

HASHEMITE KINGDOM OF
JORDAN



Telecommunications Regulatory
Commission

**Instructions on the Sharing of
USO Costs**

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

المملكة الأردنية الهاشمية



هيئة تنظيم قطاع الاتصالات

تعليمات المشاركة في تكاليف التزامات
الخدمة الشمولية

قرار مجلس مفوضي الهيئة رقم (٣-٣١/٢٠٠٦)
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Instructions on the Sharing of USO Costs

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

1 (Article 1) Citation: These Instructions may be cited as the Instructions on the Sharing of USO Costs for the Year [2006], and shall come into effect as of the date of their approval by the Board of Commissioners of TRC.

2 (Article 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

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<p>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.</p>	<p style="text-align: right;">"</p>
<p>2.5 “Contributor” means a Licensee whose Operating Revenue in certain year is more than 1% of Total Operating Revenue in that year.</p>	<p style="text-align: right;">" / %</p>
<p>2.6 “Jordan Telecom”, “JT” means the incumbent provider of Basic Public Telephone Service and Public Switched Voice Service.</p>	<p style="text-align: right;">" /</p>
<p>2.7 “Law” means the Telecommunications Law no. 13 of 1995 and its amendments.</p>	<p style="text-align: right;">" /</p>
<p>2.8 “Licensee” means a Person who holds a License issued in accordance with the Law.</p>	<p style="text-align: right;">" /</p>
<p>2.9 “Operating Revenue” means Operating Revenue as defined in Licenses issued in accordance with the Law.</p>	<p style="text-align: right;">" /</p>
<p>2.10 “Payphone” means a Telecommunications Terminal Equipment (TTE) that has access to the Payphone Service and is:</p> <ul style="list-style-type: none"> • 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, <p>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;</p>	<p style="text-align: right;">" / : • •</p>
	<p style="text-align: right;">:</p>

<p>2.10.1 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.</p> <p>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.</p>	<p>" : - / /</p>
<p>2.10.2 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.</p>	<p>" : - / /</p>
<p>2.10.3 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.</p>	<p>" : - / /</p>
<p>2.11 "Payphone Operator" means a Person who manages a (Class – 2) Managed Payphones or group of them.</p> <p>2.12 "Payphone Owner" means a Person who owns and manages a (Class -3) Private Payphone.</p> <p>2.13 "Payphone Service" means the telecommunications service, comprising the Basic Public Telephone Service and Additional Services.</p>	<p>" : - / /</p> <p>(-)</p> <p>" : - / /</p> <p>(-)</p> <p>" : - / /</p>

<p>2.14 “Public Mobile Telecommunication Service” means Public Telecommunications Services, as defined by the Law, that (i) permit two-way communications between users’ terminals (radio stations) and other similar radio stations, as well as with any apparatus, station or service connected to the public switched telephone network in Jordan, and (ii) are supplied by means of multiple cells of radio communication transceivers, configured so as to permit full mobility of customer radio stations, with hand-off between adjacent cells and frequency re-use throughout the various cells.</p>	<p>" / () () ()</p>
<p>2.15 “Public Switched Voice Service” means the provision of a fixed voice telephone service to the public regardless of the technology used.</p>	<p>" /</p>
<p>2.16 “Rulemaking Instructions” means any Instructions on proceedings for issuing Instructions by the TRC.</p>	<p>" /</p>
<p>2.17 “Total Contributors' Revenue” means the sum of Operating Revenues from all Contributors in a certain year.</p>	<p>" /</p>
<p>2.18 “Total Operating Revenue” means the sum of Operating Revenues from all Licensees.</p>	<p>" /</p>
<p>2.19 “TRC” means the Telecommunications Regulatory Commission.</p>	<p>" /</p>
<p>2.20 “Universal Service” means the Basic Public Telephone Service provided by a Universal Service Provider.</p>	<p>" /</p>
<p>2.21 “Universal Service Fund” (the Fund) means the fund prescribed by Article 86 of the Law and administered in accordance with a Universal Service Fund Bylaw.</p>	<p>() " " /</p>
<p>2.22 “Universal Service Fund Bylaw” means the bylaw required under Article 86/4 of the Law to establish the authority to manage, administer, control, and authorize</p>	<p>" / () ()</p>

<p>disbursements from the Universal Service Fund.</p>	
<p>2.23 “Universal Service Provider” (USP) means a Licensee that is required under these USO Instructions to provide the Universal Service.</p>	<p>" /</p>
<p>2.24 “USO Instructions” means these Instructions unless otherwise specified.</p>	<p>" /</p>
<p>2.25 “USO Policy” means the General Government Policy for Universal Service in the Telecommunications Sector issued by the Council of Ministries – Decree 3780 dated 21/12/2004.</p>	<p>" /</p> <p>/ /</p>
<p>2.26 “USO Regime” means the Regime for sharing USO costs, which is the subject of these USO Instructions established in accordance with Paragraph 2.6 of Appendix 4 of Jordan Telecom’s Amended and Restated License and the USO Policy.</p>	<p>" /</p> <p>(2.6)</p> <p>(Appendix 4)</p>
<p>3 (Article 3) Scope</p>	<p>() .</p>
<p>3.1 The purpose of these USO Instructions is to establish the USO Regime that will be applicable from the start of operations of any Public Switched Voice Service in competition with JT as stated in Paragraph 2.6 of Appendix 4 of Jordan Telecom’s Amended and Restated License and in the USO Policy. The USO Regime which is the subject of these USO Instructions is the regime for the sharing of USO costs mentioned in that paragraph and in the USO Policy.</p>	<p>/</p> <p>(Appendix 4) (2.6)</p>

<p>4 (Article 4) Establishment of the USO Regime</p>	<p>() .</p>
<p>4.1 The USO Regime is hereby established under the title "Instructions on the Sharing of USO Costs for the Year 2006.</p>	<p>/</p>
<p>5 (Article 5) JT is to be sole USP until there is effective competition</p>	<p>() .</p>
<p>5.1 Until it is determined in accordance with Article 6 of these USO Instructions that effective competition has begun to JT's provision of a Public Switched Voice Service, JT shall continue to be the USP in all geographic areas and that JT shall continue to bear the entire cost of the USO under the terms of its licenses and these USO Instructions.</p>	<p>/</p>
<p>6 (Article 6) Determination of effective competition</p>	<p>() .</p>
<p>6.1 The TRC shall determine whether effective competition to JT's provision of a Public Switched Voice Service has begun.</p>	<p>/</p>
<p>6.2 In making its determination the TRC shall take account of:</p> <ul style="list-style-type: none"> (a) The availability of the Public Switched Voice Service from any other licensee. (b) Other factors that the TRC determines to be relevant. 	<p>/</p> <p>:</p> <p>()</p> <p>()</p>
<p>7 (Article 7) Actions to be taken when there is effective competition</p>	<p>() .</p>
<p>7.1 Upon issuing a determination that JT faces effective competition, the TRC may as part of its determination, designate the role of USP to one or more Licensees. Such designation may be in addition to or in substitution for JT.</p>	<p>/</p>

7.2	A designated USP shall be entitled to compensation for material competitive disadvantage arising from its USO in accordance with Article 9.	/
7.3	Any entitlement to compensation shall be paid from the Universal Service Fund.	/
8	(Article 8) Assigning the role of USP to one or more licensees	() .
8.1	In designating the role of USP to a Licensee in accordance with Article 7 the TRC shall also decide the most economically efficient manner of delivering the USO following an evaluation of the capabilities of other possible USPs and the costs of re-assigning the role of USP.	/
8.2	<p>In making the evaluation under Article 8.1 the TRC shall take account of:</p> <p>(a) An estimation of the size of the material competitive disadvantage suffered by the incumbent USP and hence of the compensation required.</p> <p>(b) The number of Licensees other than the incumbent USP that have stated an interest in being a designated USP.</p> <p>(c) The number of Licensees with the technical capability to offer the Universal Service.</p> <p>(d) The number of Licensees with universal or near universal coverage of the Kingdom of Jordan and each of its Regions.</p> <p>(e) The cost base of the Licensees.</p> <p>(f) The cost of running a competitive tender process.</p> <p>(g) Any other factors considered by the TRC to be relevant in such an evaluation.</p>	<p>/</p> <p>/</p> <p>()</p> <p>()</p> <p>()</p> <p>()</p> <p>()</p> <p>()</p> <p>()</p> <p>()</p>

<p>8.3 The incumbent USP shall remain the USP in a particular area if the evaluation specified in Articles 8.1 and 8.2 indicate that this would be the most economically efficient option.</p>	<p style="text-align: right;">/</p> <p style="text-align: center;">/ /</p>
<p>8.4 If the evaluation of the capabilities and costs indicate that it is likely to be more economically efficient to re-assign the role of USP, the TRC shall run a competitive tender process to determine the designated USP by area. The TRC shall determine the process for competitive tendering in accordance with the Rulemaking Instructions.</p>	<p style="text-align: right;">/</p>
<p>8.5 The designated USP for an area shall be the Licensee that in the opinion of the TRC is the most efficient provider of the Universal Service in that area. In deciding which Licensee is the most efficient, the TRC shall take account of:</p> <p>(a) The capability to provide the Universal Service in the area.</p> <p>(b) The tariffs for the Universal Service offered by the tenderer.</p> <p>(c) The possibility of the USP suffering material competitive disadvantage as a consequence of its USO.</p> <p>(d) The net cost of the USO suffered by the USP net of any benefits to the USP.</p> <p>(e) The financial stability of the tenderer.</p> <p>(f) Any other factors considered by the TRC to be relevant in making such a decision.</p>	<p style="text-align: right;">/</p> <p style="text-align: center;">:</p> <p style="text-align: right;">()</p> <p style="text-align: right;">()</p> <p style="text-align: right;">()</p> <p style="text-align: right;">()</p> <p style="text-align: right;">()</p> <p style="text-align: right;">()</p>
<p>8.6 If no competitive tenders are received for an area or if the competitive tenders received are, in the opinion of the TRC, less economically efficient in providing the Universal Service than the incumbent</p>	<p style="text-align: right;">/</p>

<p>USP, then the incumbent USP shall remain the designated USP.</p>	
<p>8.7 The definition of an area to be tendered shall be determined by the TRC. The definition of an area shall take account of the need for scale economies in the provision of the Universal Service, the characteristics of the networks that may be used to provide the Universal Service, and physical, administrative and political boundaries.</p>	/
<p>8.8 The duration of the designation of a Licensee as a USP for an area shall be determined by the TRC. The designation shall take account of the licensee's need to recover the capital deployed to provide the Universal Service, the need for a long period of certainty to minimise risk to the licensee and the need for continuity of services to subscribers.</p>	/
<p>8.9 On designating a new USP in an area, the former USP may continue to provide service within the area but will no longer be eligible for compensation. If the former USP decides to abandon the area, the former USP shall:</p>	/
<p>(a) Offer its infrastructure to the new USP at a reasonable price that reflects its economic value.</p>	:
<p>(b) Inform its customers of its intentions and of the new USP.</p>	:
<p>(c) Undertake an orderly transition of its customers in the area to the new USP at its own cost.</p>	:
<p>9 (Article 9) Sharing of USO costs</p>	() .
<p>9.1 A USP incurring any material competitive disadvantage arising from its provision of the USO as determined by the TRC may</p>	/

<p>receive compensation through the Universal Service Fund.</p>	
<p>9.2 The TRC shall determine whether a USP has incurred a material competitive disadvantage in the preceding year when requested by the USP no more frequently than once a year.</p>	/
<p>9.3 If the TRC determines that a USP has incurred a material competitive disadvantage in the preceding year, the TRC shall allow a claim by the USP for compensation for that year up to an amount determined by the TRC which represents the net cost of the USO taking account of any benefits accruing to the USP.</p>	/
<p>9.4 The TRC may require Licensees to contribute to the Universal Service Fund under Articles 16 and 17 of these USO Instructions.</p>	/
<p>10 (Article 10) Definition of material competitive disadvantage</p>	() .
<p>10.1 A USP shall be considered to be at a material competitive disadvantage if:</p>	/
<p>(a) The return on capital employed for the business that is used to support the Universal Service in any year is no greater than its weighted average cost of capital for that business as determined by the TRC; and</p>	()
<p>(b) The USO imposes a net cost on the USP.</p>	()
<p>10.2 The scope of the business that is used to support the Universal Service shall be determined by the TRC. The range of services to be taken into account in determining the scope of the business used to support the Universal Service shall include:</p>	/

<p>(a) Each and every element of the Universal Service including access services, outbound local, national and international calls and calls to subscribers on other networks, on-net inbound local, national and international calls and inbound calls from subscribers on other networks;</p>	<p>()</p>
<p>(b) Value added and supplementary services that are provided because the Universal Service is provided, including but not limited to telephone directory, directory enquiry, hunting, DDI, Centrex, call management services, messaging services, other value added voice services, dial internet access, DSL access to the internet, dial access to VPN services, and DSL access to VPN services;</p>	<p>()</p>
<p>(c) Services that are offered because the Universal Service infrastructure is provided including but not limited to leased circuits, transport services (including data, video and multimedia) between Network Termination Points, including services that utilise such applications as frame relay, packet switching, asynchronous transfer mode (ATM) switching and ISDN and transmission services to or over the Internet.</p>	<p>()</p>
<p>11 (Article 11) Calculation of the net cost of the USO</p>	<p>() .</p>
<p>11.1 In calculating the net cost of a USO, it shall be assumed that the USP is a rational and efficient operator acting in an efficient market.</p>	<p>/</p>

<p>11.2 The net cost of the USO shall be the difference between the cost that may be avoided and the revenue that is foregone if uneconomic areas covered by the USP are not served.</p>	<p>/</p>
<p>11.3 An area is uneconomic if, using the basis for deriving revenues and costs in this Instruction, the cost of serving the area is greater than the revenue derived from the area.</p>	<p>/</p>
<p>11.4 The size of an area to be considered as economic or uneconomic is the size of an area that a rational operator would ordinarily consider when making a decision to invest to provide the Universal Service, if it were not under an obligation to provide the Universal Service.</p>	<p>/</p>
<p>12 (Article 12) Specification of the revenues to be taken into account</p>	<p>() .</p>
<p>12.1 The following revenue basis shall be used in determining what areas are uneconomic and the revenue foregone in those areas.</p>	<p>/</p>
<p>12.1.1 An estimate of the average revenue for each geographic area based as closely as possible on the average revenue per line in that area plus any additional revenues that accrue to the area.</p>	<p>: / /</p>
<p>12.1.2 Revenues from each and every element of the Universal Service including access services, outbound local, national and international calls and calls to subscribers on other networks, on-net inbound local, national and international calls and inbound calls from subscribers on other networks.</p>	<p>/ /</p>

<p>12.1.3 Net revenues (where positive) of those value added and supplementary services that are provided because the Universal Service is provided, including telephone directory, directory enquiry, hunting, DDI, Centrex, call management services, messaging services, other value added voice services, dial internet access, ADSL, dial access to VPN services and dial internet access services and leased line services.</p>	<p>() //</p>
<p>12.1.4 Net revenues are assumed to be revenues minus long run incremental costs of those services. The estimate of long run incremental costs for value added and supplementary services shall be made using the basis specified in Article 13.</p>	<p>//</p>
<p>13 (Article 13) Specification of the costs to be taken into account</p>	<p>() . /</p>
<p>13.1 The following cost basis shall be used in determining what areas are uneconomic and the avoidable costs in those areas. The TRC may choose to re-estimate any costs provided to it by a USP taking account of this basis and to recalculate the avoidable costs of the USO.</p>	
<p>13.1.1 A forward looking long run incremental approach.</p>	<p>//</p>
<p>13.1.2 An efficient network topology where one may be designed, otherwise the existing network topology.</p>	<p>//</p>

<p>13.1.3 An assumption of the use of modern equivalent assets for both capital and operating costs.</p>	<p>/ /</p>
<p>13.1.4 An assumption of efficiency in operation.</p>	<p>/ /</p>
<p>13.1.5 An assumption that the processes used for customers in uneconomic areas are the same as the processes for customers in economic areas.</p>	<p>/ /</p>
<p>13.1.6 Depreciation shall take account of the major determinants of the life of an asset. Different types of asset may be depreciated in different ways and over different periods of time.</p>	<p>/ /</p>
<p>(a) For ducts, cabling, buildings and similar, the depreciation period shall normally be the physical life of the asset.</p>	<p>()</p>
<p>(b) For active components, the depreciation period shall normally be the engineering life; the assumption is that this is the USP's normal asset replacement period for active components.</p>	<p>()</p>
<p>(c) For active components with a short service life, the depreciation period shall normally be the commercial life of the components.</p>	<p>()</p>
<p>13.1.7 Spare capacity. Normal levels of spare capacity shall be allowed taking account of:</p>	<p>/ /</p>
<p>(a) The units of capacity in which the asset can be purchased;</p>	<p>()</p>
<p>(b) Volume discounts and scale prices for such units of capacity;</p>	<p>()</p>
<p>(c) The cost of installing and implementing the assets;</p>	<p>()</p>
<p>(d) The disruption caused by replacing or extending assets;</p>	<p>()</p>
<p>(e) The likelihood of growth in demand.</p>	<p>()</p>

<p>13.1.8 Any facilities, such as drop cables to buildings, provided for access to the Universal Service for a single customer that are not used, are to be considered as spare capacity. The installation costs for such facilities shall be taken into account only once. The costs for such facilities shall be assumed to run from when the first subscriber at the premises first receives service.</p>	<p>//</p>
<p>13.1.9 Impaired assets. All unused facilities except for spare capacity shall be considered to be impaired assets. The costs associated with impaired assets will not be taken into account in the net cost calculation.</p>	<p>//</p>
<p>13.1.10 Weighted average cost of capital (WACC). The WACC previously determined by the TRC for the whole of the fixed services business of the USP shall be used.</p>	<p>//</p>
<p>13.2 The Universal Service may be provided using any suitable technology base but there shall be a presumption in determining the net cost of the USO that the optimal technology in cost terms that meets the requirement has been used. The definition of optimal technology may take account of expected developments in functional internet access. The TRC shall have the responsibility for determining from time to time what technologies are optimal.</p>	<p>/</p>
<p>14 (Article 14) Specification of the process to be used in determining net avoidable costs and revenues foregone</p>	<p>() .</p>
<p>14.1 A USP may make a claim to the TRC for compensation for the net cost of a USO for the immediately preceding year.</p>	<p>/</p>

<p>14.2 Within three months of making a claim for compensation for the net cost of a USO, a USP shall provide an analysis of its relevant business giving its Return on Capital Employed based on the WACC for the business determined by the TRC.</p>	<p>/</p>
<p>14.3 This analysis shall provide:</p> <p>(a) A specification of cost assumptions and revenue assumptions for the business using the basis defined in Articles 12 and 13.</p> <p>(b) A set of financial accounts for the business that clearly demonstrate the relationships between the cost and revenue assumptions given and the value of the Return on Capital Employed given.</p> <p>(c) An estimate of the net avoidable cost and an estimate of the revenues foregone should the Licensee act as a rational and efficient operator in an efficient market using the basis defined in Articles 12 and 13.</p> <p>(d) A clear demonstration of the relationships between the cost and revenue assumptions given and the estimate of the net avoidable cost and an estimate of the revenues foregone.</p>	<p>:</p> <p>()</p> <p>()</p> <p>()</p> <p>()</p>
<p>14.4 The USP shall provide the TRC with a copy of any computer programs used and a copy of the data used in those programs in an electronic form that will allow the TRC to rerun the computer programs with the data to replicate the estimation process undertaken by the USP with the data supplied or with a modification of the base assumptions used as prepared by the TRC.</p>	<p>/</p>

<p>The USP shall provide a detailed explanation of the model which explains its structure, the assumptions, formulas, and how the model is run. The USP shall also provide supporting and proving documents. The USP shall provide assistance to the TRC in loading the programs and data onto a computer that is under the control of the TRC, and in replicating the estimation process with the data supplied and with any modifications made to that data. Should the TRC not have a suitable computer available, then the USP shall provide such a computer or sufficient time on a computer under its control for the TRC to run the programs and data with the assistance of the USP.</p>	
<p>14.5 The TRC shall review the claim and determine the net cost of the USO within twelve months of receiving the claim, supporting documents, computer programs and data as stated in Article 14.4.</p>	/
<p>14.6 A USP shall keep a record of resources reasonably utilized in making a claim and the costs of these recorded resources to comply with the obligations contained in Article 14 such that these costs may be included in the reasonable costs of meeting the Universal Service obligations provided that the claim for compensation is successful.</p>	/
<p>15 (Article 15) Specification and evaluation of benefits</p>	() .
<p>15.1 The TRC shall evaluate the benefits of being a USP and take account of the value of these benefits in determining the amount of any required compensation.</p>	/

<p>15.2 The benefits evaluated by the TRC shall include, but not be limited to:</p> <p>(a) Enhanced brand loyalty</p> <p>(b) Benefits of ubiquity</p> <p>(c) The advertising value derived from the USP's presence in uneconomic areas</p> <p>(d) Additional scale economies.</p> <p>(e) The additional value of the USP's customer database.</p>	<p>/</p> <p>:</p> <p>()</p> <p>()</p> <p>()</p> <p>()</p> <p>()</p>
<p>16 (Article 16) Specification of the contributors to the Universal Service Fund</p>	<p>() .</p>
<p>16.1 Pursuant to Article 9.49.4 the TRC shall from time to time determine Contributors to the Universal Service Fund.</p>	<p>/ /</p>
<p>17 (Article 17) Specification of the contributions by each contributor to the Universal Service Fund</p>	<p>() .</p>
<p>17.1 A Contributor shall contribute to the amount of compensation determined by the TRC to the Universal Service Fund in direct proportion to the ratio of its Operating Revenue to Total Contributors' Revenue.</p>	<p>/</p>
<p>17.2 The base year used to determine Operating Revenue and Total Contributors' Revenue shall be the year for which the claim to be compensated is made.</p>	<p>/</p>
<p>17.3 Each Contributor shall contribute to the Universal Service Fund within three months of the TRC's determination of the contributions.</p>	<p>/</p>
<p>17.4 Without limiting any other right or remedy available to the TRC under law, if the Contributor fails to make payment to the Universal Service Fund pursuant to this Article, interest shall accrue and be payable monthly in arrears on the</p>	<p>/</p>

<p>outstanding amount, including accrued interest, at the rate of 9% per annum.</p>	<p>. %</p>
<p>18 (Article 18) The geographic extent of the Universal Service</p>	<p>() .</p>
<p>18.1 The Universal Service shall be available to any Person requesting such service at the prevailing standard connection and other rates for the Basic Public Telephone Service charged by the relevant Universal Service Provider.</p>	<p>() /</p>
<p>18.2 The Universal Service shall be available in all municipalities and populated areas recognized by the Minister of Municipalities and Environment of Jordan that have a population of 300 or more permanent inhabitants as determined from time to time by the Department of Statistics, or its successor.</p>	<p>. /</p>
<p>18.3 The Universal Service shall also be available outside such municipalities and populated areas to any Person requesting such service at the prevailing standard connection and other rates for the Basic Public Telephone Service charged by the designated USP for the area that covers the location where service is requested, provided however that in such circumstances the USP shall be permitted to recover from such customer the full incremental cost of connection over and above the average cost of connection of the USP if and to the extent such cost exceeds the USP's average cost of 50 man hours work plus 500 JD.</p>	<p>(x) .</p>

<p>18.4 Without prejudice to the Articles 18.1, 18.2 and 18.3 above, the Universal Service shall be available within the regulated boundaries that lies within the boundaries of greater municipalities as recognized by the Minister of Municipalities and Environment of Jordan.</p>	<p>/ / / /</p>
<p>19 (Article 19) Provision of the Universal Service by a designated Universal Service Provider</p>	<p>() .</p>
<p>19.1 A USP shall, within its designated area, provide the Universal Service to any Person wishing to obtain it and willing to pay the Licensee’s published prices and abide by other generally applicable terms and conditions established by the USP in accordance with its licenses at any location that satisfies the conditions of Article 18 above.</p>	<p>/</p>
<p>19.2 Nothing in this Instruction shall require a USP to provide the Universal Service to any Person who is unwilling to pay the USP’s published prices and abide by the other generally applicable terms and conditions established by the USP in accordance with its Licenses.</p>	<p>/</p>
<p>19.3 A USP shall operate the Universal Service so as to meet the general quality of service and performance standards set out in its license or any relevant regulations issued from time to time by the TRC. A USP shall also operate the Universal Service so as to meet any quality of service and performance standards for the Basic Public Telephone Service prescribed either by regulation or within the USP’s Licenses.</p>	<p>/</p>

<p>19.4 Notwithstanding the requirement for operating the Universal Service as specified in Article 19.3 above, JT shall operate the Universal Service so as to meet the quality of service requirement specified in Appendix 4 paragraph 3.1 of its Amended and Restated License to provide Public Switched Voice Services and Other Fixed Telecommunications Services, subject to Appendix 4 Section 4 of the same license, until that license is amended or any other regulations regarding quality of service are issued, or until JT ceases to be a USP.</p>	<p style="text-align: right;">/</p> <p style="text-align: center;">/</p> <p style="text-align: center;">(4) (3.1)</p> <p style="text-align: center;">(4)</p> <p style="text-align: center;">(4)</p>
<p>20 (Article 20) Affordable tariffs for the Universal Service</p>	<p style="text-align: center;">() .</p>
<p>20.1 Government in consultation with the TRC may require a USP to offer an affordable tariff for the Universal Service to Persons in the USP's designated area who are members of lower income groups including members of particular groups that are often economically disadvantaged such as senior citizens, retired or disabled individuals.</p>	<p style="text-align: right;">/</p>
<p>20.2 A USP shall define, publish, and provide an affordable tariff for its designated area should it be required to do so by Government through the TRC.</p>	<p style="text-align: right;">/</p>
<p>20.3 The TRC shall review, and providing that it is satisfactory to the TRC, approve any such required affordable tariff prior to its publication by a USP. The TRC shall ensure that the affordable tariff does not add unnecessarily to the USO burden by ensuring that groups to which it is to be made available have a high proportion of low income households or individuals, and that by making this tariff available to these groups, the service does not then become available to groups that are not economically disadvantaged.</p>	<p style="text-align: right;">/</p>

<p>20.4 The net cost of such a required and approved affordable tariff shall be included in the calculation of the net cost of the Universal Service Obligation.</p>	<p>/</p>
<p>21 (Article 21) Payphone Service</p>	<p>() .</p>
<p>21.1 A USP shall provide the Payphone Service to the Payphone Operators and Payphone Owners in its designated area at wholesale rates no greater than its prevailing standard rate for the Basic Public Telephone Service.</p>	<p>/</p>
<p>21.2 The net cost of the provision of the Payphone Service shall be included in the calculation of the net cost of the Universal Service Obligation.</p>	<p>/</p>
<p>22 (Article 22) Payphone subsidy</p>	<p>() .</p>
<p>22.1 If, after a reasonable period of time, an area is not served by a Payphone, and a representative of such an area can present evidence to the TRC of low penetration of telephone services, as defined by TRC, and that the area qualifies for the Universal Service, then the USP shall subsidise the provision through a Payphone Subsidy.</p>	<p>/</p>
<p>22.2 The net cost of such subsidies shall be taken into account in determining the net cost of the Universal Service Obligation.</p>	<p>/</p>
<p>22.3 The TRC shall review each case where subsidy of Payphone Service is requested, and shall determine the merit of the request and the amount of compensation.</p>	<p>/</p>

<p>22.4 A Payphone Subsidy shall be payable if:</p> <p>(a) The location of the Payphone is in an area where the Universal Service is available at the prevailing standard connection and other rates for the Basic Public Telephone Service charged by the designated Universal Service Provider for the area that covers the location where service is requested;</p> <p>(b) The area is disadvantaged with respect to access to the Public Switched Voice Service.</p>	<p style="text-align: right;">/</p> <p style="text-align: center;">:</p> <p style="text-align: right;">()</p> <p style="text-align: right;">()</p>
<p>22.5 The TRC shall determine the criteria to be used in deciding whether an area is disadvantaged with respect to access to the Public Switched Voice Service before a subsidy is introduced and from time to time thereafter. Such criteria shall include:</p> <p>(a) The number of households in the area.</p> <p>(b) The proportion of households that have access to the Public Switched Voice Service or to a Public Mobile Telecommunications Service from within the premises inhabited by the household;</p> <p>(c) The distance to the nearest Payphone.</p>	<p style="text-align: right;">/</p> <p style="text-align: center;">:</p> <p style="text-align: right;">()</p> <p style="text-align: right;">()</p> <p style="text-align: right;">()</p>
<p>22.6 The Payphone Subsidy shall be no greater than the minimum cost of procuring a Payphone.</p>	<p style="text-align: right;">/</p>
<p>22.7 The Payphone Subsidy shall be paid by the USP to the Payphone Operator or the Payphone Owner.</p>	<p style="text-align: right;">/</p>
<p>22.8 While the Payphone Operator or the Payphone Owner may procure a Payphone from any source, the Payphone Operator or the Payphone Owner shall demonstrate to the USP that the price paid is in practice the minimum price. Nevertheless, should the USP be able to provide a Payphone to the Payphone Operator and Payphone Owner at a lower price, which itself is</p>	<p style="text-align: right;">/</p>

greater than the cost of sale plus a reasonable element of common costs that it would ordinarily seek from the sale of telephones, the USP may base its subsidy on the price that it can supply the Payphone.

23 (Article 23) Functional access to internet services

23.1 The TRC shall from time to time determine the characteristics of the service required to give functional access to internet services.

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