

**The Hashemite Kingdom of Jordan**

**TELECOMMUNICATIONS REGULATORY COMMISSION**



**Public Consultation Document on  
Key Performance Indicators (KPIs) for Wholesale Services  
Instructions**

08 August 2024

# 1. Introduction

The Telecommunications Regulatory Commission (“TRC”) is the independent regulatory authority responsible for the regulation of the telecommunications, information technology and postal sectors in Jordan.

Article (6e) of the Telecommunications Law No. 13 of 1995 (The “Law”) requires the TRC to, among other duties, *stimulate competition in the telecommunications and information technology sectors, relying on market forces, and so regulating them as to ensure the effective provision of telecommunications and information technology services and to ensure that its regulation is sufficient and effective to forbid or curtail illegal competitive practices or prevent any person with a dominant position in the market from abusing his position, and to take all necessary steps in this regard.*

In line with this obligation, the TRC in 2020 concluded a comprehensive analysis of the telecommunications market in order to assess the level of competition. Based on this analysis the TRC has found that some regulatory measures should be adopted or amended in order to create the environment for effective competition and to minimise regulatory barriers to entry.

Based on the decisions of the Fixed Market Review and the Mobile Market Review the TRC has decided upon the following remedy:

*All dominant licensees must provide information to the TRC on a set of Key Performance Indicators (KPIs) to be specified by the TRC following a consultation. Their purpose will be to demonstrate that the dominant licensee is compliant with its access and non-discrimination obligations.*

The TRC has now undertaken an exercise to provide instructions on the implementation and reporting of relevant KPIs.

To ensure transparency, the TRC is undertaking this public consultation process to invite the Licensees and other relevant stakeholders to comment on the draft KPI Instructions annexed to this document. The final updated Instructions will be published following this public consultation process.

## **2. Objectives and scope of this consultation process**

### Scope of the Instructions

The Key Performance Indicators (KPIs) for wholesale services are required to monitor the performance of an SMP operator (Designated Licensees). Firstly, the treatment of service orders initiated by the SMP operator's own affiliate (retail arm) and, on the other hand, service orders initiated by other Licensees. Secondly, the quality of wholesale services supplied by the SMP operator to other licensees. In the Instructions annexed to this consultation the TRC has developed and specified a set of KPIs for wholesale services. These definitions include measurement methodology, relevant formulas as well as a proposed reporting format for submission of the KPIs to the TRC.

### **3. The Public Consultation Process**

This Public Consultation Document will be available on the TRC website. Interested parties are invited to provide comments and observations to the TRC within a period of 30 working days as of the publication of this document.

Any comments provided in response to this Public Consultation Document should be provided in hard OR soft copy with a cover letter (both in PDF and Word format) to the following address:

Bayader Wadi Al Seer District Deir ghbar Area Extension of Alshaheed Mohamad Al Zoghoul Street. Building No (13) P.O.Box: 850967 Amman 11185 Jordan

**E-mail to: [interconnection-consultation@trc.gov.jo]**

The TRC invites comments on this consultation from all interested parties. The TRC encourages respondents to support all comments with relevant arguments and if relevant, data, analysis, benchmarking studies and information based on the national situation or on the experience of other countries. Indeed, it may give greater weight to comments supported by such evidence.

The TRC welcomes any comments/ observations regarding any matter of relevance in the draft updated Instructions. In doing so, respondents should indicate the Article number of the draft updated Instructions to which their comment refers.

The TRC also appreciates that some of the issues raised in the Public Consultation document might require that respondents provide confidential information in support of their comments. Respondents are therefore requested to identify clearly any such confidential material and to include it in a separate annex to their response.

The TRC is under no obligation to adopt the comments of any respondent.

The TRC will complete this Consultation process by publishing a Position Statement which will set out the TRC's response to the more substantive comments identified across the consultation responses, along with the final updated Interconnection Instructions.

**END**