



The Hashemite Kingdom of Jordan
Telecommunication Regulatory Commission

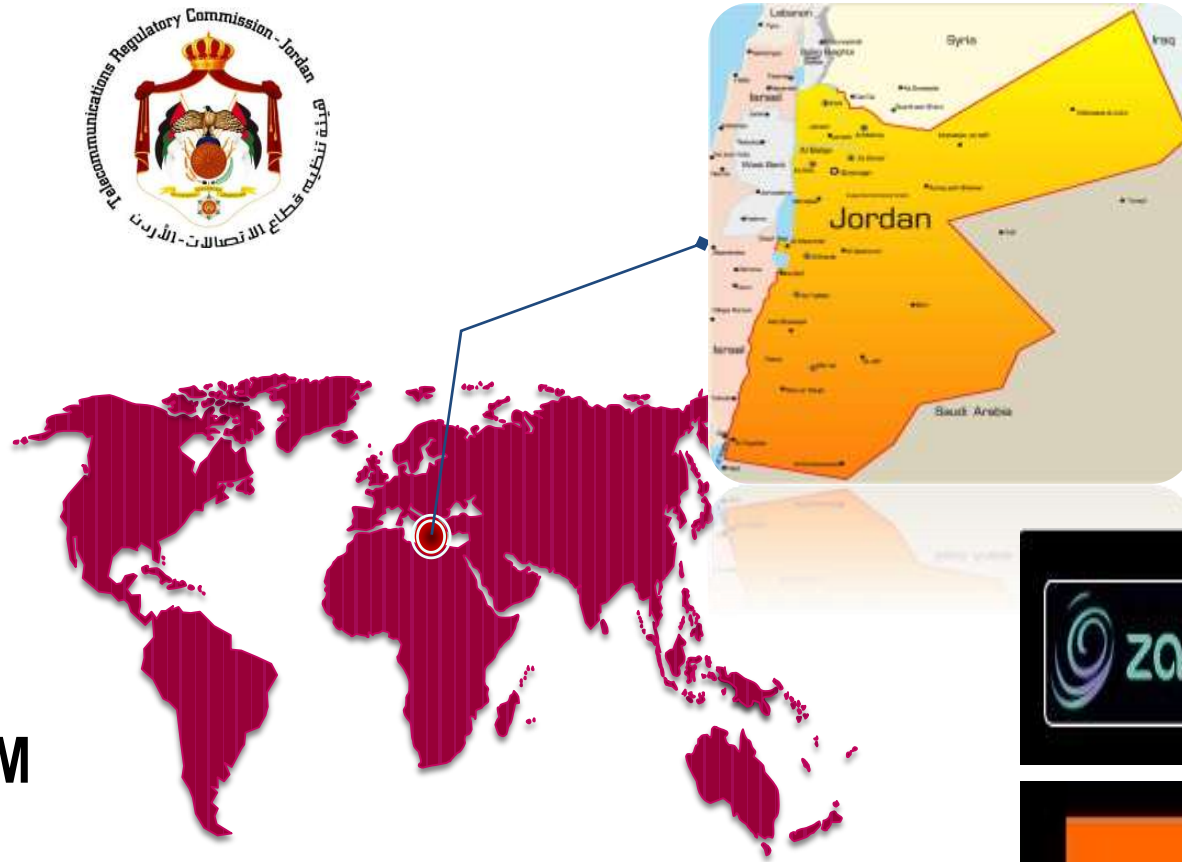
Consumers' Protection and Handicaps' Service Provision

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General Indicators

- Area 88,778 SQ Km
- Population 9,531,712
- GDP per capita US\$ 5,160
- Number of Internet Users 4.75 M
- Number of ISP's 13
- Mobile Operators 3





General Indicators

- Number of Operators offering **FBWA**
- Number of Operators offering Fiber 7
- Number of DSL Resellers 12
- Number of FTTH providers 7
- PC Penetration rate 61%

FBWA: Fixed Broadband wireless Access: Fixed WiMax/Fixed -LTEetc



Law and Statement of Government Policy

Article (6):

The Commission shall undertake the following duties and responsibilities:
To protect the interests of Beneficiaries and monitor the actions of persons and licensed parties to ensure that the conditions of Licenses are observed, including specified service standards, service quality, and prices; and to take the necessary legal actions in front of those who violate these conditions.



Law and Statement of Government Policy

Article (52):

Everyone licensed to offer a Public Telecommunications Service shall set up a special section for receiving complaints of Beneficiaries and subscribers, and shall strive to avoid the causes of the complaints if they are related to the standard, quality or method of the service.



Law and Statement of Government Policy

Article (54):

If the Commission receives any complaint regarding a default on the part of the Licensee, or of a dispute between the Licensee and the Beneficiaries concerning the standard of service, or the violation of the conditions of the License, the Commission may investigate the reasons of the complaint and make the decision it deems proper. Such decision shall be considered final and binding on the Licensee.



1/8/2019

Law and Statement of Government Policy

38) The Government recognizes the important consumer protection role that is performed by the Commission. Accordingly, the Government encourages the Commission to form a consumer advisory entity to represent consumer interests and to provide input to the Commission. The Government also recognizes and supports the Commission's publication on its web site of consumer guidelines and quality of service reports. Furthermore, the Government requires the Commission to require telecommunications service providers to continue to publish sufficient information concerning, coverage, rates and other information that would enable consumers to make an informed decision concerning their purchase of telecommunications services.

art 38 of the National Policy



1/8/2019

Consumer Protection Policy (Regulations)

The Beneficiaries Affairs Section in the Regulatory Department started its project in establishing its consumer Protection Policy, but because it was not stated in the Telecommunications Law neither in the National Policy, the Policy will be treated as Regulations to be adopted by the providers of ICT services in the kingdom ([Consumer Protection Regulations](#))



1/8/2019

Consumer Protection Policy (Regulations)

The Beneficiaries Affairs Section in the Regulatory Department also published the ICT service provision guide lines in the consumers' [service directory](#) published in 2010 and yearly updated



1/8/2019

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1/8/2019

Consumers' empowerment through educational Campaigns

Launching awareness campaigns to the consumers of the telecommunications and postal services 2015, 2016 , 2017.

Some of Our Brochures and Campaigns



في الاتصال معرفة

عزيمي المستفيد من خدمات الاتصالات وتكنولوجيا المعلومات والبريد في المملكة؛ إذا لديك شكوى حول خدمة الاتصالات أو الانترنت أو البريد ولم تعمل الشركة فزودة الخدمة على حلها إتصل على الرقم المجاني المخصص لتلقي ومتابعة الشكاوى "117000" من أي هاتف أرضي أو خلوي.

هاتف 5501120، فاكس 5690830/ 29
الرقم المجاني لتلقي ومتابعة الشكاوى 117000
البريد الإلكتروني المخصص للشكاوى
complaints&enquiries@trc.gov.jo
البريد الإلكتروني trc@trc.gov.jo
الموقع الإلكتروني www.trc.gov.jo

إلى كافة المستفيدين من الخدمات البريدية في المملكة

تهيب هيئة تنظيم قطاع الاتصالات بكافة المستفيدين من الخدمات البريدية في المملكة ضرورة التعامل مع شركة البريد الأردني ومشغلي البريد الخاص المرخصين من قبل الهيئة فقط؛ لتقديم خدمات نقل البعثات البريدية المحلية والدولية، وذلك حرصاً على مصالحهم وممتلكاتهم، حيث أتاحت الهيئة من خلال موقعها الإلكتروني (www.trc.gov.jo) أسماء وعناوين تلك الشركات.

في الاتصال معرفة

هيئة تنظيم قطاع الاتصالات

هاتف 5501120، فاكس 5690830/ 29
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Some of Our Brochures





Handicaps' Service Provision

ART 29

- The Licensee's undertaking to provide the service to applicants or Beneficiaries on equal footing and without discrimination, except for national security requirements or what is considered as tolerance for operational, social or humanitarian reasons.



Handicaps' Service Provision

- The TRC represented by the Head of the beneficiaries Affairs Section suggested to send letters to Mobile operators to launch special offers to people with special needs according to the above mentioned art.
- The TRC recorded the Consumer affairs Directory for Blinds and distributed to Blind associations all over the country
- We received big support from HE the CEO of the TRC in these respects
- One company replied to the TRC out of three and (Zain) launched its first Mobile offer (Basma Mobile offer) for people with special needs and disabilities.

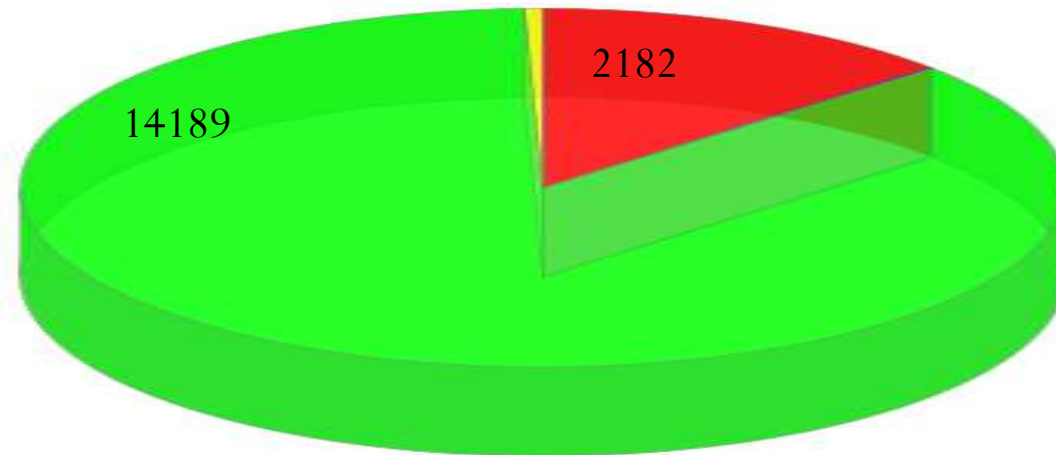


Handicaps' Service Provision

- Zain Also established special customer Care section for people with especial needs (deaf) it worked together with the higher council for disabled people and the National Security to assign a number (114) in order to enable people with disabilities (deaf) to communicate with the National Security Control section to allow them to make emergency calls
- Zain also established its visual Query System for deaf round the o'clock.
- Zain Also equipped its customer affairs sections with passages for disabled people

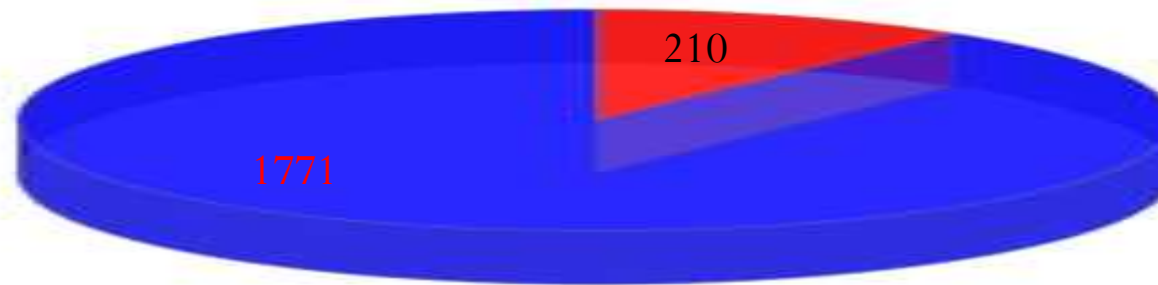
16480 received 14189 Solved (86% resolved)

Incident by Status



1981 complaint received from 1/1-1/8/2017 1771 solved (89%)

**Incident by Status: open.
time>='01/01/2017 00:00:00' and
open.time<='01/08/2017 00:00:00'**



DEADLINE ALERT closed (1981 records)



THANK YOU