



# Orange Internet

## Code of Practice for Customers Affairs and the employees of the Company.

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## **Introduction**

Orange Internet has laid down these practicing rules in order to provide the guidance for its residential and business customers and the employees of the company wishing that they shall be clear and useful. However, these rules aimed providing the necessary information about:

- **How to contact Orange Internet.**
- **The main services offered by Orange Internet**
- **The billing and prices**
- **The complaints and disputes settlement**

In fact, the Code of Practices has been issued according to the provisions of article 3 of the License Agreement granted by the Telecommunications Regulatory commission to Orange Internet dated 23<sup>rd</sup> of December 2008 and Schedule "C" of the same License Agreement. However, the information included within the Code of Practices may change from time to time with the approval of the TRC.

### **Introducing Orange Internet:**

Orange Internet is one of the most successful companies, which accompanied the development and progress approach witness by the Kingdom through the years. In fact, Orange Internet is considered a pioneering company in the field of providing the Telecommunications Services in Jordan through its keen seeking to attain its strategic targets in availing the comprehensive telecommunications service to satisfy the current and future needs of the customers.



## A. The terms:

**Orange Internet:** Jordan Data communication company Ltd Licensed by the TRC established according to the companies law no. 1 in 1989. It is registered in the Ministry of Trade and Industry under the no. 4278 on 1<sup>st</sup> February 1996.

**Customer:** Any "person" natural or legal person or any delegated person (under the notarized Power of Attorney or certified by a bank on the validity of the signature) to sign a contract with Orange Internet to receive a service.

**Eligibility:** Customer shall be over 18 years old to be eligible to sign a service contract.

**Orange Fixed:** Jordan Telecommunication Company established pursuant to the Jordanian Companies law as registered at the Ministry of Industry & Trade under No. 320 dated 8/10/1996.

**Telecommunication Law:** The Telecommunication law no.13 for the year 1995 and its amendments.

**TRC:** Telecommunications Regulatory Commission issued according to the telecom law no 13 for the year 1995 and its amendments.

**The License:** The license granted to Jordan Data Communications Ltd by TRC on the 23<sup>rd</sup> of December 2008.

**Code of Practice:** The general rules which aim to direct Orange Internet's employees and customers in regard to customers matters.

**Application Form:** The form attached to the contract which contains the customer's information and the description of the service required, which is filled by the customer.



**Acceptance Form:** the form received by the customer, whereby the customer signs that the service has been installed successfully.

**ADSL access service:** is a service providing connection to IP services through ADSL.

**The network:** it means the network set for conveying the data transferred in Jordan owned by Orange Internet for offering the service/s to the customer.

**The point of network end point “the interconnection point”:** shall mean the interconnection point that connects the network with the internal distribution network related to the customer.

**The real property:** it means the place to which the service shall be supplied via the interconnection point.

**The governorate:** it means a geographical territory in Jordan being one of twelve administrative territories to which Jordan has been divided according the administrative divisions provided for in the Administrative Formations Statute of the Kingdom.

**Billing address:** shall mean the address set by the customer for receiving the invoices and the communications.

**The contract:** shall mean the terms and conditions, the prices list related to the service, the application form and any other enclosures approved by the TRC, if any.

**Force Majeure:** means exceptional circumstances that could not be expected nor prevented, that rendered impossible the performance of Orange Internet obligations.

## **B. Applying for the service**

To obtain the service of the internet, then the customer may submit an application for the service by visiting the nearest **Customer Service** center, completing the



forms related to the service and signing the subscription application form which contractual term usually lasts for one year as minimum or by calling Orange Internet. However, the customer may request the service for a temporary period (less than the minimum term set for the contract) but after paying all the amounts and fees due for one year upon the availability of the service.

**1. The documents to be submitted by the residential customer when applying for the service:**

- The ID card (including the national number).
- The passport for the non Jordanians or a temporary Jordanian passport
- A PSTN active number at the property where the Internet service will be installed.
- Mobile Number for the customer to be contacted.
- Approval of the PSTN line owner on which the internet account will be used.

Orange Internet has the right to reject any request in case the above information is not complete.

**2. The additional documents to be submitted by the business customer (non residential):**

- Purchase Order.
- Acceptance of the offer.
- The commercial register.
- ID for the authorized person.

**3. The services subscription contracts**

- Orange Internet shall supply the service pursuant to the subscription contracts that shall include the terms and conditions related to each service which shall be approved in advance by the (TRC) according to the license agreement granted to the company.



- These contracts shall include the terms and conditions related to the followings in addition to other information according to the nature of the service offered.
- The confidentiality of the customer's information, the indemnities, the service fees, the method of payment, the minimum term of the contract and the disputes in addition to the rights of each of the customer and the Orange Internet to terminate the contract.
- Orange Internet is entitled to amend, add or cancel any of the contract's articles after obtaining the approval of the TRC to that effect and provided that the customer shall be notified in writing or by publishing in one daily newspaper thirty days prior to the amendment's effectiveness. However, the amendment shall be effective in case the customer shall not submit an objection to Orange Internet or the TRC before the expiration of the said period.

These contracts are available at the Customer Service centers and with field sales representatives spread all through the Kingdom in Arabic and English languages for all the customers who wish to subscribe or to have an idea about any of the terms and conditions of the services offered by the company.

#### **4. Providing & transferring the service**

In case the customer submits an application for providing the service or transferring it, then he shall pay all the dues to Orange Internet within a maximum term of 3 working days as from the date of being notified of the payment. However, and in case the customer fails the paying these dues within the said period, then the transferring application shall be invalid, and Orange Internet has the right to cancel the request.



## **5. Terminating the service contract by the customer:**

- The customer is be entitled to terminate the service contract after the expiration of the minimum term depending on the offer if he wish so, provided that he shall submit the termination application at least one week prior to the same or complied to what the offer's special Terms & Conditions state, and settle any unpaid bills for the service required to be terminated.
- Furthermore, the customer may cancel and withdraw the application submitted for terminating the service contract within two weeks as from the date of submitting his request for terminating the service without bearing the setup fees for foundation.
- In case the customer terminating the service desires not to keep the modem, he shall hand it in Abdali branch or any location might be defined by Orange and submit the "Modem Delivery Receipt" at any Orange Customer Service Center.
- The customer shall pay the remaining monthly fees from the date of suspending the service till the end of contract, in case of disconnecting the service based on the customer's request prior to the expiry date of the contract or due to unpaid amount of bills.

## **C. The services offered by Orange Internet**

**Orange Internet** is licensed to install, operate and manage the telecommunications service in Jordan. In fact, Orange Internet does its best to reach the highest quality and technological levels aiming at satisfying its customers.

**Accordingly**, Orange Internet is currently providing the following services:





## 1. The basic services:

- **Analogical Digital Service Line (ADSL):**

The same is a service offered by Orange Internet which is used for transferring digital information of high speeds via the available phone network, in fact, this technology avails a high speed for downloading the programs from the Internet and less speed for uploading the programs from the customer to the Internet.

- **Internet Leased Line:**

The same is a service that is offered by Orange Internet for its commercial customers. In fact, leased lines are used for transferring the data between the locations of the subscribers while the leased line shall be dedicated for one customer only.

- **TV from Orange Internet (IPTV):**

The same is a service offered by Orange Internet by which customers enjoy watching particular TV channels through their ADSL subscription.

- **IPVPN (Internet Protocol – Virtual Private Network):**

The same is a service offered by Orange Internet, which is a wide area network service that provides high speed, Security and economic connection between entity sites which are geographically dispersed via a dedicated virtual private network based on IP technology.



## 2. The Supplementary services:

- **The Webmail:**

By this service, the customer gets an @orange.jo Email.

- **The Parental Control:**

The customer may block websites not to be accessed from his account.

- **The Static IP:**

The customer may have an IP Address which does not change every time he establishes a new connection.

- **Wireless Modem:**

Customers may enjoy browsing the internet at their premises through a modem that connects to the computer wirelessly.

- **Extra GB:**

Customers may enjoy extra download limitation without reducing the speed of their internet connection.

- **Wifi Hours :**

The customer may enjoy connecting to the internet in public places (i.e. airports) through their enabled Wifi devices.



- **Wireless Fidelity (WiFi):**

The same is a service offered by Orange Internet which is used for transferring digital information of high speeds and the bandwidth is available on channels shared by all stations within the wireless cell.

- **Business Internet Voice:**

The same is a service offered by Orange Internet which is used for transferring voice and data solution in one link using VoIP technology.

- **Hosting Services:**

The same is a service offered by Orange Internet which Allows businesses to have their own web site online or/and e-mail addresses with their own domain name.

### **3. The Customer Service (4608888 for Residential) and (5800999) for Enterprise):**

These numbers are available 24 hours a day.

## **D. The quality of the offered services and the performance indicators related to the same.**

### **1. The quality standards**

- Orange Internet offers its high quality internet services. Accordingly, and in case of having any problems or faults sustained by the service, then Orange Internet does its best to fix such problems or faults to warrant the continuation of the service for the customer.



- The TRC has laid down targets and standards for Orange Internet to warrant the quality of the service offered within the new license regime for all the services offered by Orange Internet as well as all the other licensed companies each according to the services offered.
- Orange Internet is committed to return back to the customer the installation fees, in case of failing to install the service for reasons related to the company.

## 2. Refunding rules

- In case of faults or interruption of the service provided to the customer and if proved that the faults or the interruption is related to internal reasons caused by Orange Internet (except that the services were stopped for maintenance, amendments and extending procedures done on the network, by which Orange Internet advertises in the local newspapers, or in cases of infringement or offensive behavior on the network), in such case the customer reserves the right to claim for refunding the subscription fees of the service for the affected services proportionate to the length of time the problem existed, upon the customer request, and maximum for the monthly subscription fees, on the condition that the interruption period is not less than 5 working days.

While Orange Internet will not compensate on the following cases:

- A- If the customer did not register the fault.
- B- If the customer was the reason for delaying fixing the fault.
- C- If the fault was because of any reason which Orange Internet has no control on, such as diseases, sudden accidents, Force majeure or by a third party.
- D- If the fault was a result of the customer's misuse or any other reason by the customer.



The maximum amount of refund for any case of service interruption is the monthly subscription fees equivalent to the period of the fault.

- Compensation can be in different forms, such as; refunding the monthly fees, giving discounts, extra free capacity, or whatever Orange Internet finds appropriate.
- After paying the fees of service installation (including any advanced payments or deposits) the customer has the right to cancel his request and refund his money in period not exceeding 3 working days from initial payment date.
- Orange Internet is obliged to payback the setup fees to the customer after receiving a written request from the customer not after than 3 working days from the date of payment, provided the service has not been delivered to the customer, within a maximum period of 30 days from the date of submitting of the cancellation request.
- The customer is not eligible for refund in following cases :
  - a. The service was activated at the customer premises.
  - b. The customer submitted his termination request after 3 working days from his initial payment.
  - c. The delay in delivering the service is due to customer obstacles.
- Orange Internet is obliged to payback the setup fees to the customer after receiving a written request from the customer, if the service is not delivered within 30 calendar days from submitting his request for the service, provided that this delay is not due to the customer.

### **3. Reporting the Faults:**

The customer may report any fault via the numbers dedicated for the customer's care 4608888 (residential) and 5800999 (enterprise) on a 24 hours basis.



However, the defects may be caused by Orange Internet network, the device available with the customer or out of a third party (excavation and construction works). Further, and in case the fault is reported within the official working hours, then Orange Internet shall do its best to fix the fault and reconnect the service. Furthermore, Orange Internet may ask the customer to carry out some measures to make sure that the fault is not caused by the device or the internal fitting.

However, fixing the faults occurred on the telecommunications network is part of the maintenance offered by Orange Internet while the faults caused by the devices of the customer or the internal fittings that are not owned by Orange Internet are not of the responsibility of Orange Internet.

#### **4. Calling Orange Internet:**

In case a customer shall be in need for a consultation, information or assistance by the company, then he may call the number of the customer care (4608888 for Residential) and (5800999 for Enterprise) on a 24 hours basis.

Furthermore, Orange Internet welcomes the visit of its customers made to the customer service centers spread in the Kingdom and to receive any of the letters in writing on Orange Internet postal address:

#### **Orange Internet**

1<sup>st</sup> Circle-Jabal Amman

P. O. Box. 1689 Amman 11118 Jordan

or on the website: [www.orange.jo](http://www.orange.jo)

#### **5. Processing the complaints**

Orange Internet is committed to offer the best telecommunications services. Nevertheless, a fault may occur Orange Internet dedicates the efforts for fixing such fault and resume the right status as soon as possible. In fact, Orange Internet applies comprehensive measures for processing the complaints of the customers that have been laid down in agreement with the Telecommunications Regulatory Commission.



Accordingly, and upon registering the fault on the number set for the customer care as shown in the appendix No. (1), then Orange Internet does its best to fix such fault as soon as possible. As for the financial disputes, (invoices disputes), and because of invoiced auditing the operation of rectifying the same may need a longer time for solving it. However, and in case the customer is not satisfied with the reply (the solution), then he may submit his complaint to the concerned manager to investigate the same. Further, the customer may resort to the TRC in case he is not satisfied with the solution offered by Orange Internet in the cases related to the terms and conditions of this contract, the level and quality of the service or breaching the conditions of the license.

## **6. Inquiring about the invoices**

The invoices are issued accurately to ensure the correctness of the invoices rendered to the customer. However, and in case any item of the invoice shall be unclear, then the customer may refer to the nearest customer service center to inquire about or object against the invoice or to call the calling center 4608888 or 5800999 within 30 days from its issue date to register the objection.

In fact, the customer of Orange Internet is the responsible party for bearing all the costs resulted from using the telecommunications services subscribed to and that he shall pay the said costs to Orange Internet according to his invoice and on the date set for the same.

## **7. Disputes settlement**

In case of having a dispute incurred, and then the customer and Orange Internet shall seek to directly reach an agreement between them. However, and in case they fail settling the dispute to the customer's satisfaction, then the customer may submit a complaint to the Telecommunications Regulation Commission except those related to financial dues otherwise to resort to the competent courts in the Kingdom to settle such dispute



**TRC's complaints free number** 080022313 / 117000  
**TRC's phone:** 5862020  
**TRC's fax:** 5863641  
P. O. Box. 850967 Amman 11185 Jordan

## **E. Billing, collection and prices**

### **1. Billing**

The customer shall be committed to pay the costs of the services offered to him by Orange Internet. However, Invoices will be issued (**hard copy or soft copy**) on monthly basis or on basis agreed with the customer to be sent to the address of the customer, or his email address or his mobile number if available showing as follows:

- The customer's name, invoice number, user ID and telephone number.
- His billing address.
- The period of time covered by the invoice.
- The service charges.
- The subscription fees.
- The fees for additional services.
- The sales tax.
- Any other fees or taxes.
- Any services affiliated with new offers.





- The previous credit of the customer as on the issue date of the invoice.
- The due date for paying the invoice.

In case the balance of the customer's account shall be creditor out of transactions credited for him, then the credit balance shall remain at the account of the customer to be used for settling the invoices thereafter.

## **2. The collection centers**

The customer of Orange Internet may select the location adequate for him to pay his invoice either through:

- The customer service centers of Orange Internet spread in all the areas of the Kingdom (appendix No. 2);
- The accredited banks and their branches;
- The post offices;
- Directly from the customer's location;
- By the Electronic payment to be made via the Website of Orange Internet at [www.orange.jo](http://www.orange.jo).
- Any other channel that might be created /added by Orange internet

Orange Internet has the right to put a charge on any of these payment channels at its own discretion. Orange Internet shall provide free alternatives for these services with special conditions.



### **3. The payment methods**

The charges due for Orange Internet shall be settled by one of the following methods:

- In cash.
- Via the bank (by a bank authorized granted by the customer).
- By a bank check (certified).
- By a credit card.
- By the electronic payment.

Orange Internet has the right to impose additional fees on any of the payment methods to its customers at its own discretion, Orange Internet shall provide free alternatives for these services with special conditions.

### **4. The payments in advance**

The customer of Orange Internet may pay an amount in advance to be credited to his account out of which the value of the invoices issued thereafter shall be automatically deducted.



## 5. Disconnecting the service

Orange Internet reserves its rights to disconnect the service rendered to the customer in the following cases without prejudice to the provisions of article 58 of the Telecommunications Law:

- In case the customer did not pay the bills & debts before the due date
- In case of reselling devices and/or renting the telecommunications service or trading with the same without the approval of Orange Internet and the TRC. Further, the customer will be warned before disconnecting the service.
- In case of causing material damages to the network through his benefiting from the service.
- In case of using the telecommunication service against the legislations or public morals.
- Assigning the service temporarily or permanently to a third party without the approval of Orange Internet and that he shall not rectify his position within one week though had been warned in writing.
- If the customer shall be declared as bankrupt or loses his accreditation and reputation in addition to being clearly incapable to pay his future dues to Orange Internet.
- Upon the availability of any technical fault, i.e. an amendment or maintenance for the system provided that the customer will be notified in advance of this disconnection and the service shall be connected as soon as possible against no fee for reconnecting.
- If orders shall be directly delivered from the TRC and/or the official authorities to the effect of ceasing the service of the customers or ceasing the same in general.



- In case the customer shall break any of the articles mentioned in this contract and/or the provisions of the Telecommunications Law applicable following his being notified to that effect.
- In case Orange Internet shall be declared bankrupt or liquidated.
- In case of canceling the license granted to the Orange Internet by the TRC or its successors or otherwise withdrawing or suspending the same for any reason whatever.
- For security and public safety reasons.
- In case Orange Internet discovers that any of the documents required and submitted by the customer as being untrue while the customer shall not rectify his position within 1 week after being notified.
- In case the customer shall affect any fraud against Orange Internet or its customers the service will be promptly disconnected without a prior notice.

Total disconnection will be considered a warning to the customer from Orange Internet to terminate the contract for not paying his dues for the service.

Further, the customer may request the temporary service disconnection by submitting an application at one of the Customer Service centers after paying all the due amounts and fees mentioned in the list of prices and tariff applicable, for a maximum of 3 months paying half the monthly fees for the suspension duration.

Orange Internet has the right to change the duration in which the customer remains disconnected until he cancels at his own discretion.



## 6. Cancelling the service contract by Orange Internet

Orange Internet reserves its right to cancel the service contract in the following cases:

- In case the customer shall not pay all the fees and charges due to Orange Internet within 14 days as from the disconnection date. However, and in case the customer shall wish to resume the service. Then he shall submit a new service application and pay all the due amounts to Orange Internet regarding both the previous and the new services. Moreover, in case it appears thereafter to Orange Internet that the customer would obtain the service by illegal methods then Orange Internet shall not be committed to inform the customer in advance regarding cancelling or disconnecting the service.
- If the customer shall transfer the service to another location and/or appoint other than the interconnection point without the approval of Orange Internet or shall provide a branch of the service outside of the property set in the lease contract or the title deed attached with the service application.
- If the customer shall assign the service to a third party without the approval of Orange Internet on the assumption that the position shall not be rectified within thirty days as from the date of disconnecting the service totally.
- If the customer died in case of being an individual or bankruptcy in case of being company. Or the Customer's credit worthiness and reputation deteriorated and it was obvious that he will not pay his future liabilities toward Orange Internet.
- In case of having the customer repeated the breaching for any of the conditions of this contract and that his position is not rectified within 14 days as from the date of warning in writing.



## 7. The prices and tariffs

Orange Internet reserves the right to collect the foundation fees and deposit prior to rendering the service according to the list of the prices and tariffs applicable and approved by the Telecommunications Regulation Commission. Further, the customer shall pay all the amounts incurred by him according to his invoice within 30 days from issuing the invoice. This period is subject to change as per the specific offer and agreement with customer.

- Orange Internet may request deposits that exceed the amount mentioned in the list of the prices and tariffs provided that the same shall not exceed the reasonable charges expected to be incurred by the customer for three months.
- In case the amount due from the customer before issuing the invoice shall exceed the deposit amounts, then Orange Internet may claim for increasing the value of the deposit. However, it shall inform him that he should promptly pay the due amounts while Orange Internet reserves the right to disconnect the service if the customer shall act against the same.
- The invoice submitted to the customer shall stand final and as a proof for the amounts and fees payable by the customer without prejudice to the right of the customer to object against the service invoice. However, the invoice shall be considered as an evidence for the amount payable by the customer unless he shall object to the same within 30 days as from its issue date. The invoice is considered as a warning to the customer to pay his dues failing to pay the dues in the due date will give Orange Internet the right to withhold the service without the need to send another warning.
- Orange Internet reserves its right to increase the service fees and prices provided that the prior approval of the TRC shall be obtained and that the customers shall be notified with the said amendments via two daily news



papers before one month of the implantation date on all contracts. Also Orange Internet has the right to decrease its services fees immediately on the customers after notifying the TRC.

- The customers of Orange Internet shall pay the fees and taxes due for the telecommunications services collected by Orange Internet on behalf of the Government.
- Orange Internet offers preferential offers from time to time and for a specific period provided that the said offers shall not discriminate between one customer and another within the same conditions.

#### **F. The limitations of liability:**

- Orange Internet shall not be liable towards the customer for any damages or otherwise for delaying rendering or resuming the service or for the loss or damage that may occur to the properties of the customer out of the failure or disconnection of the service as long as the said incidents were as a result of a Force Majeure taking into consideration article "D" by which the compensation will only consist of the monthly rental fees in proportion to the length of time the problem existed.
- Orange Internet shall be responsible for protecting the confidentiality of the customer's data pursuant to the Telecommunications Law No. 13 of year 1995 and its amendments, except for the information disclosed upon the customer approval or the information disclosed upon the request of security authorities or/and juridical entities or upon the TRC's official request.
- Orange Internet shall not be liable for any information revealed by its customers, any damages caused by them to other parties or for any other reason beyond the liability limitation and control of Orange Internet.
- Orange Internet may demand information related to the credit qualification of the customers and their reputation. However, Orange Internet shall be



Orange Internet

committed to maintain the confidentiality of the said information and not to utilize from the same for commercial purposes or for the purposes of damaging the customers provided that the content of the said information shall not be revealed to any unauthorized third party according to the Law.

- Orange Internet reserved its right to modify its code of practice on its own discretion; this modification shall not take effect unless having the TRC approval.



**Appendix No. (1): general numbers for inquiries and complaints:**

Faults complaints reception and service providing (Residential)	06-4608888
Faults complaints reception and service providing (Enterprise)	06-5800999

**Appendix No. (2): Customer Service centers:**

	Customer Service Center Name	Area	Geographical address	Phone No.	Fax No.
1	Shmessani	Amman	Abdel Rahman Al-Waked Str.-opposite Le Meridian Hotel	5604488	5652200
2	Al-Abdali	Amman	King Hussein Str.-near Interior Circle	5686666	5688611
3	Al-Burj	Amman	Al-Burj bldg., ground floor, Prince Mohammad Str.	4620646	4643110
4	Al-Khayam	Amman	Down Town, Prince Mohammad Str.	4617400	4613333
5	Al-Bayader	Amman	8 <sup>th</sup> Circle, Airport Str.	5828815	5857335
6	Al-Gardens	Amman	Eastern Al-Tla'a area-Wasfi Al-Tall Str.-Kahlha Bldg.	4608030	4608002
7	Jabal Al-Husseini	Amman	Kahled Bin Al-Waleed	5657330	5657331
8	Marj Al-Hammam	Amman	Marj Al-Hammam-prince Taghreed Str.-Kai Nweran	5712714	5711303
9	Marka	Amman	Northern Marka-Hamzah area-Mansour Sarhan Str.-near Military Consumer Inc.	4881881	4872200
10	Makka Mall	Amman	Mekka Str.-Mekka Mall-2 <sup>nd</sup> Fl.	5501720	5501722
11	Plaza	Amman	Shmessani-Marouf Al-Rasafi Str.	5654006	5654005
12	Al-Salam	Amman	Al-Bayader-Al-Salam Inc.-Al-Sha'ab Str.	5826937	5826937
13	Al-Shemssani Center	Amman	Shmessani-Culture Str.	5651275	5651275
14	Al-Swelieh	Amman	7 <sup>th</sup> Circle-Saleh Al-Smadi Str.	5801666	5855982



	Center				
15	Swelieh	Amman	Queen Rania Str.-near Arafat Sweets	5354660	5357702
16	Tla'a Al-Ali	Amman	Al-Salam area, Omar Bin Abdel Aziz, Bldg. No. 122	5518666	5518999

17	Ajloun	Northern	Orange Internet bldg./Amman Str./near Ajloun Health Center,	6420500	6420398
18	Al-Koura	Northern	Deir Abi Sa'ed/Main Str./near Municipality building	6521999	6521690
19	Al-Mafraq	Northern	Martyrs Str.-behind Municipality building	6231350	6233521
20	Al-Ramtha	Northern	Northern area/opposite Jordanian Post	7385484	7384888
21	Al-Resifah	Northern	Msherfah Intersection/ Near Jordan Electricity Co.	3615159	3615767
22	Bani Kananah	Northern	Sama Al-Rousan Intersection/opposite Yarmouk Hospital	7585316	7585225
23	Irbid Center	Northern	University Str.	7243622	7243621
24	Irbid	Southern	Down Town/Post Circle	7253999	7248500
25	Jarash	Southern	King Abdulla Str./Al-Laith Bldg./near Cairo Amman Bank	6351112	6340770
26	Northern Al-Shounah	Southern	Near Al-Shuna Municipality Bldg.	6587103	6587555
27	Zarka Center	Southern	Kind Hussein Str.	3970777	3970085
28	Zarka	Southern	Al-Nuzha Str./near Governmental Departments Complex	3990666	3982412
29	Northern Zarka	Southern	Al-Andalus Str./near Zarqa Governmental Hospital	3992388	3992443
30	Al-Fhees	Southern	Main Str./near Housing Bank	4729760	4729260
31	Al-Karak	Southern	Al-Medan Str.	2352999	2353344
32	Al-Mazar	Southern	Southern Mazar/Main Str.	2371342	2370299
33	Al-Qaser	Southern	Al-Qaser/Main Str.	2315421	2315422



34	Al-Ashrafiah	Southern	near Al-Basheer Hospital	4749655	4766000
35	Al-Jeza	Southern	Al-Jeza/Main Str.	4461000	4460282
36	Aqaba	Southern	near Municipality Park	2013976	2013985
37	Deir Ala	Southern	Opposite to Islamic Bank	3573155	3573301
38	Ein Basha	Southern	Prince Ali Str./opposite to Industrial School	5370745	5370742
39	Ma'an	Southern	King Abdulla Str.	2133666	2132486
40	Madaba	Southern	Madaba/Al-Saadah Str.	3247755	3252607
41	Nazal	Southern	Opposite Big Mosque	4370601	4370711
42	Sahab	Southern	Near Big Mosque	4027830	4022653
43	Salam-Al-Karak	Southern	Military Consumer Inc. Bldg.	2351375	2351199
44	Al-Salt	Southern	Prince Hamzah Str.	3551011	3552182
45	Al-Tafeila	Southern	Main Str./Wadi Zeid	2243454	2240454
46	Al-Tabieah	Southern	near Housing Bank	4126410	4126442
47	Wadi Musa/Petra	Southern	Near Housing Bank	2154446	2154448
48	Al-Wehdat Center	Southern	Madaba Str./near Al-Sahel Akhdar Sweets	4734663	4734662



### Appendix (3): the quality standards:

No.	Indicator	Definition	Target
1	Supply Time for Initial Connection where last mile outside plant is not available to customer.	The duration from the instant of a valid service order being received by a direct service provider to the instant a working service is made available for use.	$\geq 80\%$ within 10 days $\geq 90\%$ within 22 days
2	Fault Rate	The number of fault reports per 1000 fixed access line.	100 faults maximum per 1000 access lines, every six months
3	Fault repair time	The duration from the instant a fault has been reported by the customer to the published point of contact of the service provider to the instant when the service element or service has been restored to normal working order.	$\geq 80\%$ of malfunctions are cleared within 72 hours
			$\geq 90\%$ of malfunctions are cleared within 144 hours
4	Bill correctness complaints	The proportion of bills resulting in a customer complaint about the correctness of a given bill.	$\leq 2\%$ valid disputed bills
5.	General customer complaints	Relates to any general complaint received on service matters including: late or no installation, late or no repair after a fault complaint, poor line quality, customer services, and any related problems.	$\leq 10\%$
6	Complaints handling	Number and proportion of all registered complaints which are resolved within 10 days.	$\geq 85\%$ of the registered customer complaints to be resolved within 10 calendar days.



7	Response time for operator services	The duration from the instant when the address information required for setting up a call is received by the network (e.g., recognized on the calling user's access line) to the instant the human operator answers the calling user to provide the service requested. Interaction time with automatic system should be excluded.	Average response time is $\leq 80$ seconds.
			$\geq 60\%$ of calls answered within 60 seconds