

**THE HASHEMITE KINGDOM OF JORDAN**  
**TELECOMMUNICATIONS REGULATORY COMMISSION**



**Instructions on the Roles and Responsibilities of a Payphone  
Operator and Associated Service Provider**

**TRC Board Decision No.(1-10/2006) Date(18/4/2006)**

# Instructions on the roles and responsibilities of a Payphone Operator and Associated Service Provider

(Issued Pursuant to Article 6/b, c, d, g, o, and Article 12/a/16 of the Telecommunications Law and the Paragraph 1.7 of the General Government Policy for Universal Service in the Telecommunications Sector.)

**1 Citation: These Instructions may be cited as the Instructions on the roles and responsibilities of the Operator of Managed Payphone and Associated Service Provider for the Year [2006], and shall come into effect as of the date of their approval by the Board of Commissioners of TRC.**

## **2 Definitions**

2.1 The following words and phrases shall have the meanings assigned thereto hereunder, unless the context indicates otherwise. Any words and phrases not defined hereunder shall have the meanings ascribed thereto in the Law and the regulations issued pursuant thereto.

2.2 **“Additional Services”** means services and facilities that are provided together with the Basic Public Telephone Service and enable the Payphone Operator and the Payphone Owner to charge the user accurately and reliably and in proportion to the charges levied on the Payphones by the Associated Service Provider.

2.3 **“Associated Service Providers”** means the USP and any other Licensee who provides the Payphone Service to the Payphone Operator and Payphone Owners.

2.4 **“Basic Public Telephone Service”** means the telecommunications services comprising technical features which are the minimum necessary to allow the establishing of a telephony channel capable of allowing customers and other users of the service authorised by the customers to make and receive local, national and international calls supporting speech, facsimile and data communications sufficient for functional access to internet services. “Functional access to internet services” shall be considered to be available if the access service provided is equivalent in data rate, reliability and continuity of service to that used by a majority of subscribers taking account technical factors that may limit the performance of such technologies in certain geographic locations. Functional access to internet services does not require provision of the internet service itself which may be provided by any internet services provider.

2.5 **“Law”** means the Telecommunications Law no. 13 of 1995 and its amendments.

2.6 **“Licensee”** means a person who holds a License issued in accordance with the Law.

2.7 **“Payphone”** means a Telecommunications Terminal Equipment (TTE) that has access to the Payphone Service and is:

- located in a place that is accessible by individuals of the general public,
- available to be used by such individuals, in return for a payment during their lawful presence in the said location,

The means of payment may include any of; coins, credit cards, debit cards and prepayment cards. Payphones can be categorized into three classes according to the extent of public access, namely;

- 2.7.1 **Class -1: "Public Payphone"** means Payphone that is located on places where public access is not restricted and generally open to the public every hour of the day such as streets and public land. Only Licensees can establish, manage and operate Public Payphones. The establishment, operation and management of this class of Payphones and the provisioning of the Payphone Service shall be subject to the same applicable terms conditions of the License in addition to these Instructions.
- 2.7.2 **Class- 2: "Managed Payphone"** means Payphone that is located on places where public access to the Payphone is more restricted than Public Payphone, e.g. private real estate such as gas stations, hotel lobbies, hospital lobbies, Government departments, schools, universities, shops, shopping centres, mosques, churches, etc, where access to the Payphone is controlled by the Payphone Operator.
- 2.7.3 **Class -3: "Private Payphone"** means Payphones that are located in places with limited access such as hotel rooms, hospital rooms, clubs or residential properties where access to the Payphone is controlled by the Payphone Owner.
- 2.8 **"Payphone Instructions"** means these Instructions unless otherwise specified.
- 2.9 **"Payphone Operator"** means a Person who manages a (Class – 2) Managed Payphones or group of them.
- 2.10 **"Payphone Owner"** means a Person who owns and manages a (Class -3) Private Payphone.
- 2.11 **"Payphone Service"** means the telecommunications service, comprising the Basic Public Telephone Service and Additional Services.
- 2.12 **"TRC"** means the Telecommunications Regulatory Commission.
- 2.13 **"Universal Service"** means the Basic Public Telephone Service provided by a Universal Service Provider.
- 2.14 **"Universal Service Provider" (USP)** means a Licensee that is required under the USO Instructions to provide the Universal Service.
- 2.15 **"USO Instructions"** means the Instruction on Sharing of USO Cost as stated and amended by TRC from time to time.

### **3 Purpose of these Instructions**

- 3.1 The purpose of these Instructions is to define the respective roles and responsibilities of the Payphone Operators and the Associated Service Providers.

### **4 Role of the Payphone Operator and the Associated Service Provider**

- 4.1 The Associated Service Provider shall require in its contract with a Payphone Operator that the latter shall undertake to do the following:
- (a) Provide free access to the emergency services, operator assistance, and directory enquiries provided by the Associated Service Provider;
  - (b) Ensure that adequate information is available and clearly displayed on or adjacent to the Payphone for:
    - Charging, and;

- How to complain to the Associated Service Provider if the Payphone Operator fails to meet the these requirements
- (c) Provide access to international services from other Associated Service Providers;
  - (d) Provide services in a manner consistent with the Code of Practice for Payphone Operators and Payphone Owners published by the Telecommunications Regulatory Commission and as may be amended from time to time.
- 4.2 The Associated Service Provider shall from time to time remind the Payphone Operators of their obligations to provide the above.
  - 4.3 The Associated Service Provider shall provide a contact point that may be reached by telephone, letter and electronic mail to receive complaints from users of Payphones and shall be available 24 hours a day.
  - 4.4 The Associated Service Provider shall report quarterly to the Telecommunications Regulatory Commission on the complaints that it receives from users of Payphones. Such reports should specify principal reasons for complaints and enumerate the number of complaints received by reason.
  - 4.5 The Associated Service Provider shall monitor the performance of each Payphone Operator against its contract and particularly against the requirements specified in Paragraph 4.1 above.
  - 4.6 The Associated Service Provider shall bar the Payphone Service from any single or a set of Payphones in cases of fraud or suspected fraud, other criminal activity or when requested by a local authority or enforcement agency.

## **5 Status of a Payphone Service**

- 5.1 All aforementioned classes of Payphones shall provide:
  - Free access to the emergency services;
  - Free access to operator assistance, and;
  - A clear display of charges.
- 5.2 The TRC shall forbear from requiring Payphone Operators and Payphone Owners to be licensed under the Law.
- 5.3 The TRC may introduce a limit to the number of Payphones that operated or managed at any one set of locations or in total if the TRC found that providing that number of Payphones might be considered to exploit the forbearance from the need for a License under the Law.

## **6 Code of Practice for Payphone Operators and Payphone Owners**

- 6.1 The TRC may publish and from time to time amend a Code of Practice for Payphone Operators and Payphone Owners.
- 6.2 This Code of Practice may specify:

- (a) Services to be provided;
- (b) Tariffs to be applied;
- (c) Requirements for positioning and making available of the facility;
- (d) Requirements for service quality.
- (e) Any other rules or standard to govern the provision of the Payphone Service

6.3 The TRC may publish this Code of Practice only if there is evidence that Payphone Operators or Payphone Owners are not meeting the needs of customers with respect to service quality and pricing.