalty: 10% from Revenue, min 5000 OMR.
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input checked="" type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment

Application for Tariff Approval

1. Name of Service and Beneficiaries:

Application for Tariff Approval

This service is offered for licensed telecom service providers who want to approve a tariff for a service.

2. Brief description for the service procedure:

- A licensee has to write officially to the TRA and submit the request to the TRA.
- The application is reviewed internally.
- If the request is approved, the tariff is approved.

3. The Department/unit supporting the service delivery in TRA:

Costing and Tariff Department/ Competition and Tariffs Unit.

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input checked="" type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Letter from the service provider, including all the details about the service • Excel file with all the cost and profit figures • Any contracts between the service provider and other companies in relation to the service to be provided
Fees (application/ service delivery) (OR):	N/A
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	15 working days max, if all requirements are fulfilled

Application for Telecommunication Services for the Rural Areas

1. Name of Service and Beneficiaries:

Application for Telecommunication Services for the Rural Areas
This service is offered for individuals who wish to request telecommunications service in their area

2. Brief description for the service procedure:

- The submission of the request should clearly determine the type of the required service in the village.
- The applicant must mention the place / village name and to which willayat and governorate the village refers, provision the coordinates of location if it is available.
- TRA will study the request and will contact with the operators if there is any plan from them or not.
- In case there is no plan from the operators, the TRA will study the request and it will be taken into consideration in any future project.

3. The Department/unit supporting the service delivery in TRA:

Universal Service Department/ Competition and Tariffs Unit.

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input type="checkbox"/> Forms <input checked="" type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input checked="" type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Letter from the person. • Copy of the ID card • Details about the place / village name and to which willayat and governorate the village refers, provision the coordinates of location if it is available.
Fees (application/ service delivery) (OR):	N/A

Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	N/A
Method of contacting applicant:	<input type="checkbox"/> Walk-in Counter /Post <input type="checkbox"/> Website (e-service) <input checked="" type="checkbox"/> Call <input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Service Output (if approved):	<input type="checkbox"/> letter of approval/ paper based Document <input type="checkbox"/> Electronic Document <input checked="" type="checkbox"/> Update in Digital Records
Service Output Collection:	<input type="checkbox"/> Walk-in Counter/Post <input type="checkbox"/> Website (e-service) <input type="checkbox"/> Email <input type="checkbox"/> SMS
Validity of the service output (days/ years):	N/A
Terms and other Notes:	N/A

Application for Request of Land for Base Station

1. Name of Service and Beneficiaries:

Application for Request of Land for Base Station
This service is offered for licensed service providers who wants to get a land to build on it a telecom base station.

2. Brief description for the service procedure:

- A licensee has to fill the form, and specify the coordinates of the requested land.
- The application is reviewed internally, and then forwarded to the Ministry of Housing for issuing the required approval documents.
- A contract is signed between the company and TRA to utilize the land.

3. The Department/unit supporting the service delivery in TRA:

Universal Service Department/ Competition and Tariffs Unit.

4. Information about the service:

Service request channels:	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Forms <input type="checkbox"/> Call <input type="checkbox"/> Website(e-service) <input type="checkbox"/> Email
Required documents to complete the request:	<ul style="list-style-type: none"> • Letter from the operator. • Details about the location / village name and to which willayat and governorate the village refers, provision the coordinates of location.
Fees (application/ service delivery) (OR):	N/A
Payment Method:	<input type="checkbox"/> Cash <input type="checkbox"/> Credit / Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> e-Payment
Average time taken for service delivery:	N/A

