

ICT Facts
and Opportunities in Jordan

Jordan Key Figures

General Country Context [1]

Capital City
Amman

Geographic Location
Located in the north of the Arabian Peninsula and in West Asia

Surface Area
(89.318) thousand square meters

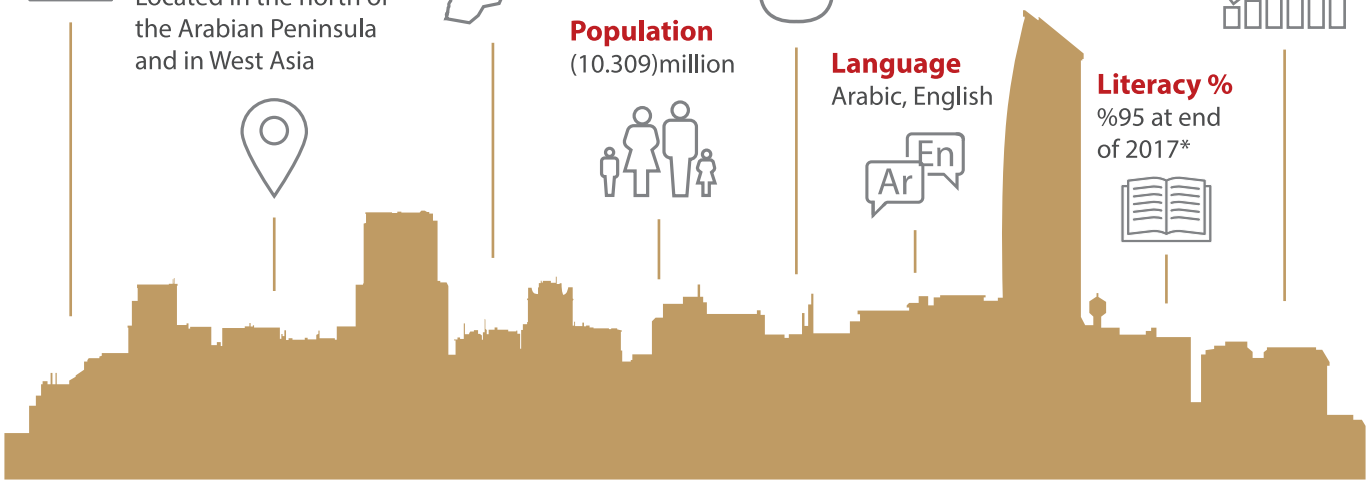
Population
(10.309)million

Currency
Jordanian Dinar (JD)

Language
Arabic, English

Exchange rate
Fixed exchange rate 1 JD = $1.41

Literacy %
%95 at end of 2017*



Economic Indicators

42.3B [2]
GDP in current Prices (US$) Billion, 2018

%2 [3]
GDP Growth rate (current prices), 2018

4.1K [2]
GDP per capita (US$) Thousand, 2018

956M [2]
Foreign Direct Investment (US$) Million

%18.6 [2]
Unemployment Rate, 2018

%4.5 [2]
Inflation Rate

Business Indicators

75/190 [4]
Ease of Doing Business 2019

7 [5]
Development & free zones

106/190 [4]
Starting a business 2019 compared Globally

12.5 Days [4]
Days for start-up business

10/19 [4]
Starting a business 2019 compared to Arab States

24 [2]
Number of banks

81/178 [6]
Trade freedom index 2019

10th of the world [7]
IT startup companies

(1) Department of Statistics (DOS) 2018, (2) Central Bank of Jordan (CBJ) 2018, (3) World Bank 2018, (4) World Bank 2019, (5) Jordan Free and Development Zones Group (ZFZ), (6) Global Economy.com 2019 (7) The American Chamber of Commerce in Jordan (AmCham JO) 2018

Jordanian Telecom Regulatory Framework

Market Entry



Class license	Individual license
Provides Telecom services based on other networks	Provides all types of Telecom service that need scares resources (numbering, spectrum, right of ways)
15 years License Duration	15 years License Duration
30,000 JDs License Acquisition Fees	100,000 JDs License Acquisition Fees

Legal and Institutional Framework - Telecom

Key Institutions	Key Laws and Policies	Key Regulations	Key Obligations on mobile operators
• **Ministry of Digital Economy and Entrepreneurship** • **Telecommunications Regulatory Commission (TRC)**	- Telecommunications Law no. 13 of 1995 - General Policy for the Information & Communications Technology and Postal Sectors for 2018 - General Government Policy For Universal Service in the Telecommunications Sector	- Interconnection Instructions - Reservation and Allocation of number capacity - Mobile Number portability - Market review remedies (SMP regulations, account separation, others...) - Principle of technology neutrality - Rights of way - Financial guarantees instruction - Competition Safeguards instructions	- Mobile call termination reference offer - Mobile number portability - Revenue share

Applicable Taxes - Telecom

24% Income tax	Annual license fees: up to 1% from operating revenues	Revenue share: 10% from mobile services operating revenue	VAT: 16%	Special tax on VAT 26%
	TAX		VAT	

Jordanian ICT Indicators

Usage of ICT Household

%98.4[8]
of Jordan's families have Mobile Phones

%90.3[8]
of Jordan's families have Smart Mobile phones

%88.8[8]
of families have Internet Services at home

%65[8]
of children (5 years and older) use internet

29.5 (US$)[8]
Maximum monthly expenditure of families on Mobile Phone usage

30 (US$)[8]
Maximum monthly expenditure of families on internet

%3.8[8]
ICT contribution in GDP* (estimated)

4,045[9]
Employees working in telecom sector

319[9]
Fixed Telephone Subscribers (000)

%3.1[9]
Penetration rate of Fixed Telephone

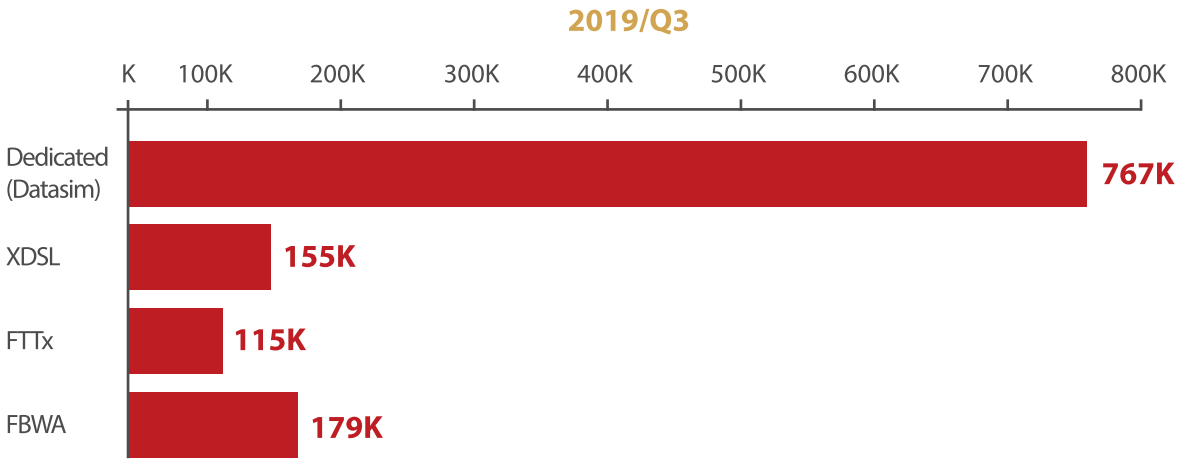
%65[9]
General Internet Usage Percentage (estimated)

9,14[9]
Internet Subscribers Fixed & Mobile (Million)

8,8[9]
Mobile Internet Subscribers (Million)

%88.8[9]
Internet Penetration rate

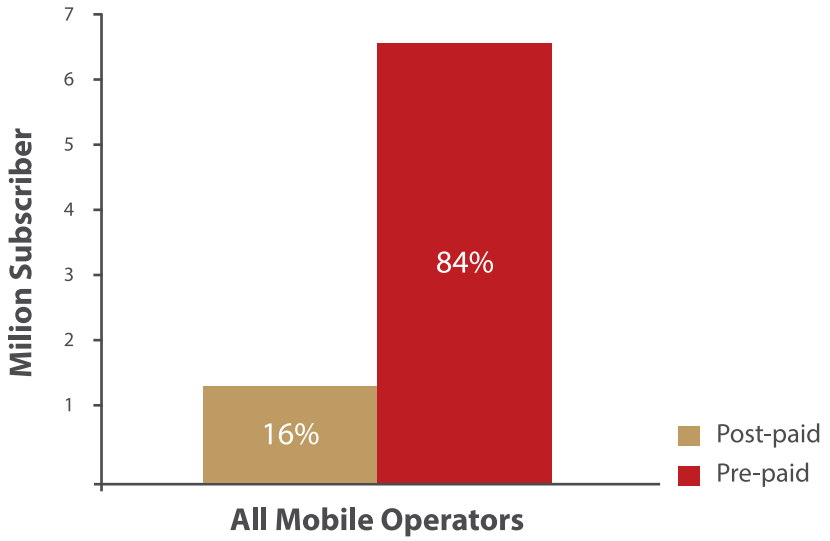
Fixed Broadband Subcribers by Technology



(8) Ministry of Digital Economy and Entrepreneurship (MDEE) 2017
(9) Telecommunications Regulatory Commission (TRC) Q4/ 2018

Jordanian ICT Indicators

Mobile Subscribers in Q3/ 2019



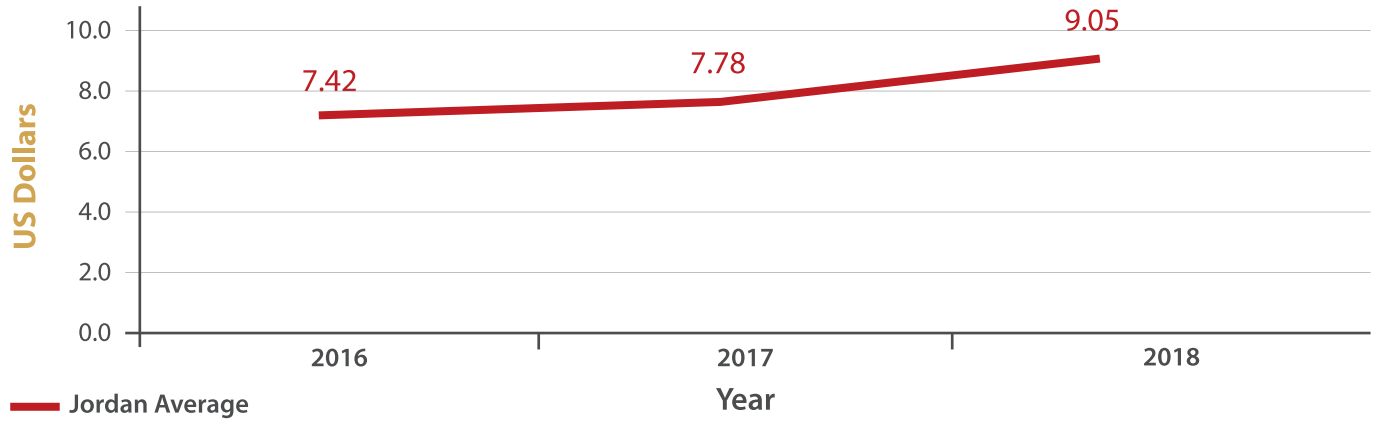
4G 99%
Mobile network coverage by population

77%
Mobile penetration rate

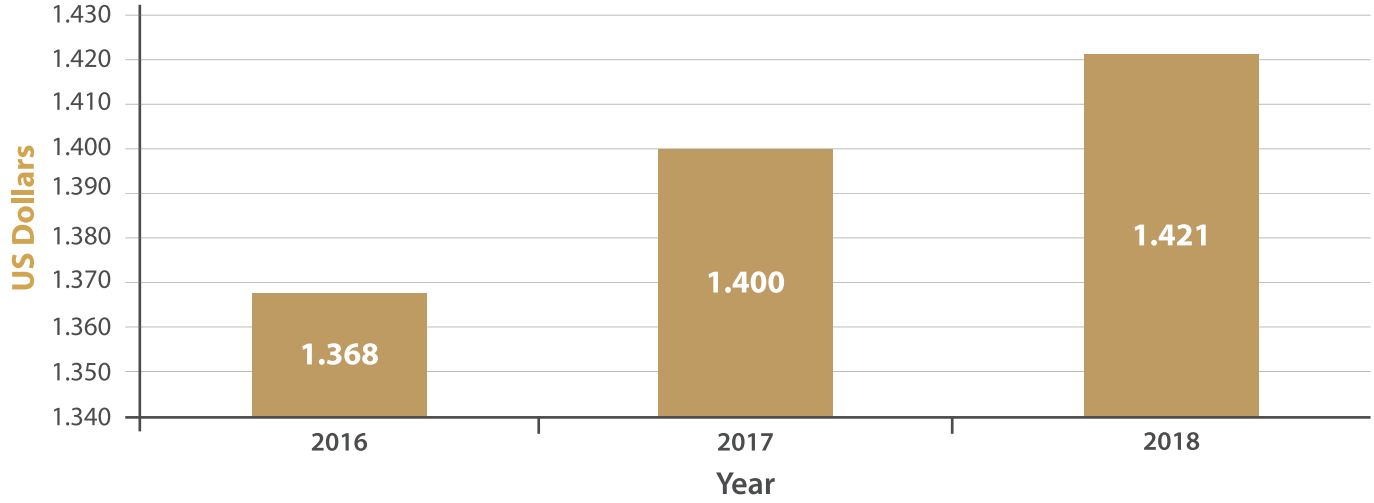
8056
Mobile subscribers (000)

Average Revenue Per User for Mobile Operators (ARPU) 2018-2016

ARPU (Voice+Data)



Total Revenues in Telecommunication Sector



International KPIs

Jordan's IDI Index (Development Index) 2017

70th
compared globally

7th
compared to Arab States

83rd
Sub-indices Access

54th
Usage

77th
Skills

GSMA'S Mobile Connectivity Index 2018

54.2
Mobile Connectivity Index score

62.9
Infrastructure

35.8
Affordability

61
Consumer readiness

63
Content and services

Global Innovation Index 2019

86/129
Innovation Index 2019 compared Globally

9/12
Innovation Index 2019 compared to Arab States

Global Knowledge Index 2018

70/136

Telecommunications Regulatory Commission (TRC)

Tel: +962 6 5501120
Fax: +962 6 5690830 / +962 6 5690829
P.O. Box: 850967 Amman 11185 Jordan
Website: www.trc.gov.jo
E-mail: trc@trc.gov.jo
TRC's pages on social media platforms
(Facebook, Twitter, YouTube): @trcjo
Complaints Toll Free Number: 117000