

Introduction

Overview of the Telecommunications Regulatory Authority of Bahrain

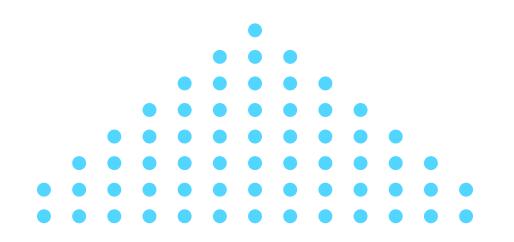
The Telecommunications Regulatory Authority (TRA) was established in 2002 to promulgate the Kingdom of Bahrain's Telecommunications Law. It carries out its duties independently and in a transparent and non-discriminatory manner.

Since its inception, the TRA has focused on liberalizing and developing the telecommunications sector by promoting effective and fair competition between established operators and new entrants, while protecting the interest of consumers.

Changes in market dynamics fuel an unwavering commitment to enhance service levels and exceed expectations on all fields, fueling the drive toward a more robust and dynamic telecommunications industry.

As per the Third National Telecommunications Plan, the TRA is mandated to address gaps in areas such as mobile services, ultra-fast broadband, international supply, digital security and the Internet eco-system.







Chairperson's Message

A bold vision for Bahrain's digital future

Looking back on a successful year, we remain inspired by our nation's bold leadership and commitment to a digital economy and ambitious digital agenda based on innovation and investment. We are delighted to acknowledge yet another year of exemplary progress in the development of Bahrain's telecommunications industry. As a regulator, it is our obligation to ensure a robust and sustainable telecommunications infrastructure that meets the diverse needs of individuals, businesses, and communities across the country, both now and in the decades to come. Our work aims to position Bahrain at the forefront of the digital revolution, with a strong regulatory framework that promotes economic growth whilst prioritizing consumer protection.

Over the past year, we have achieved several significant milestones that demonstrate our unwavering commitment to promoting innovation and progress. For instance, we have successfully introduced Innovation Licenses and a Regulatory Sandbox, which are critical to creating an environment that encourages creativity and experimentation. Encouraging the uptake of emerging technologies is vital to driving economic growth and development in Bahrain, and by partnering with industry leaders and embracing cutting-edge technologies, we are creating an ecosystem that is attractive to both domestic and international investors.



Chairperson's Message

Additionally, we have made significant strides in expanding access to high-speed broadband services, improving network security and resilience, and enhancing our regulatory framework to ensure that Bahrain remains at the forefront of digital transformation. Through our strategic initiatives and policies, we have ensured that the Kingdom of Bahrain has the necessary infrastructure and capabilities to achieve its vision of becoming a knowledge-based economy, empowering businesses and individuals to take advantage of new opportunities in the digital era.

At an international level, it is a matter of pride for Bahrain to be elected as a member of the International Telecommunication Union (ITU) Council for the -2023 2026 session. The appointment reflects the international community's confidence in Bahrain's pioneering role and its contribution to the ICT field.

As we look ahead, we remain firmly committed to playing a critical role in driving development and growth in the telecommunications industry. The TRA will continue to put in place the regulatory framework for emerging technologies in a way to encourage further foreign and domestic investment and to facilitate digital innovation in Bahrain, as part of the Kingdom's national goal of economic diversification. The TRA is laying the groundwork for a strong and prosperous digital economy in Bahrain through our strong partnerships, commitment to excellence, and unwavering focus on meeting the needs of our stakeholders. We are confident that our efforts will thrive in the coming years, reinforcing Bahrain's position as a leading regional hub for technology and innovation.

H.E. Eng. Mariam Ahmed Jumaan

Chairperson, Telecommunications Regulatory Authority Bahrain

Board of Directors



Eng.

Mariam Ahmed Jumaan

Chairperson



Brigadier General, Eng.

Mohammed Abdullatif Al-Mahmoud

Member



Khalid Ibrahim Humaidan
Member



Sh.

Salman bin Mohamad Al Khalifa

Member



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Amal Ahmed Al-Abbasi
Member



General Director's Message

Enabling growth through innovation and excellence

The telecommunications industry is constantly evolving, and at the TRA, we remain committed to keeping pace with these changes to further drive innovation and growth. Our priority remains on promoting efficient and responsible use of Bahrain's telecommunications infrastructure whilst protecting interests of consumers. The TRA has worked diligently to lay a solid foundation for Bahrain's digital future, from progressing the digital transformation journey to broadening access to high-quality telecommunications services.

Promoting consumer welfare is one of our key priorities, and we remain dedicated to raising awareness among consumers about their rights and responsibilities. Consumers continue to be highly satisfied with the Kingdom's mobile, broadband and fixed-line services, according to our 2022 Consumer Experience Report, which is a tribute to the TRA's efforts in creating a strong regulatory framework that prioritizes consumer protection. The TRA is constantly reviewing and updating its regulatory framework to ensure that licensed operators comply with established regulations, thereby enhancing service quality and protecting consumer rights.

In 2022, the TRA allocated additional bandwidth for the new Wi-Fi generation, which facilitates the rapid development of advanced technologies such as Artificial Intelligence (AI), Machine-to-Machine (M2M) communications, and the Internet of Things (IoT). Bandwidth was also made available for International Mobile Telecommunications applications, as well as 5G private networks.



General Director's Message

The development of the Telecommunications Emergency Response Plan, which lays the groundwork for a coordinated and effective response to any telecommunications emergency that may arise, was one of the year's most significant accomplishments. We have reinforced our ability to respond to cyber and physical threats as an outcome of this initiative, and we have ensured that Bahrain's critical telecommunications infrastructure remains resilient and secure.

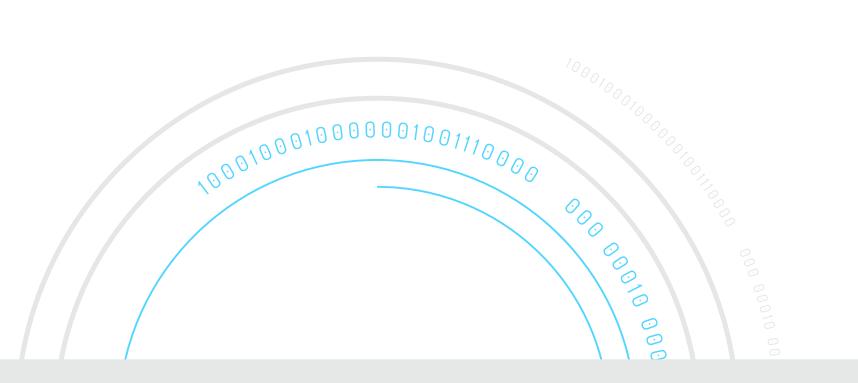
Furthermore, we enhanced our own digital transformation journey by launching several new applications to improve our services and streamline the consumer experience. A substantial percentage of the TRA's files have also been digitally archived.

In addition, we preserved our focus on developing local talent, with a Bahrainisation rate of 91%. In keeping with our commitment to encouraging women's participation in the ICT sector, the TRA's employees are 42% women. We have invested heavily in extensive training programs to ensure that our employees have the skills and knowledge required to succeed in a rapidly evolving industry, and we remain committed to supporting the ongoing development of our workforce.

Looking ahead, we are excited to continue our work in driving innovation, expanding access to high-quality telecommunications services, and fostering an environment that encourages experimentation and growth.

Philip Marnick

General Director



Executive Management



Philip Marnick
General Director



Sh. Nasser bin Mohamed Al Khalifa
Deputy General Director and Chief
Operating Officer



Sh. Mohamed bin Salman Al Khalifa
Director of Corporate Services



Sh. Abdullah bin Hamoud Al Khalifa
Director of Consumer Affairs and
Communications



Mohammed Al Noaimi
Director of Technology and Network
Security



Mohamed Al Binali
Director of Telecommunications
Competition



Dr. Jean Pierre ScerriGeneral Counsel

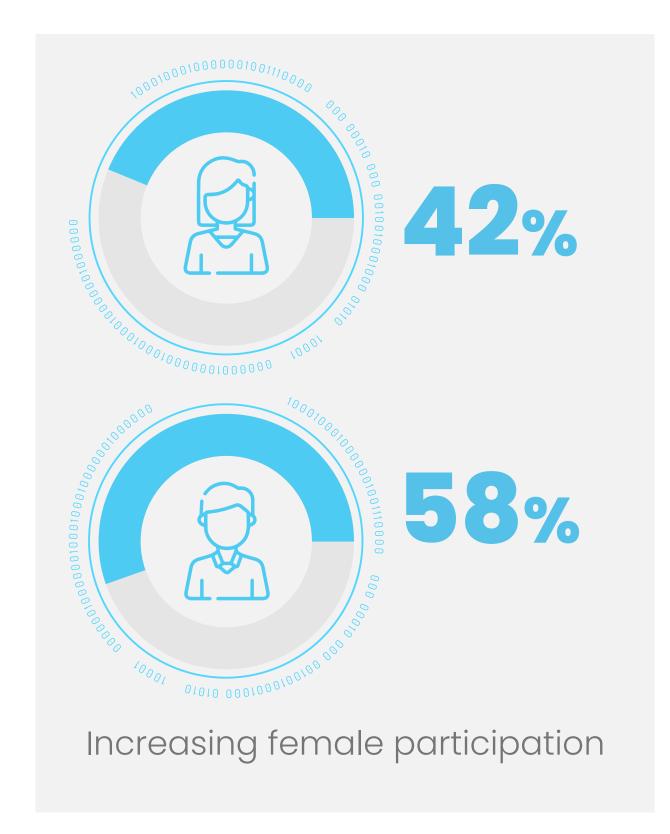


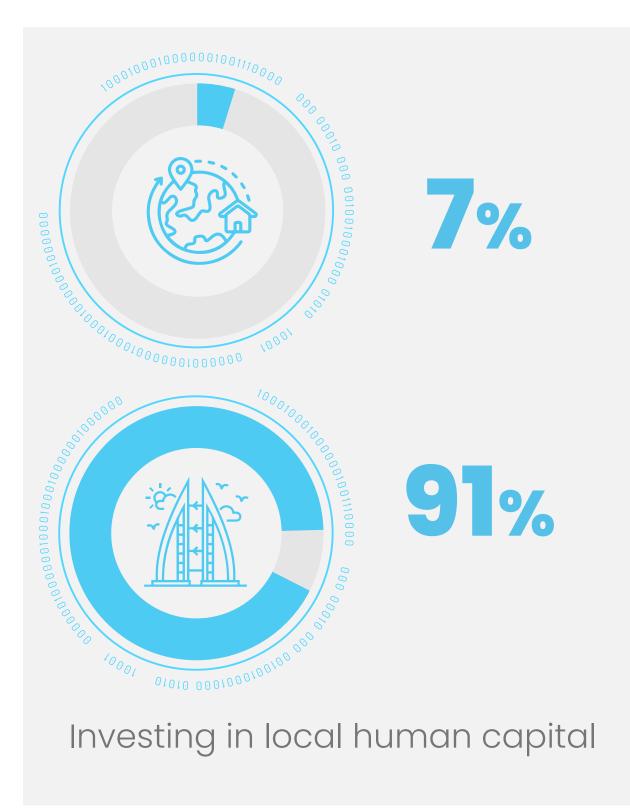
Eng. Hasan Mohamed Hasan
Director of Spectrum

Key Achievements

Year 2022 Highlights

A High Performance Culture

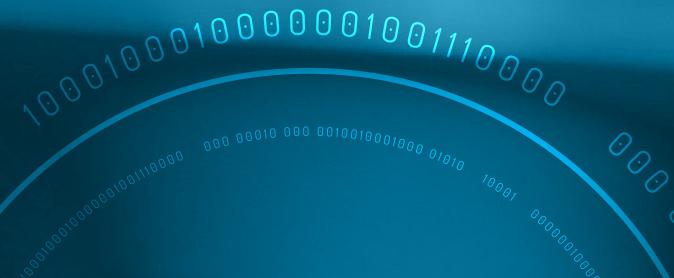




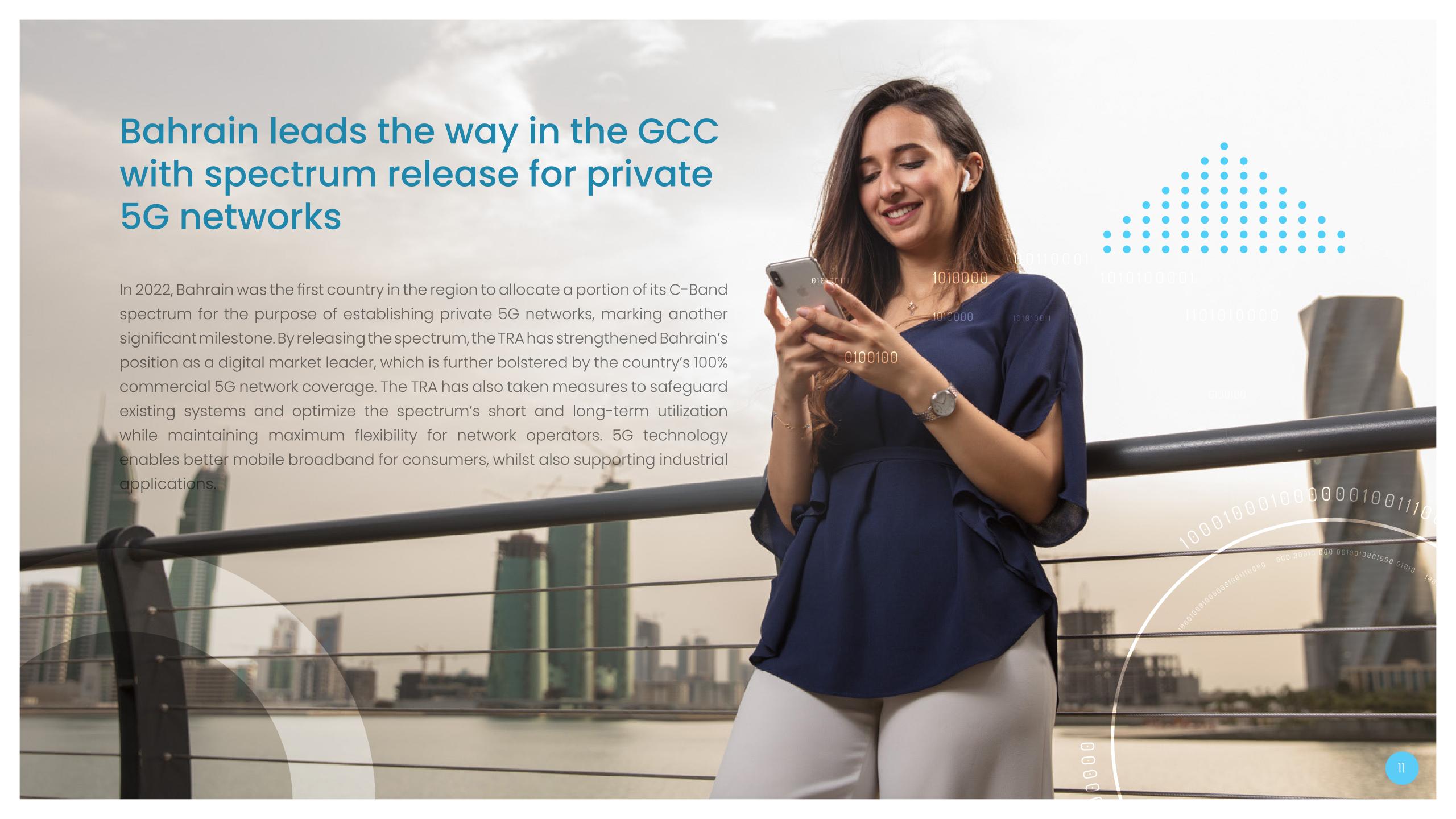




In 2022, the TRA awarded US firm, Starlink licenses for satellite communications and Internet broadband services, making Bahrain the first country in the GCC to authorise such activities. Starlink uses a network satellite in Low Earth Orbit to provide users around the world with latency and speeds comparable to fibre services. The initiative positions Bahrain as one of the most accessible and technologically advanced communications markets in the world, and an ideal foundation for new services in the region.







TRA launches an Innovation License to drive adoption of emerging technologies

In 2022, The TRA introduced an Innovation License to encourage the testing and trialing of new wireless services and technologies in Bahrain and to promote innovation in emerging technologies. The Innovation License enables live testing of new technologies and services through a light-touch regulatory environment known as a Regulatory Sandbox. In addition, the TRA aims to provide stakeholders with clarity and confidence by enabling a flexible environment. During the year, the TRA issued four licenses, three of which were to mobile operators to test emerging 5G mobile technology using the mmWave spectrum, allowing for new use cases. In addition, one license for testing C-band was issued, which will be used to test emerging 5G Multicarrier technology.

Bahrain Telecoms in Figures

Mobile Services



2,141,263

Mobile subscriptions



137%

Mobile penetration



1,443,024

Prepaid subscriptions



from 2021

698,239

Postpaid subscriptions

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Market share: prepaid vs postpaid



Prepaid subscriptions



Postpaid subscriptions

Average International & Domestic minutes per mobile subscription



164 min



from 2021

Average data usage per mobile broadband subscriptions*



13.64 GB



from 2021

*Including pay per use and add on to voice subscriptions/traffic and excluding standalone.

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Broadband services



2,323,688

Mobile Broadband subscriptions



148.5%

Mobile Broadband penetration



173,101

Fixed Broadband subscriptions



67%

Fixed Broadband penetration per household*



400 Petabyte

Total Data Usage



414 GB

Average Fixed
Broadband traffic
per month



27 GB

Average Mobile Broadband traffic per month **53 GB**

Average traffic per broadband subscription per month * Fixed Broadband penetration is based on the latest available number of households provided by the Information & eGovernment Authority (iGA). Number of households (257,000) was updated in 2022.



Of which is Fixed Broadband

185 Petabyte

Of which is Mobile Broadband

Fixed telephony services





217,171

Fixed telephony subscriptions



14%

Penetration



93 min

Domestic monthly average minutes per line



237,613,927 min

International outgoing minutes (Mobile)



2,184,230 min

International outgoing minutes (Fixed telephony)

Fixed Telephony Services: Wired vs Wireless



Fixed Wired
Telephony
Subscriptions



Fixed Wireless
Telephony
Subscriptions

Market Performance

Market indicators



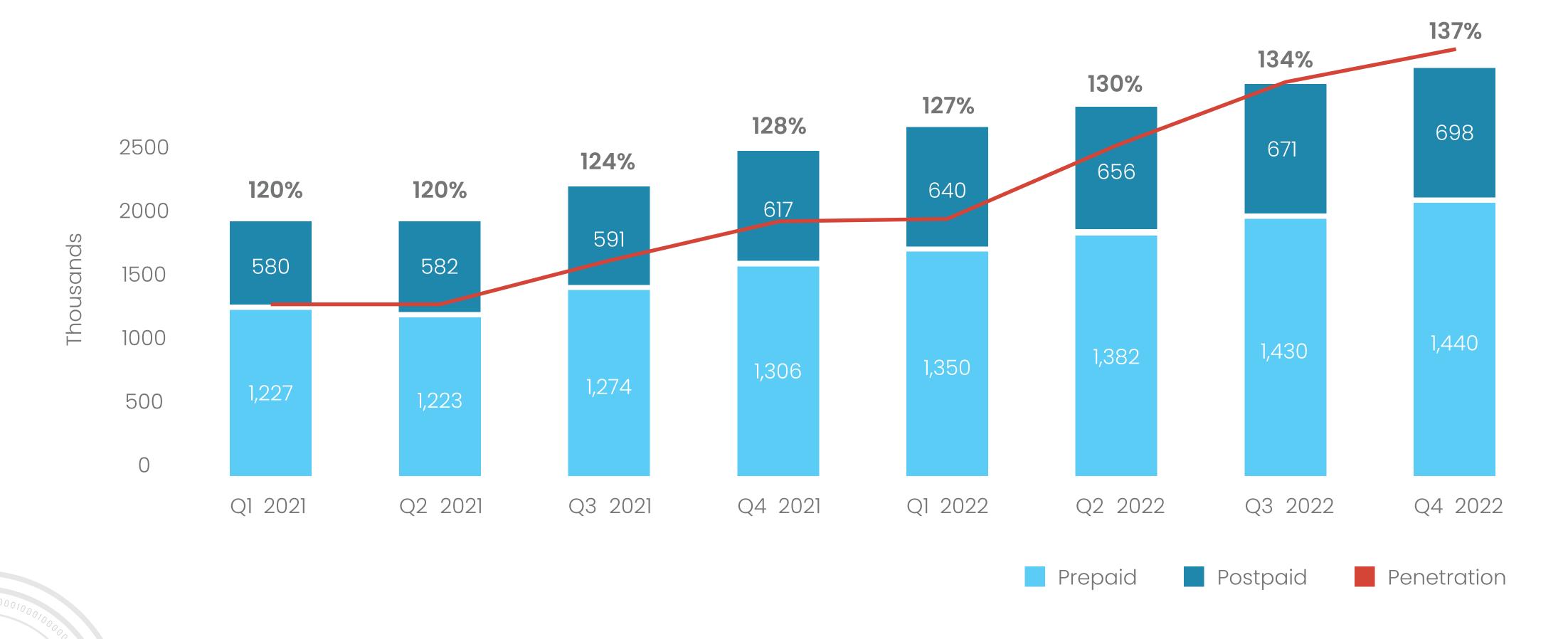
Throughout the year, the TRA carefully monitored key performance indicators (KPIs) related to different services to further promote fair competition in the telecom market and enhance consumer experience.

Mobile services

Mobile subscriptions reached 2.141 million in 2022, representing an 11.3% increase over the previous year. The penetration rate stands at 137%, up from 128% in 2021.

Number of mobile subscriptions & penetration

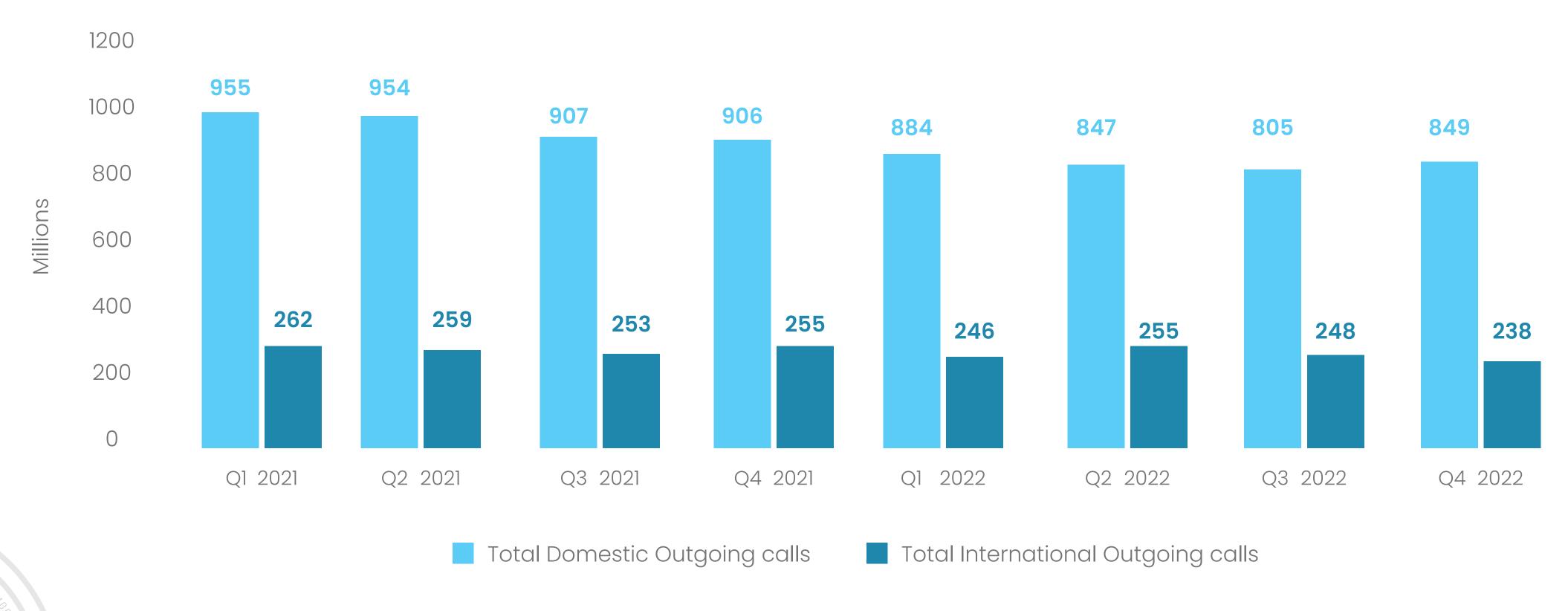
In Thousands.



Total outgoing traffic (domestic & international)

Total outgoing calls (domestic & international) dropped 6% from 1,161,001,923 minutes in Q4 2021 to 1,086,614,057 minutes in Q4 2022. The average monthly minutes per (domestic & international) user dropped from 16.7% from 204 minutes in Q4 2021 to 170 minutes in Q4 2022.

Total Outgoing Mobile Voice Traffic in millions of Minutes (Domestic - International)



Fixed telephony services (PSTN & Wireless)

The total number of fixed telephony lines decreased to 217,171 by the end of Q4 2022, with a penetration rate of 13.9%, down from 227,133 and a 15% penetration rate for the same period last year.

Total fixed domestic outgoing traffic rose 10% from 57,295,538 minutes at the end of Q4 2021 to 62,852,197 minutes at the end of Q4 2022.

Total fixed domestic outgoing traffic in minutes

Q4 2021

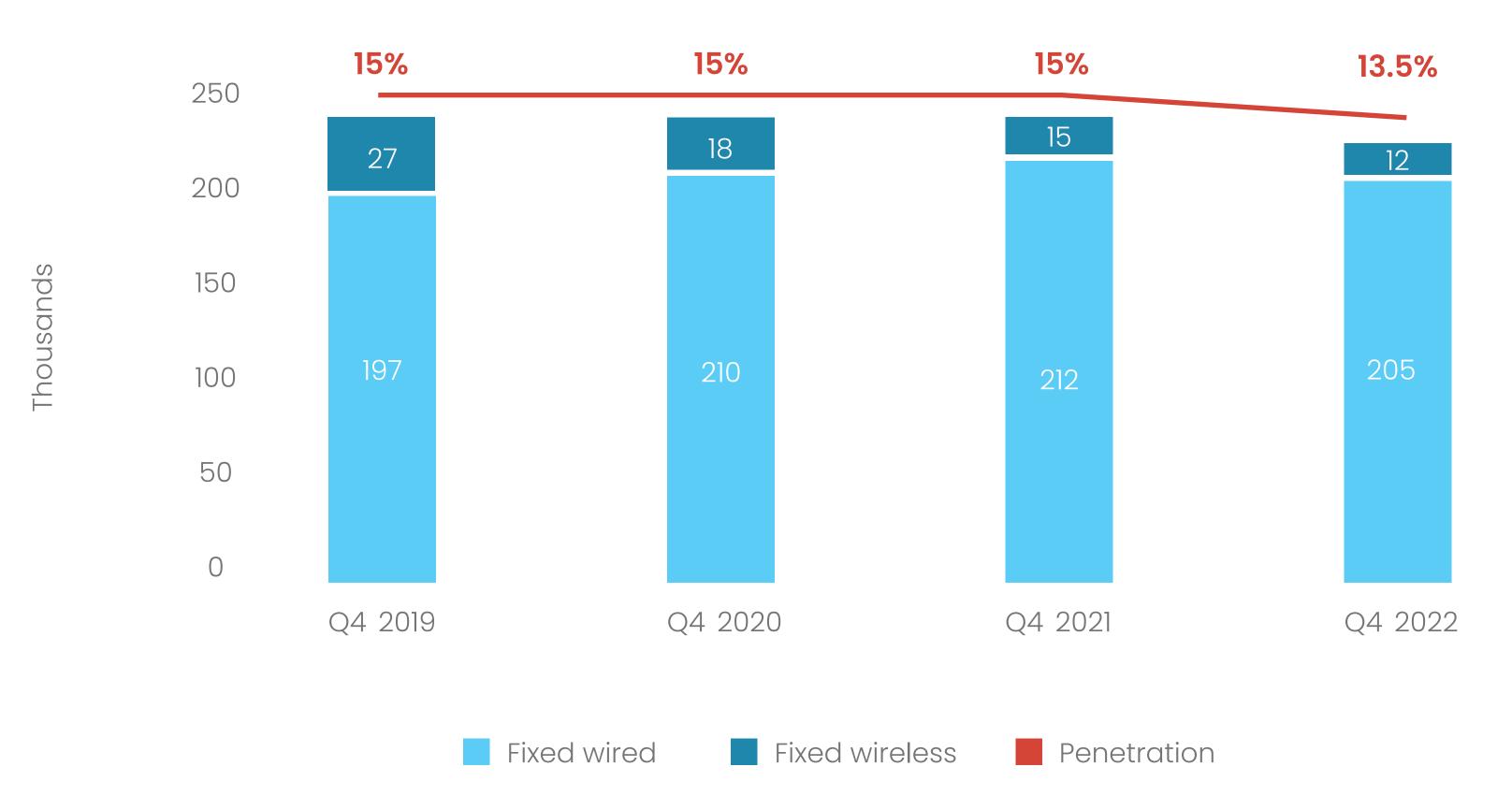
Q4 2022

57,295,538

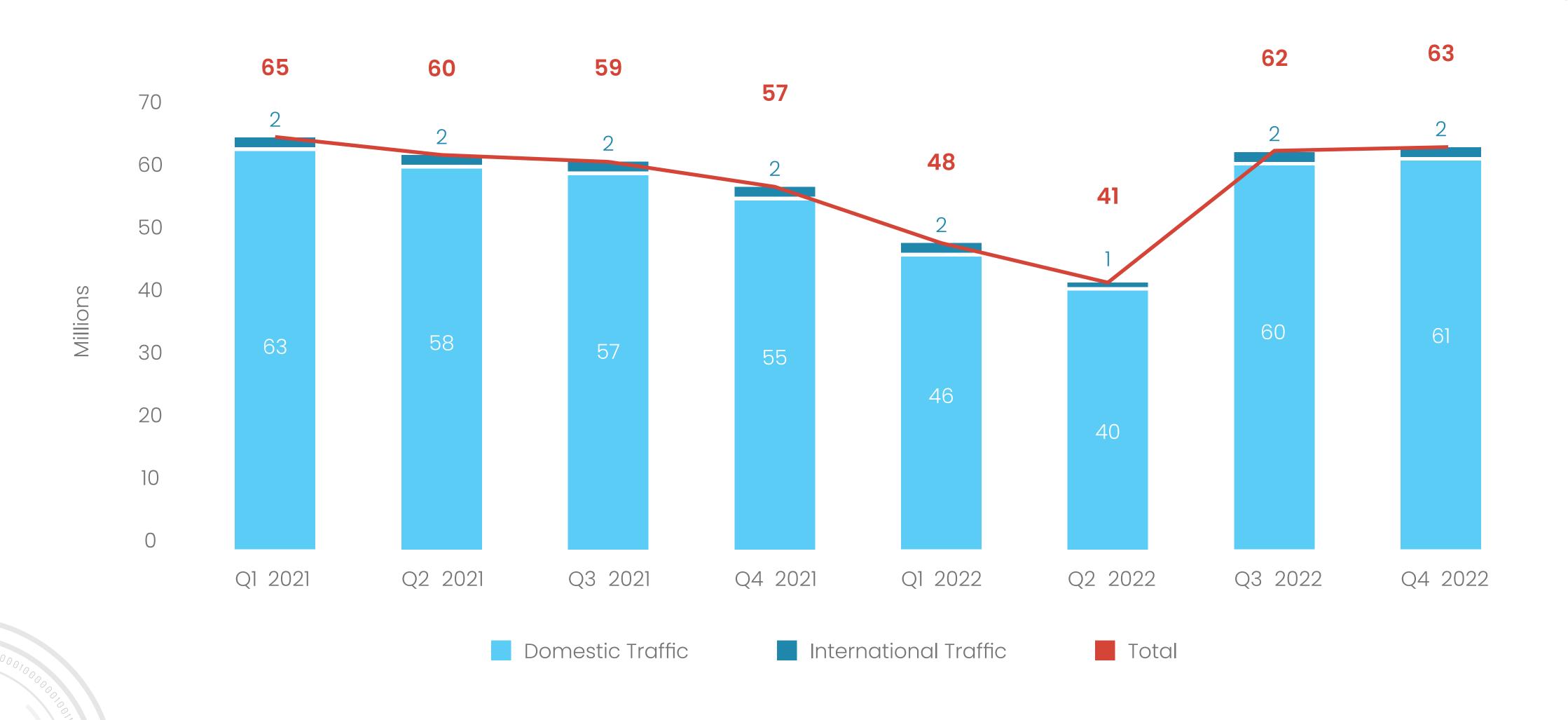
62,852,197

20

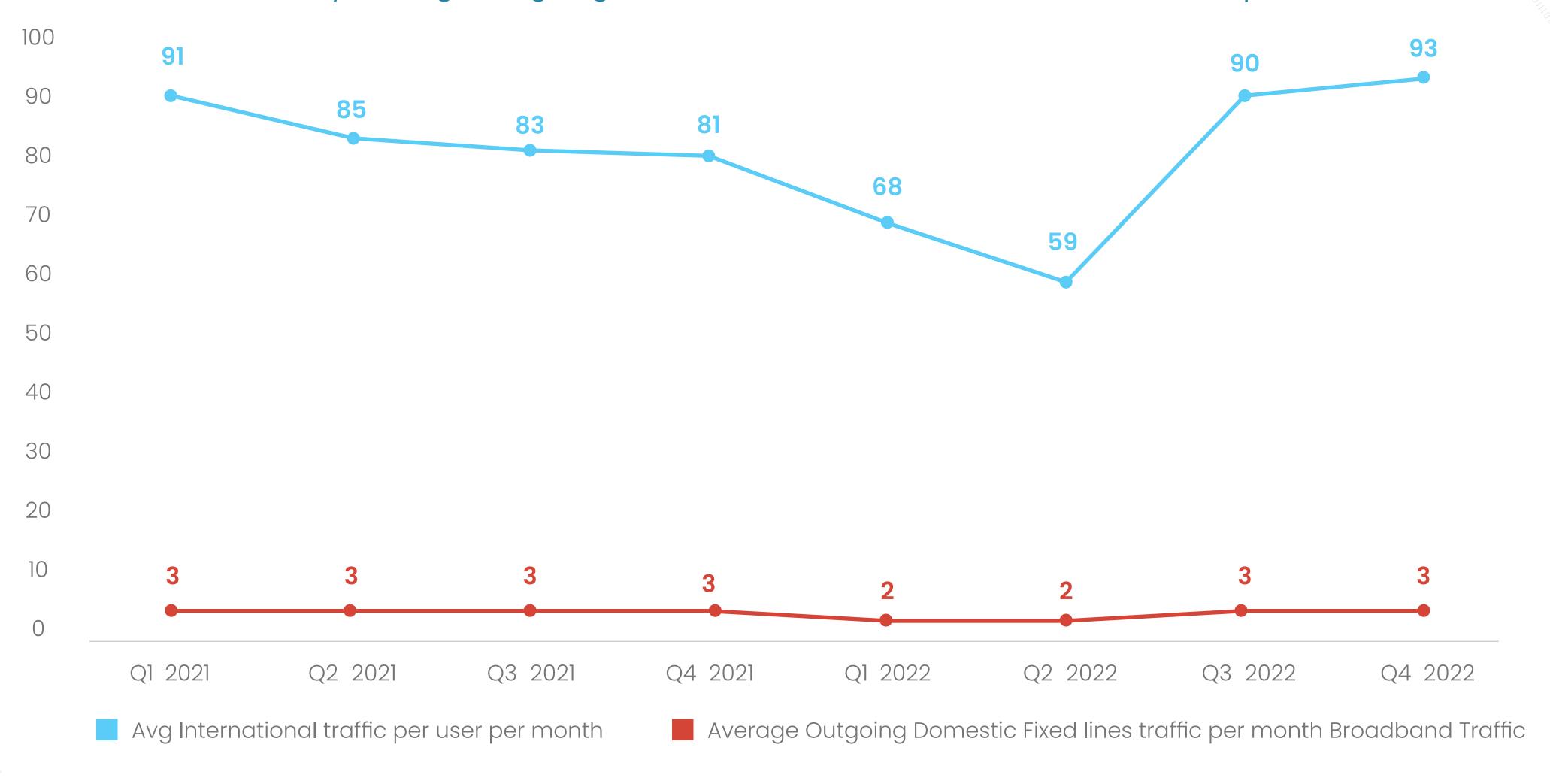
Number of Fixed Lines



Fixed line Domestic & International Outgoing Traffic



Monthly Average Outgoing Domestic & International Minutes Per Subscription



Broadband services

The total number of broadband subscriptions reached 2.497 million in 2022, with a penetration rate of 160%. This represents a 17.89% increase over previous year, which is attributed to Batelco correcting its reporting of add-on to voice and pay-per-use to match the ITU definition of -90 days instead of -30days, as well as including newly activated SIMs that had an active add-on in the reporting.

Total data traffic (in Gigabyte)

Q4 2021

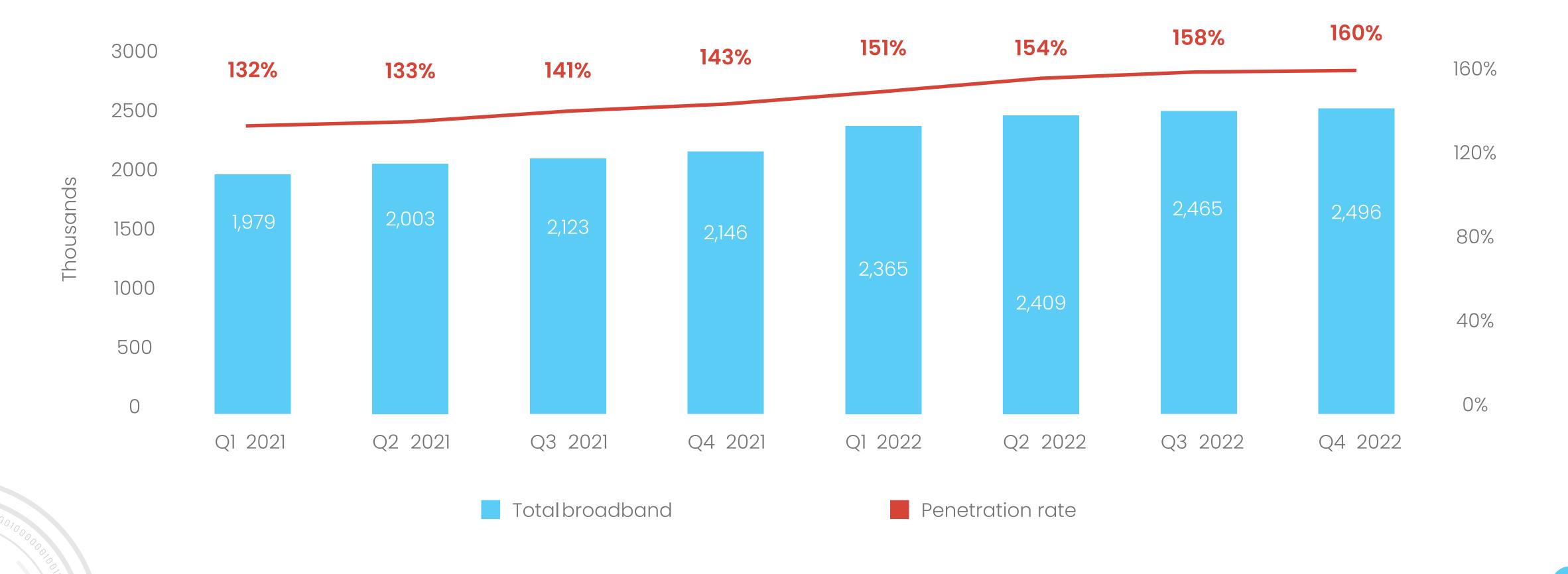
Q4 2022

358,434,894

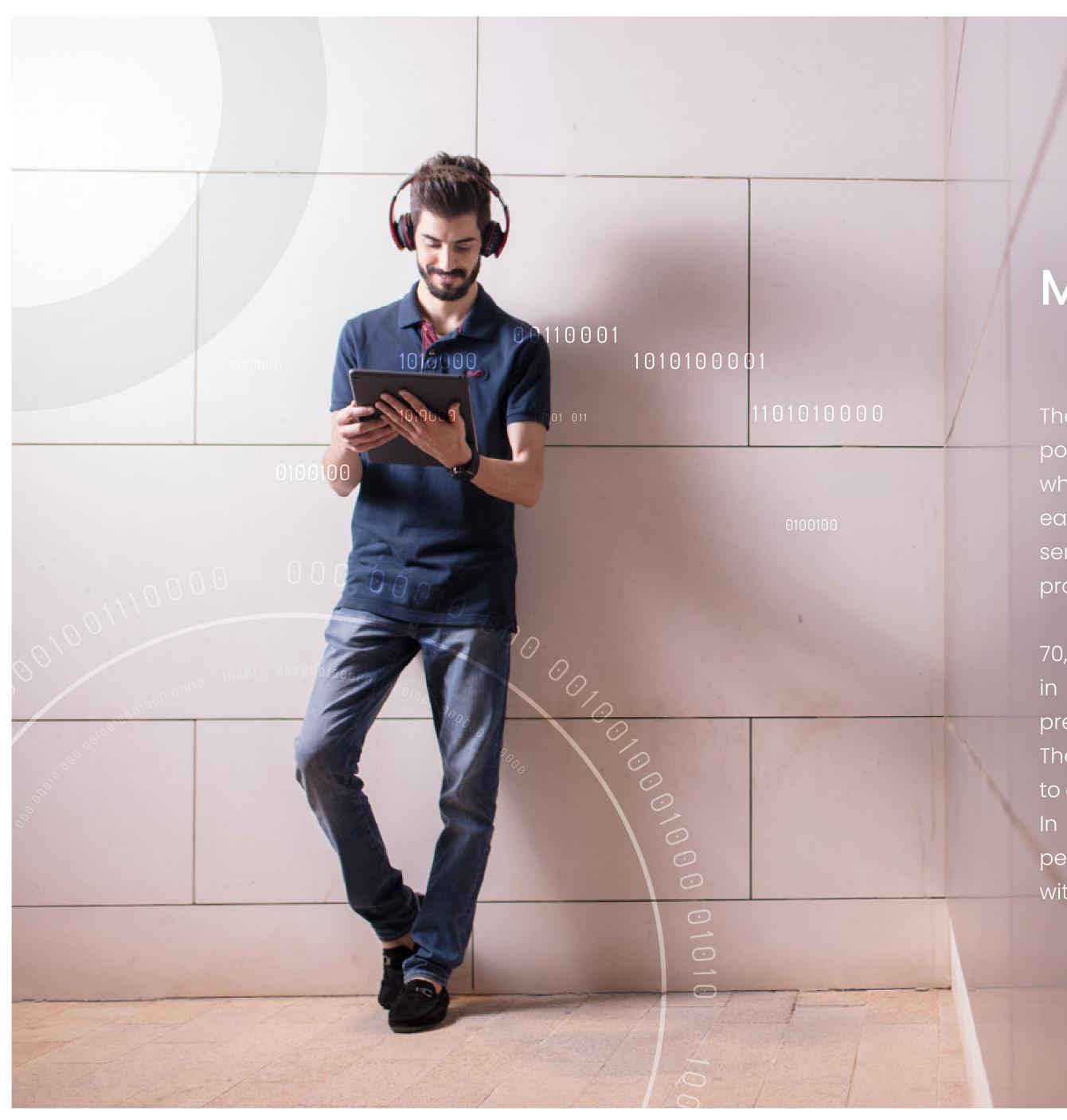
399,876,218

12%

Broadband Subscriptions and Penetration



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Mobile number portability

The TRA has been committed to supporting and improving mobile number portability in order to provide residents with greater flexibility and choice when it comes to telecoms service providers. The TRA has enabled users to easily transfer their personal numbers between networks and enjoy improved services and pricing by implementing measures such as streamlined porting procedures and increased competition among providers.

70,997 porting requests were received in 2022, which compared to 26,898 in 2021, with an average of 5,916. This represents a 164% increase over the previous year.

The average porting time for subscribers to successfully transfer their number to a new mobile operator was 29 minutes.

In June 2022, the number of accepted mobile porting requests reached a peak with 8,110 while December marked the lowest accepted porting requests with 1,166 requests.

Fixed number portability

In order to promote fair competition in the market and prevent any potential abuse from telecoms operators towards the business market segment, the ICT team closely monitored key performance indicators (KPIs) related to Fixed Number portability. The team's findings revealed the following:



9,395 porting requests were received in 2022, compared to 13,338 in 2021, with an average of 783 requests per month. This represents a 30% decrease from last year.

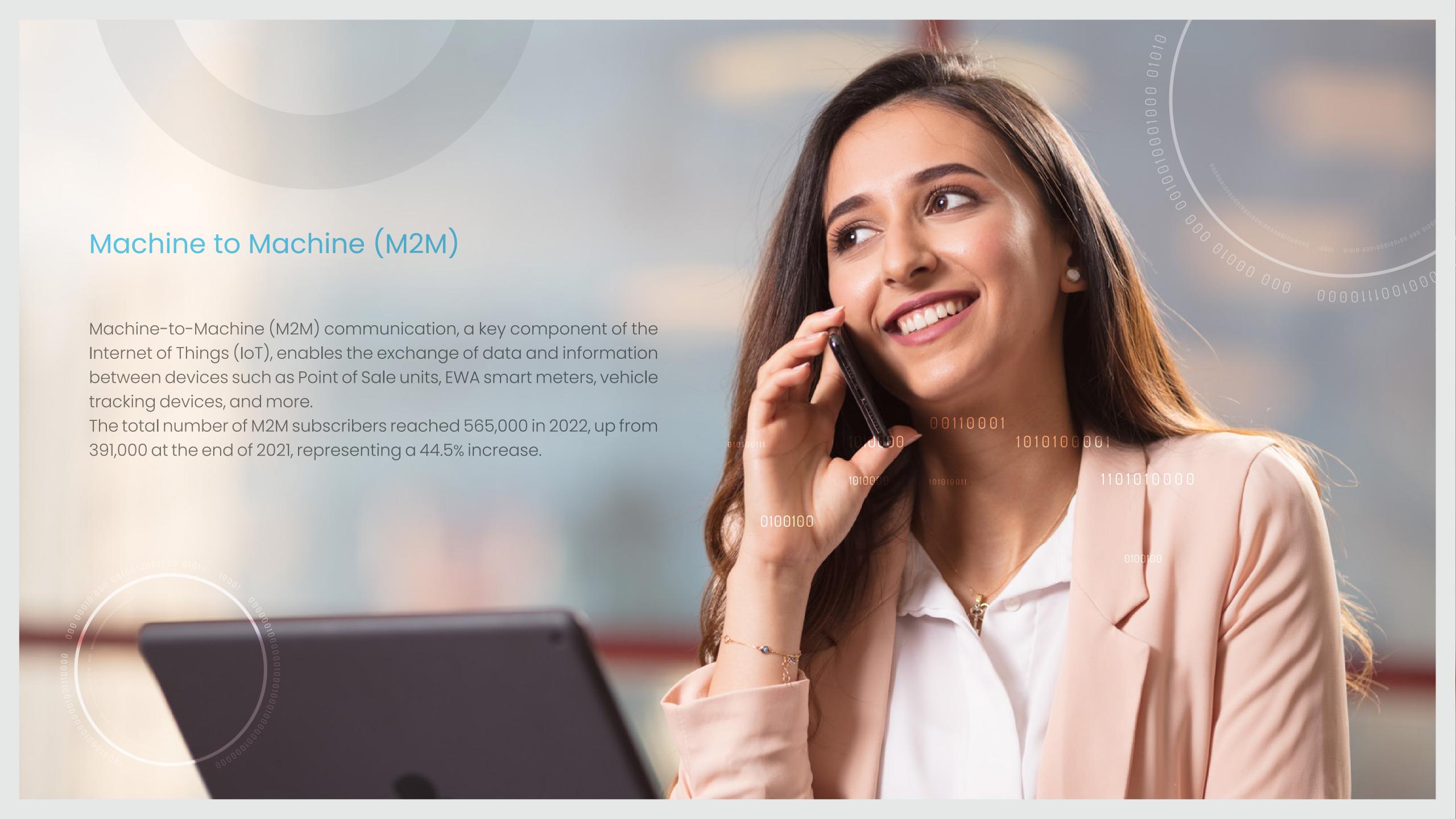


The average porting time for subscribers to successfully transfer their number to a new fixed operator was 215 minutes.

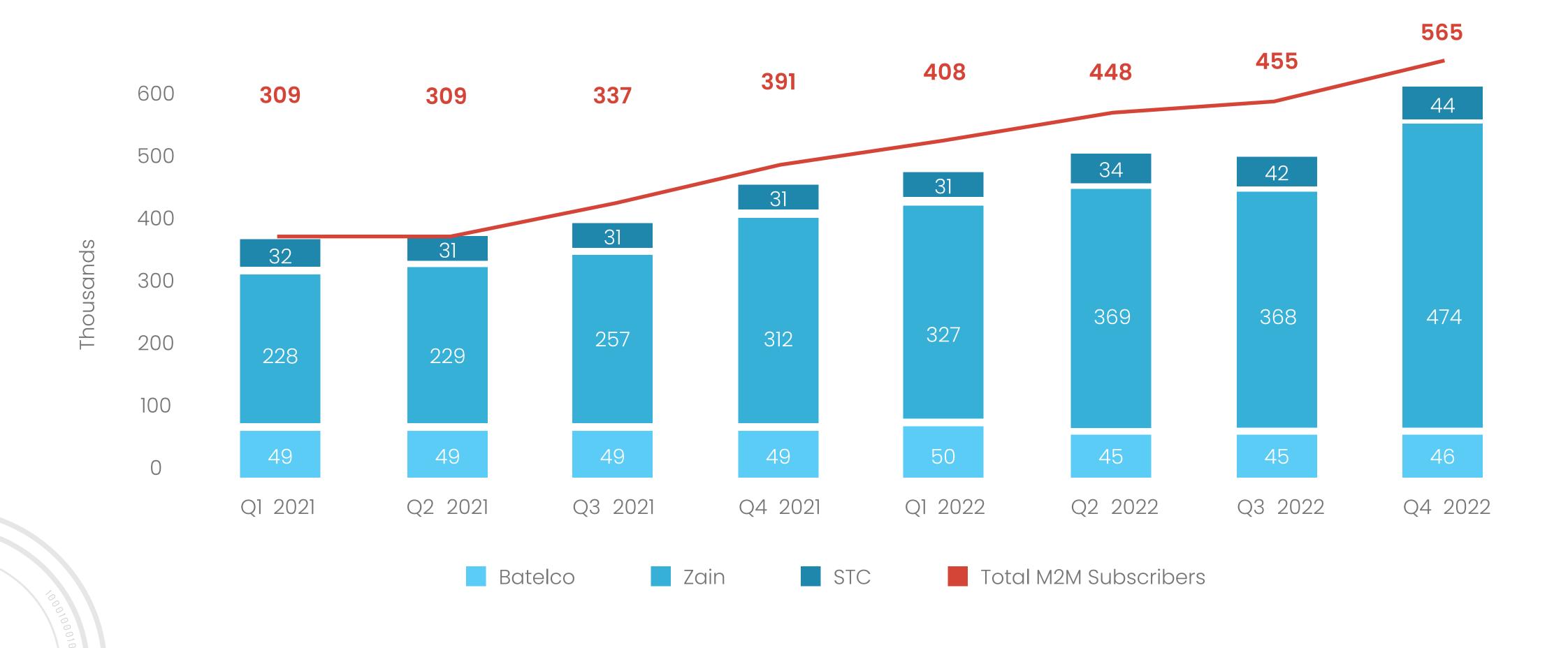


The month with the highest number of requests accepted was September, with 5,308 requests, while the lowest number of requests was accepted in January at just 183 requests.

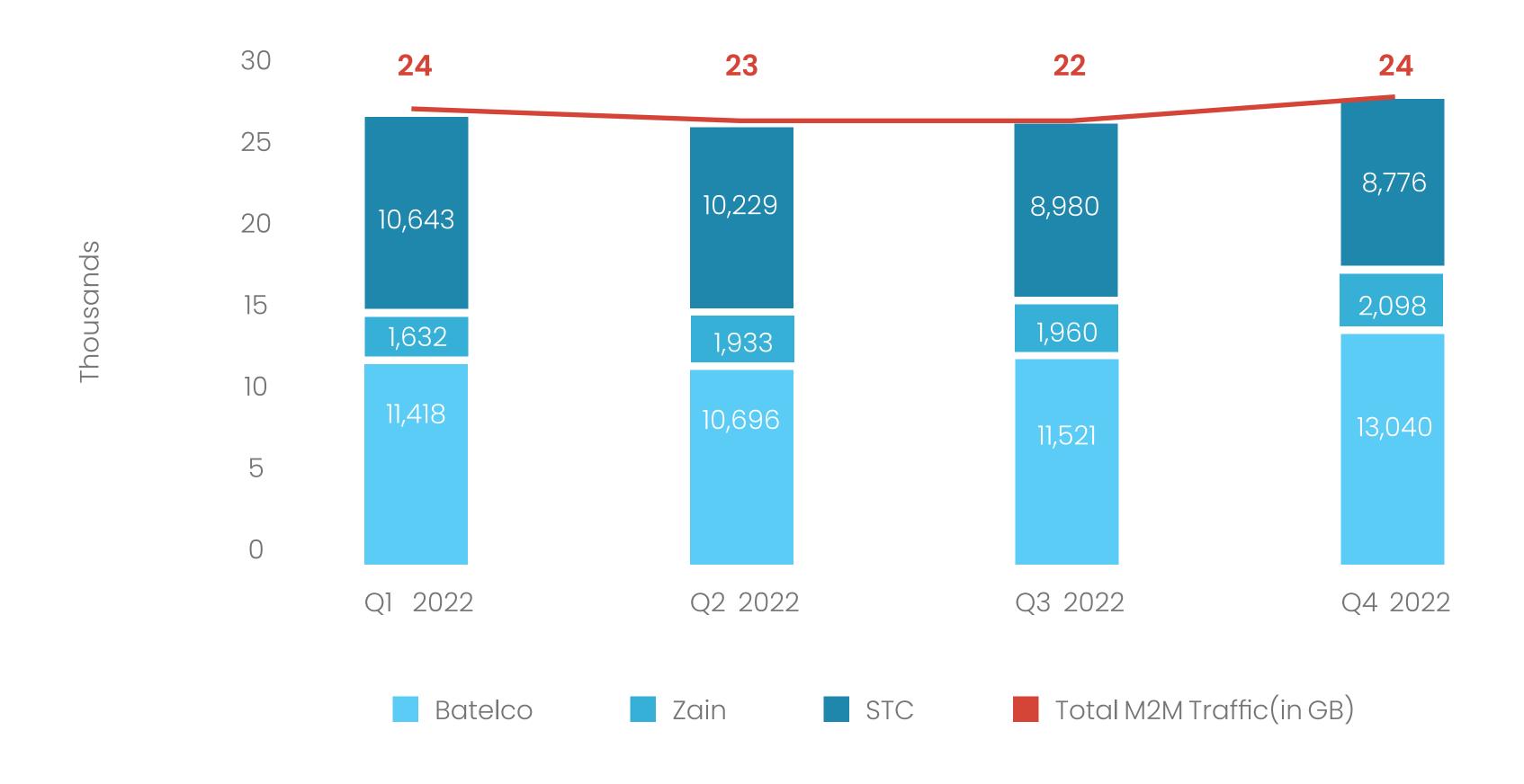




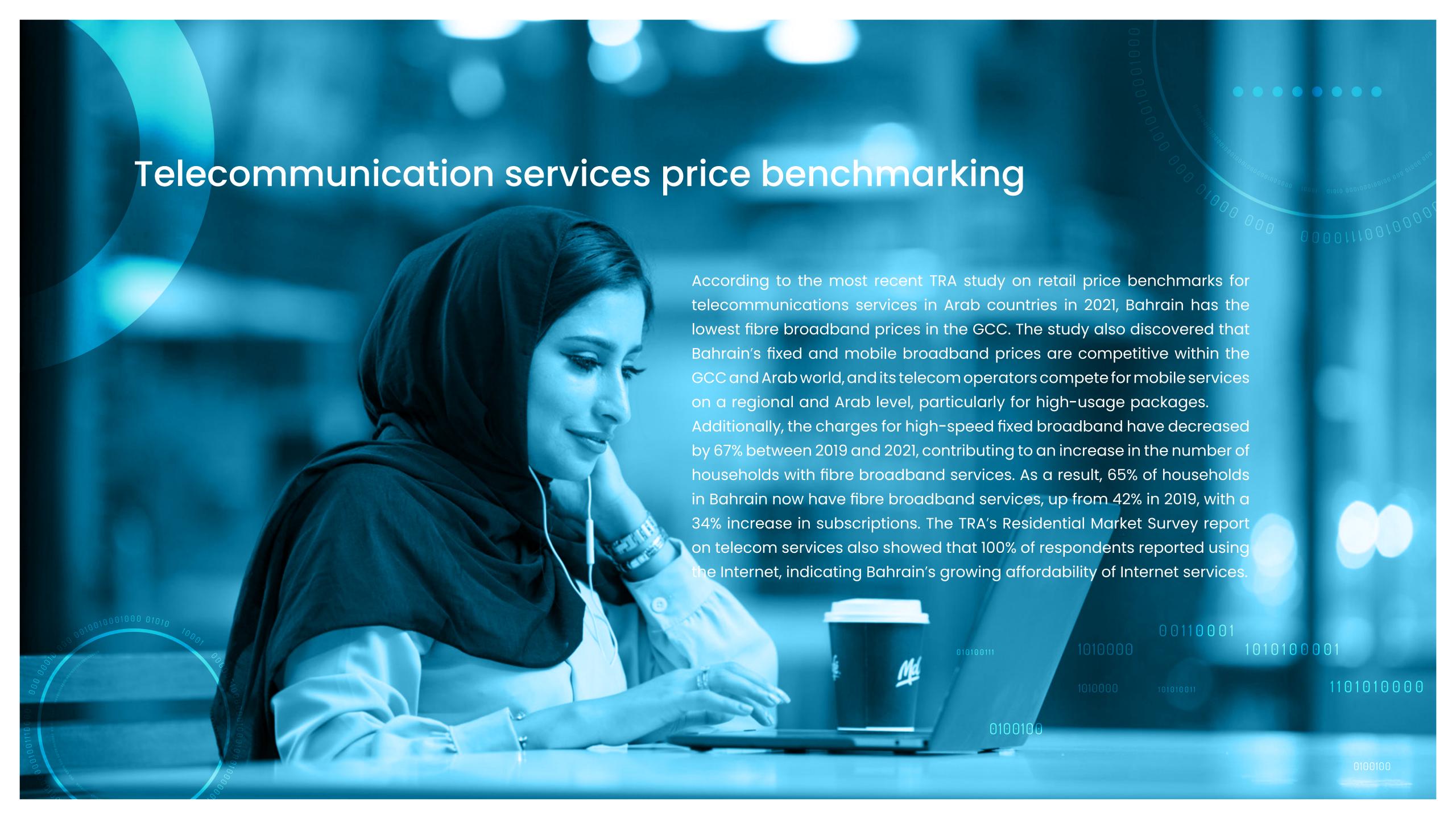
M2M Subscribers (Thousands)

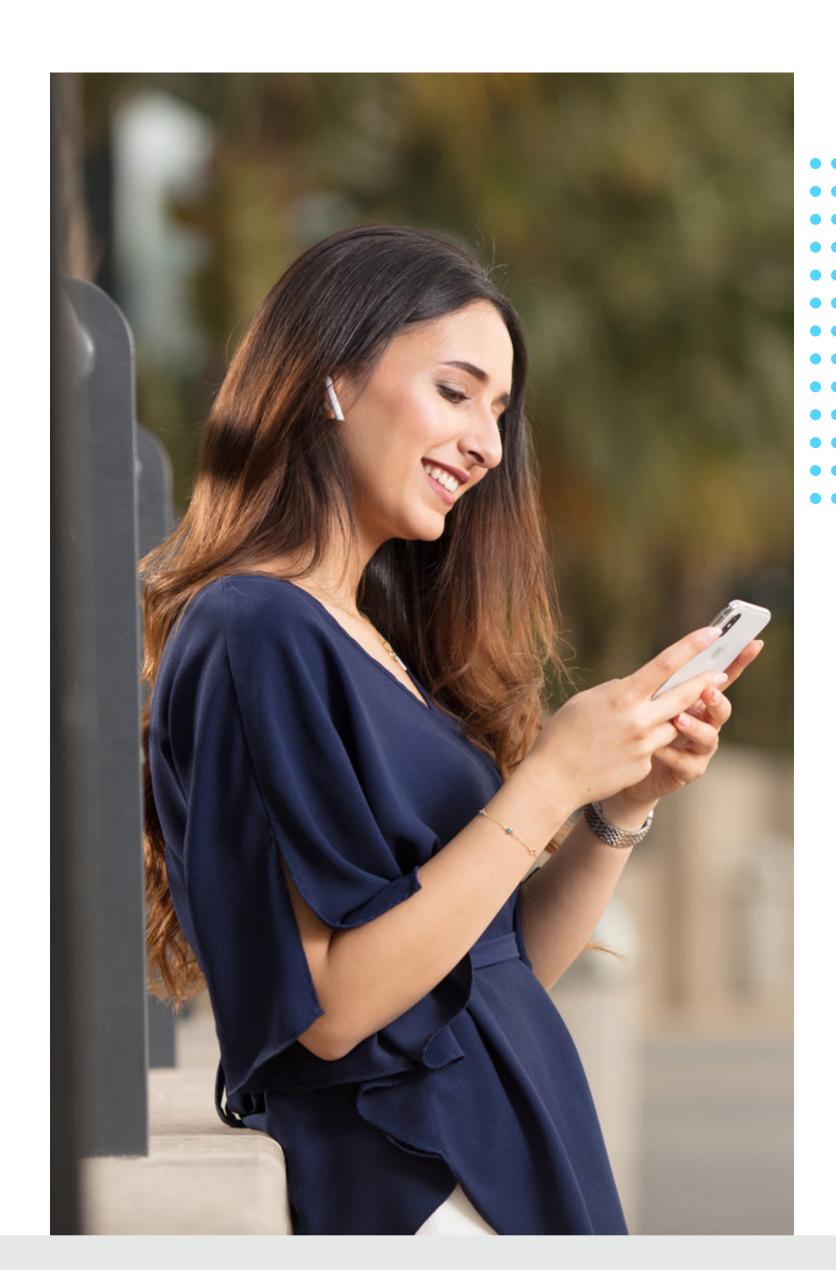


M2M Traffic



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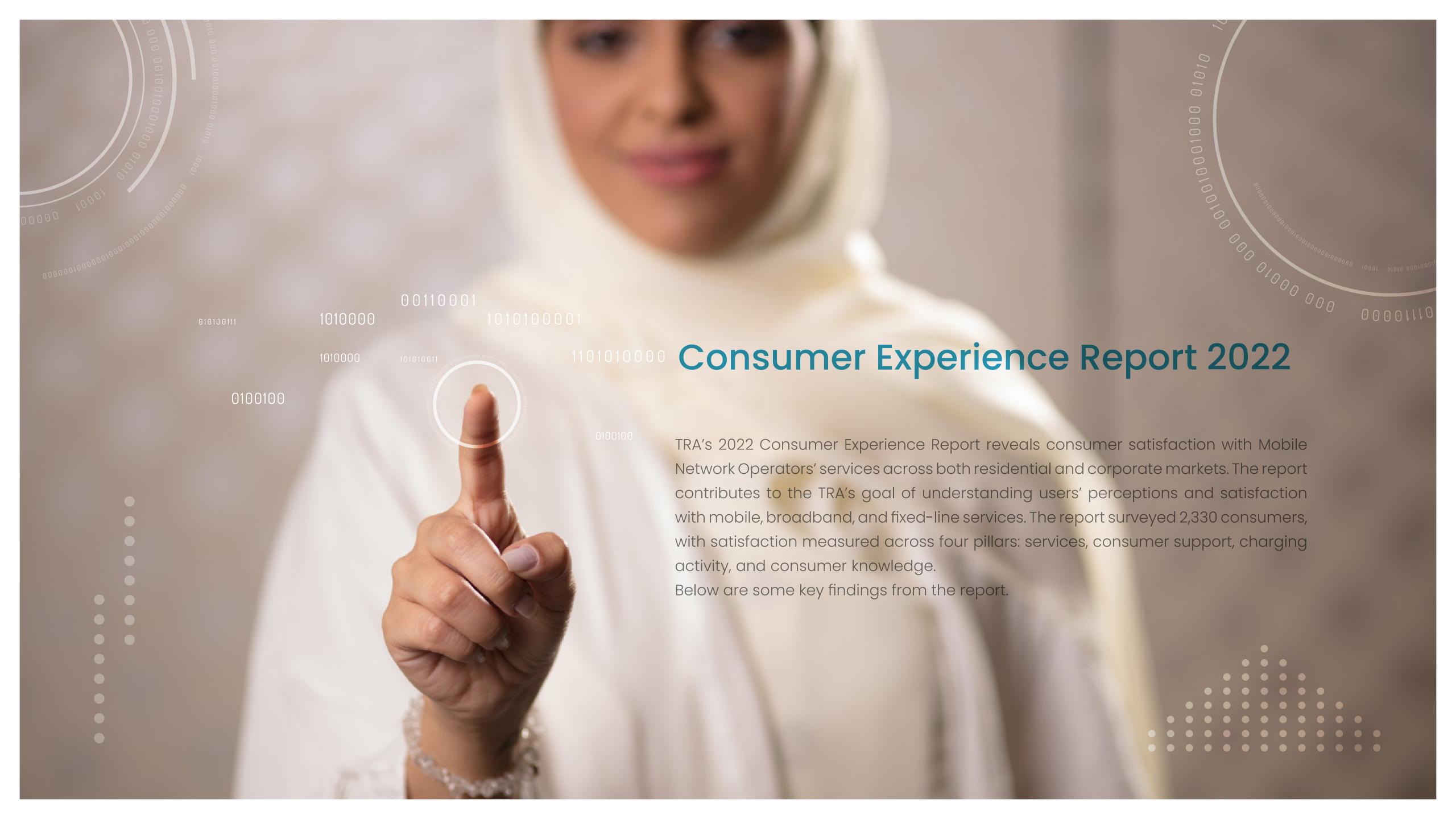




Consumer Protection & Empowerment

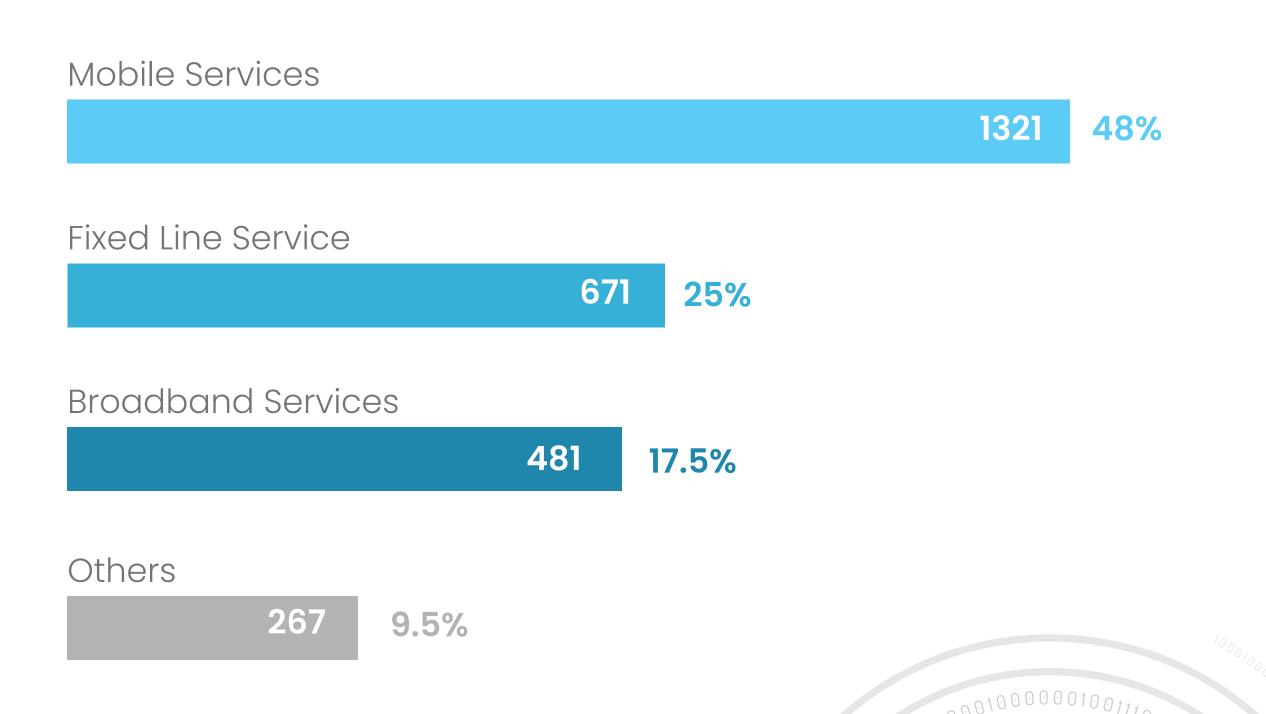
TRA is dedicated to safeguarding consumer rights and educating consumers about their rights and obligations. The Authority regularly reviews and updates its regulatory framework to ensure that consumer protection remains a top priority, and it works closely with licensed operators to ensure compliance with established regulations.

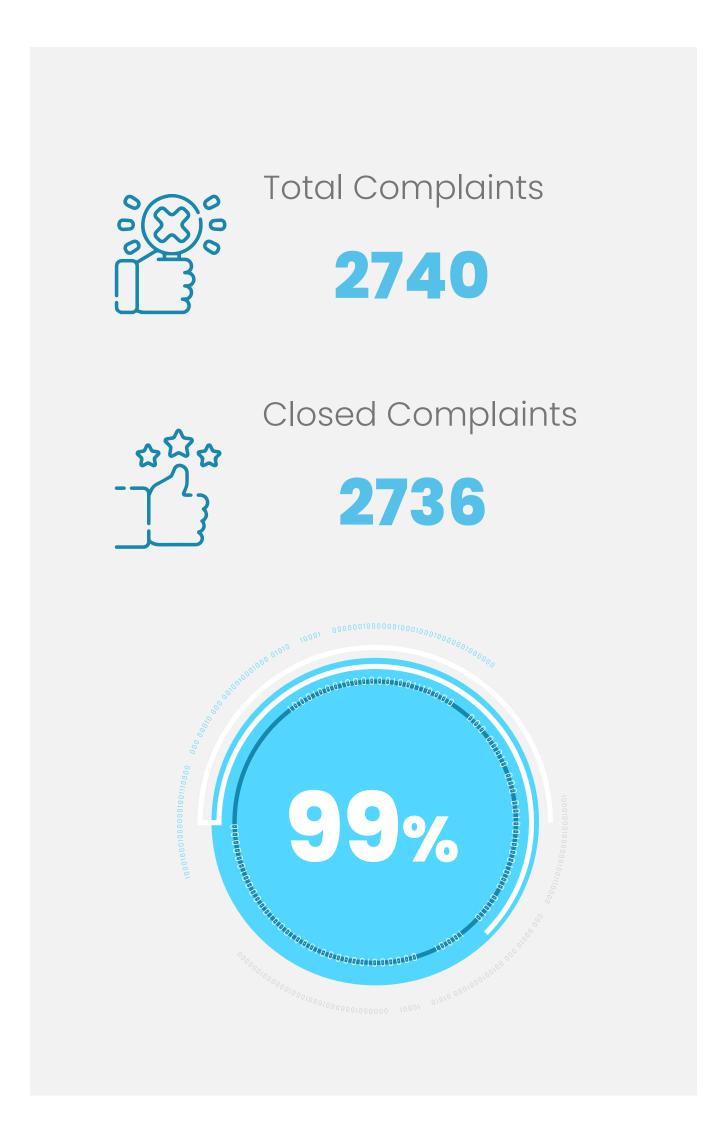
The TRA conducts outreach programs, workshops, and campaigns to inform the public about their rights and empower them to make informed decisions regarding telecommunications services. The TRA also has a consumer complaint mechanism, which allows consumers to address their concerns and intervene. TRA aims to create a fair and transparent telecommunications market in Bahrain by continuously monitoring and improving the regulatory landscape and engaging with consumers.



2022 Complaints Statistics

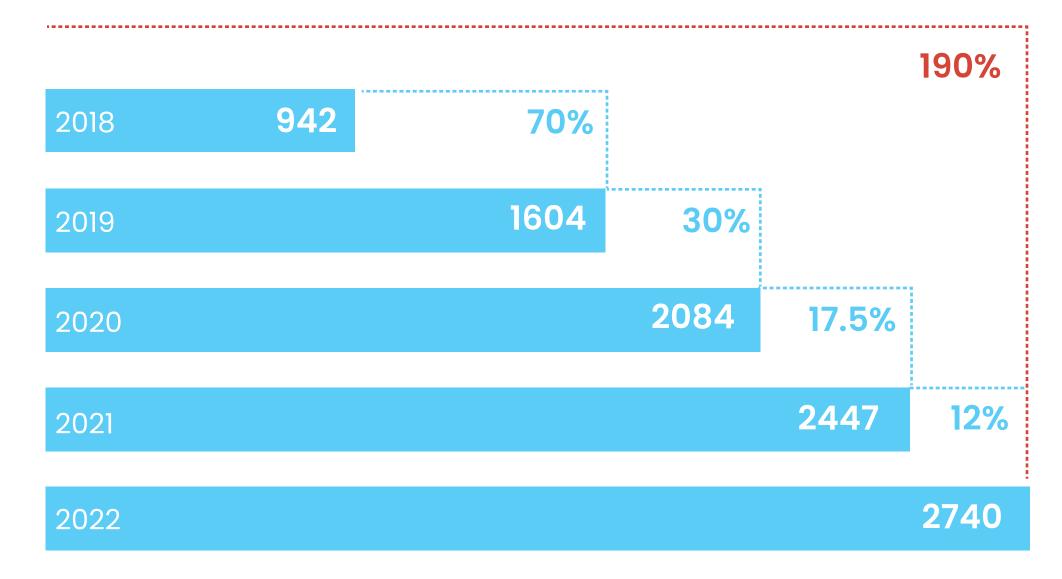
Complaint Categories



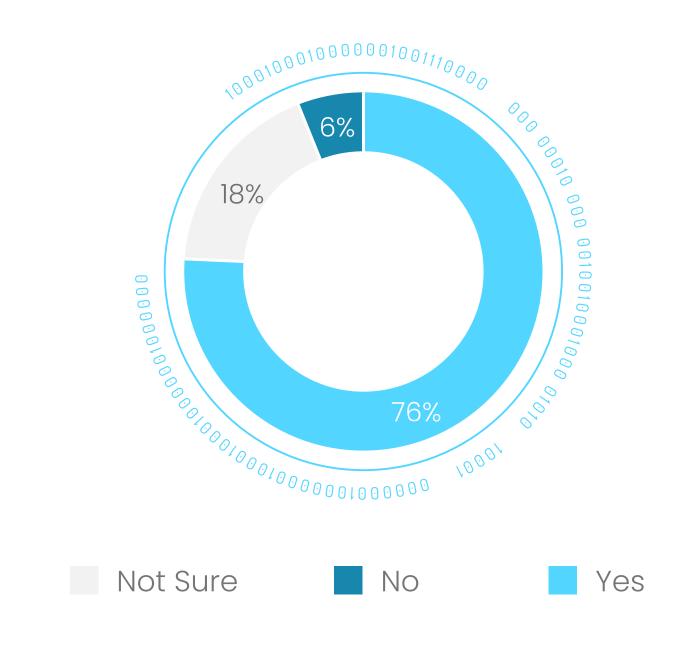


190%

Increase in number of reported complaints since 2018



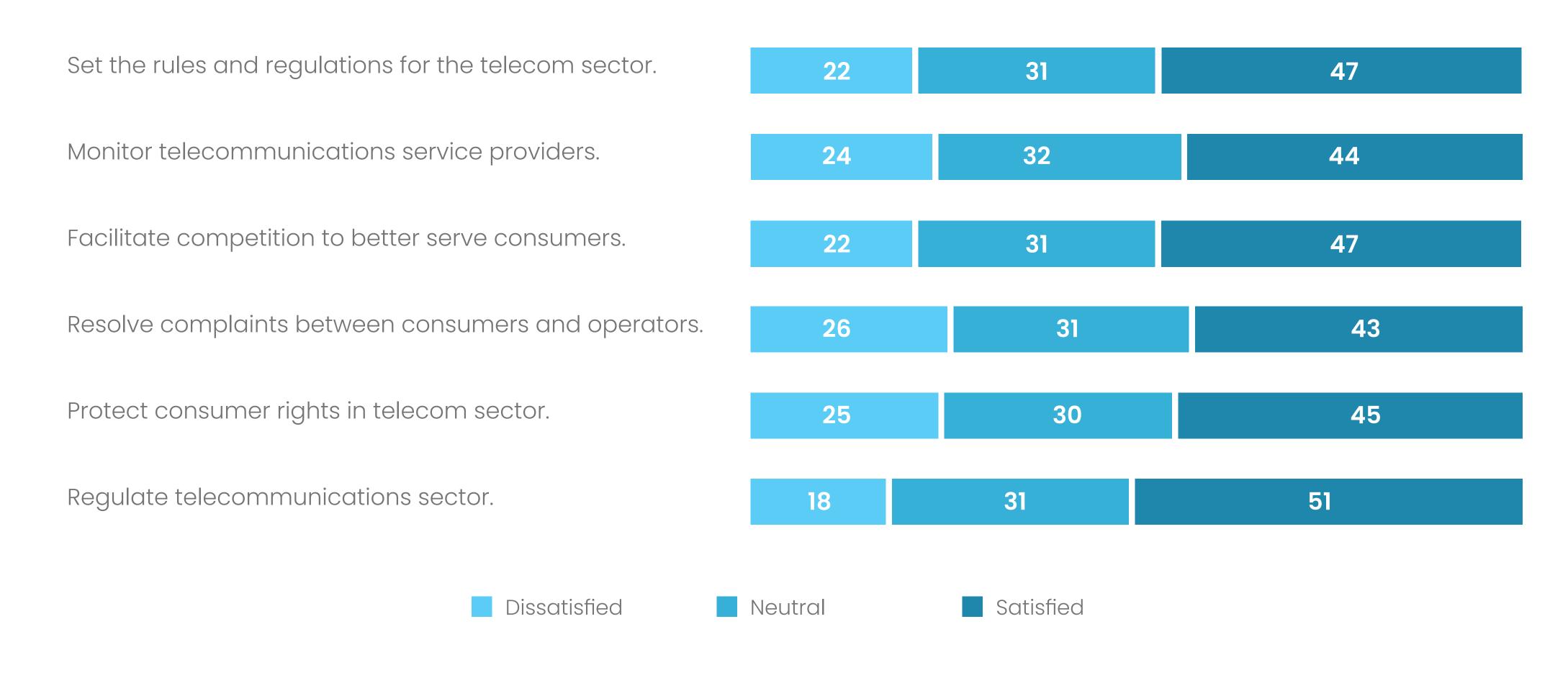
The awareness among consumers about the provision of submitting complaints on the TRA website increased by 36% to 76% in 2022, compared to 56% in 2019.



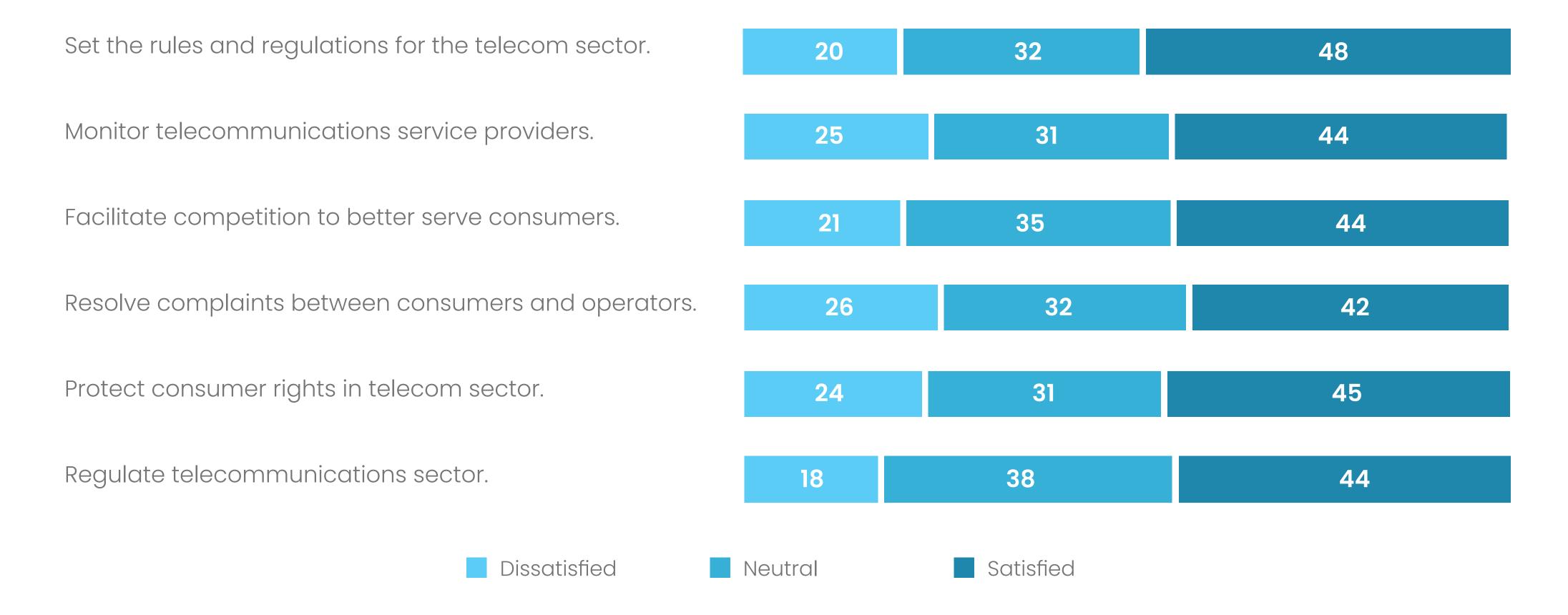
Consumer awareness about the option to submit a complaint on the TRA website



Consumers expressed satisfaction with the TRA's role in 2022.



The corporate sector also witnessed improved satisfaction with respect to the TRA's role in comparison to 2020.



The TRA call centre received over 14,260 calls since its formation in 2014 with an average 95.3% success rate of responses to the calls.

Service Provider Portal 2.0

The Authority unveiled an upgraded Service Provider portal exclusively for licensed operators, featuring a more personalised, streamlined, and user-friendly interface. By introducing a clean and modern design, coupled with enhanced site navigation, the Authority seeks to aid licensees in efficiently managing and tracking their Complaints, Consumer Dispute Regulation and Terms and Conditions submissions, and other related tasks. Additionally, a new interactive dashboard has been introduced that focuses on monitoring licensees' performance with the Authority, further supporting them in their operations.

Cyber Safety Programme

In line with the Consumer Affairs Department's Online Safety working plan, a Cyber Safety programme was conducted in partnership with the ITU's Global Programme on Child Online Protection. Over 300 educators from private and public schools across Bahrain received training on identifying and mitigating online threats to children, parents, and educators. The Cyber Safety programme provided valuable insight and preventive measures to promote a safer online experience for students, and how to respond if a student is harmed online. Participants were certified by the ITU upon completion of the programme, reinforcing their commitment to creating a safer digital environment.

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Compliance Programme

TRA is committed to enhancing compliance within the telecom industry and has launched a comprehensive Compliance Programme to encourage self-regulatory compliance and boost community confidence in the sector. TRA has already conducted over 25 mystery shopping exercises and monitored Licensed Operators' compliance with their regulatory obligations in various consumer-related areas. It is expanding its monitoring efforts to address emerging trends and issues promptly, ensuring that all areas are covered.

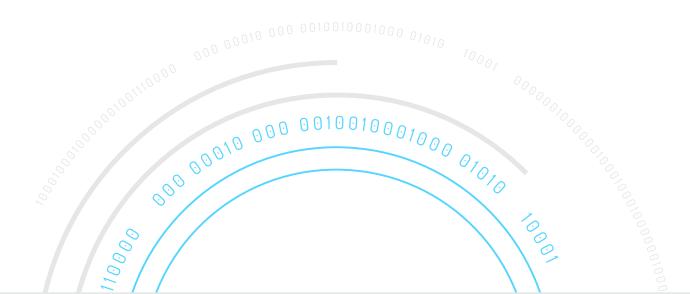




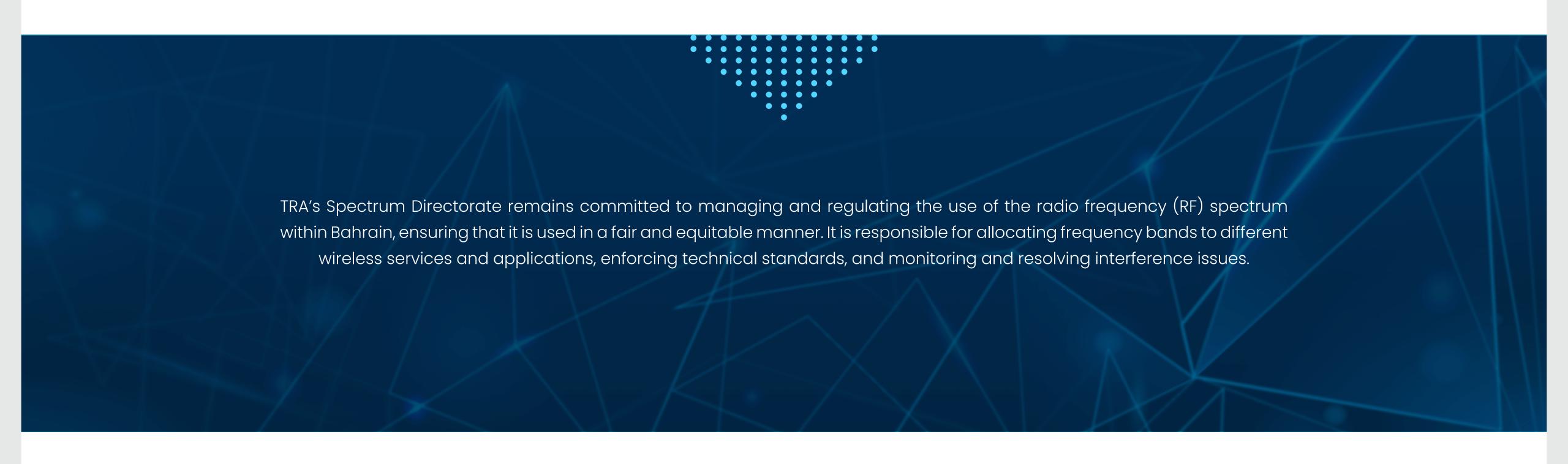
Enhancing Competition and Choice in the Broadband Markets

In 2022, TRA launched a public consultation on the Wholesale Bitstream Service (WBS) offered by BNET, the national fibre network provider, to ensure that everyone has access to affordable broadband services and that the Kingdom continues to have world-class fibre infrastructure. The Authority prioritised the review of wholesale broadband tariffs to improve service offerings and increase broadband speeds, which it expects retail operators to pass onto end-users. TRA also proposed amendments to enhance competition in the retail broadband market, giving people and businesses greater power to select the services that best meet their needs whilst allowing retail operators more flexibility in their commercial strategies.





Spectrum Management

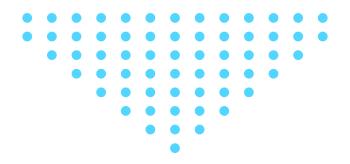




Radio spectrum approved for faster Wi-Fi 6 technologies

The TRA released additional 755 MHz bandwidth for the new Wi-Fi generation (Wi-Fi 6) and (Wi-Fi 6E), to enable all internet users to fully exploit the capabilities of both fibre and 5G, and to provide the ability to deploy advanced technologies such as Artificial Intelligence (AI), Machine-to-Machine (M2M) communications, and the Internet of Things (IoT). The deployment of Wi-Fi 6 features will improve the consumer experience by increasing capacity and performance, enabling routers to communicate with multiple devices simultaneously. This is significant as the average number of connected devices in a Bahraini household is expected to increase. With the new radio spectrum, commercial and government organisations can offer enhanced services, which will boost Bahrain's global ICT deployment ranking.

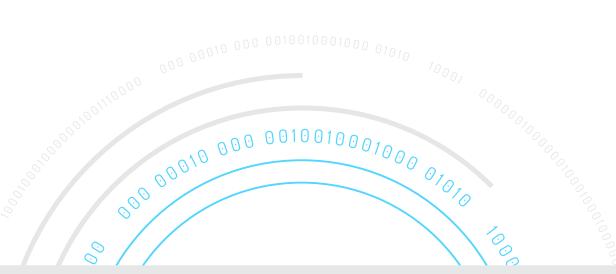
The following frequency bands were made available for Wi-Fi 6 and Wi-Fi 6E: 5470-5725 MHz and 5925-6425 MHz.

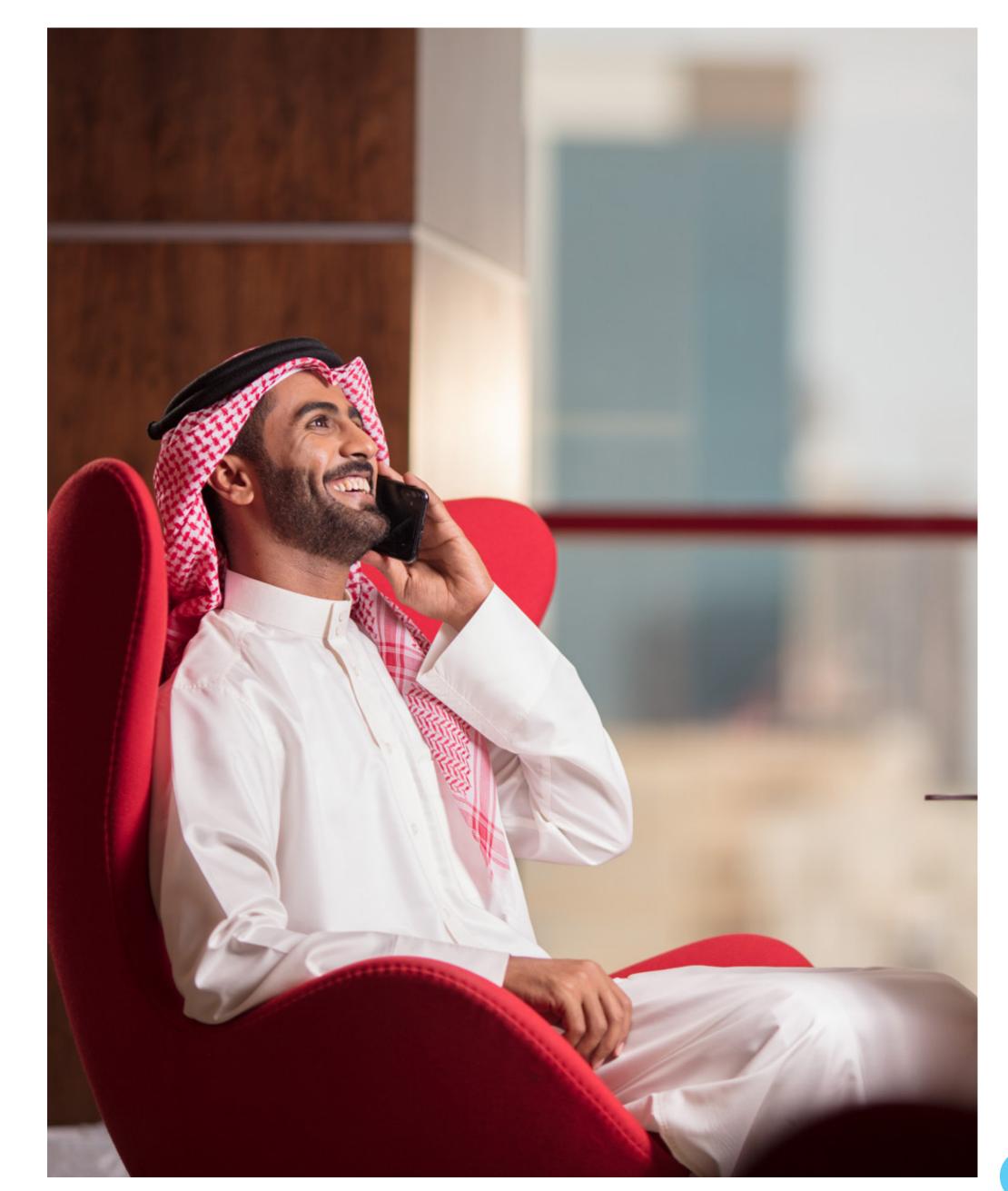


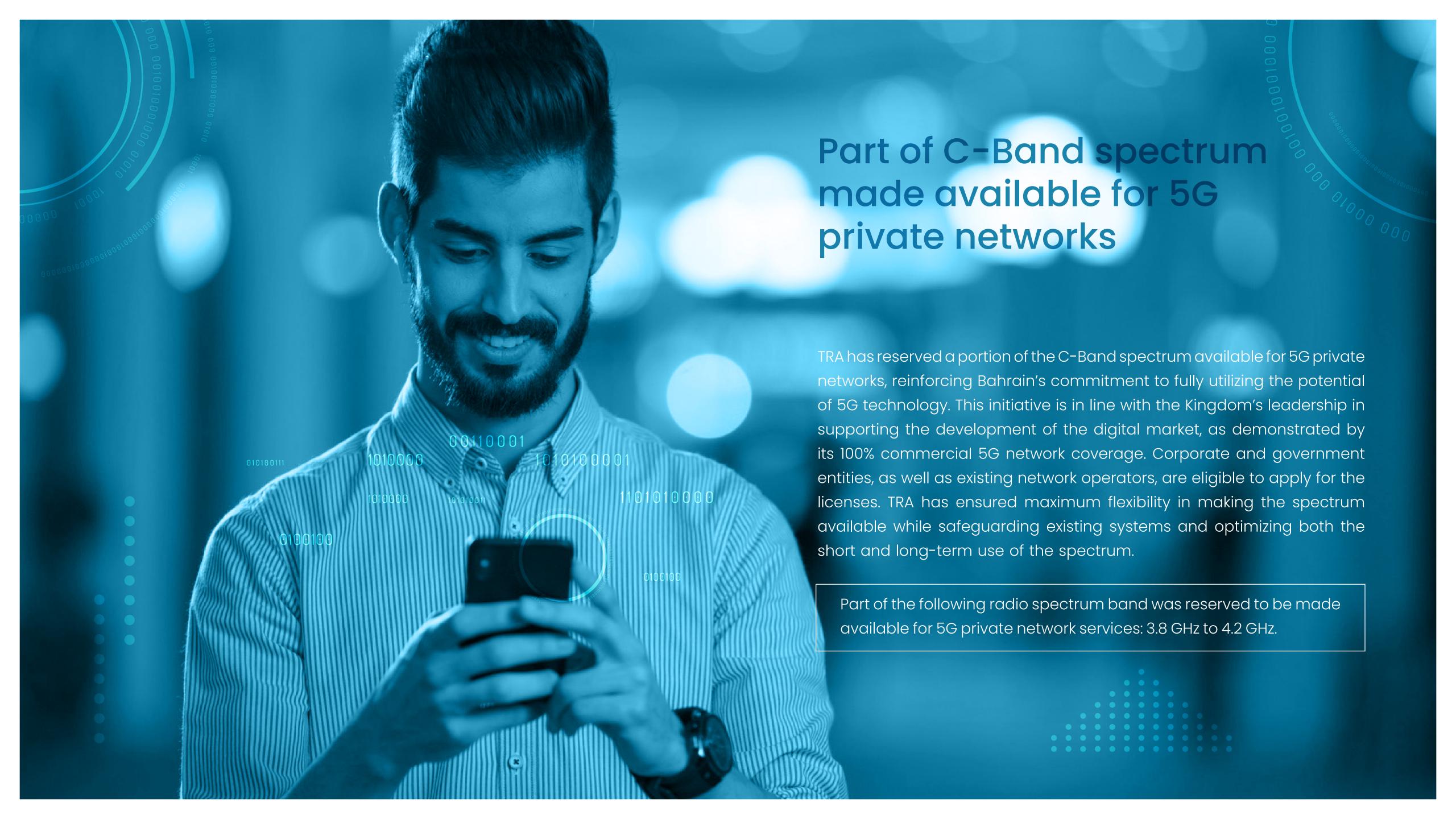
Providing more radio spectrum for IMT applications

In 2022, the Spectrum Directorate worked to provide more radio spectrum to International Mobile Telecommunications (IMT) applications to deliver faster, more reliable, and more efficient wireless connectivity for consumers and businesses.

TRA announced plans to auction the following frequency bands for IMT applications: 700 MHz, 1400 MHz, 2300 MHz, part of 2500 MHz, and 3800 MHz.







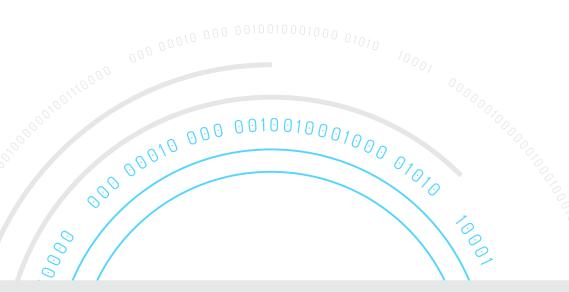
Protecting and Utilizing the Kingdom's spectrum resources

In 2022,88 frequencies were registered in the International Telecommunications Union (ITU) master international frequency database to protect them from harmful interference and to be considered within the ongoing ITU studies. This is the seventh batch registered by the TRA, bringing the total number of registered frequencies to 3,110.

TRA continued its coordination with the Kingdom's government entities and authorities to study their future spectrum requirements for the terrestrial and satellite services, as well as with foreign entities and administrations regarding harmful interference and frequency bands coordination.









Studying Satellite services and new Satellite Networks.

TRA conducted a thorough review of all satellite users whilst validating existing licenses. A site for a gateway Earth Station for a new satellite broadband operator is being planned, and frequencies for the ESIM and User Terminals have been reserved in different Bands.

Furthermore, in 2022 the TRA revisited its regulations and methods for calculating satellite services fees and benchmarking them against several countries in the region and globally. It concluded on a new satellite spectrum strategy that is consistent with the latest developments in geostationary and non-geostationary satellite networks, as well as other market developments. TRA proposed updating its satellite services fee schedule by introducing new values for Area Coverage Factors (ACF) in its satellite services fees formula.





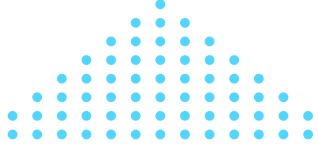
WTDC22- Conference in Rwanda:

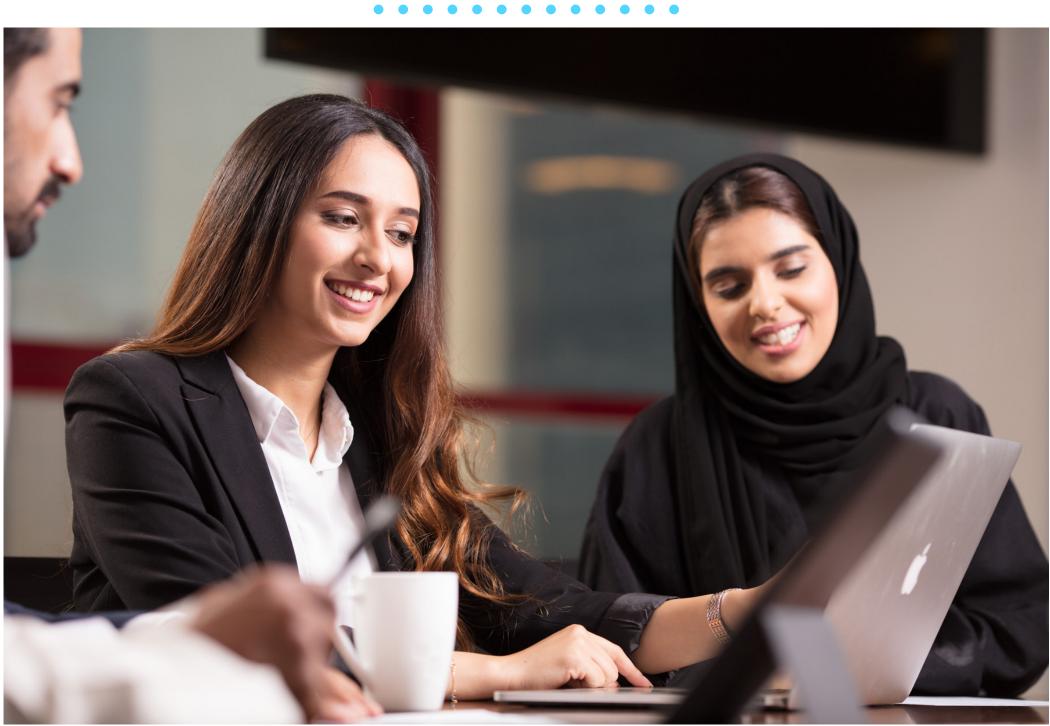
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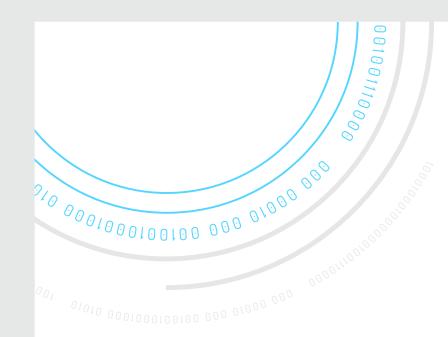
The World Telecommunication Development Conference (WTDC) is held between two Plenipotentiary Conferences to discuss telecommunication development topics, projects, and programs. TRA has attended and sponsored a delegation of four Bahraini youth to attend the Generation Connect Global Youth Summit, which was held concurrently with the WTDC.

As part of its election campaign TRA hosted a lunch event where it shared its vision, experiences, and aspirations as a small island state if it is elected to the council.

Furthermore, as Bahrain's main representative at the ITU, TRA was elected vice-chair of the conference. (via committee 4 for Working Methods).







Plenipotentiary Conference in Romania:

The Plenipotentiary Conference is the International Telecommunication Union's highest policymaking body (ITU). It is the key event at which the elected ITU Member States decide on the organization's future role, determining the organization's ability to influence and affect the development of information and communication technologies (ICTs) worldwide. It is held every four years.

The TRA was again elected to a vice-chair position of the conference (via Working Group of the Plenary).

The crowning moment came when Bahrain was elected by the member states to the Council of the ITU, whereby the Council acts as the Union's governing body in the interval between Plenipotentiary Conferences. Its role is to consider broad telecommunication policy issues to ensure that the Union's activities, policies and strategies fully respond to today's dynamic, rapidly changing telecommunications environment.



Type Approval

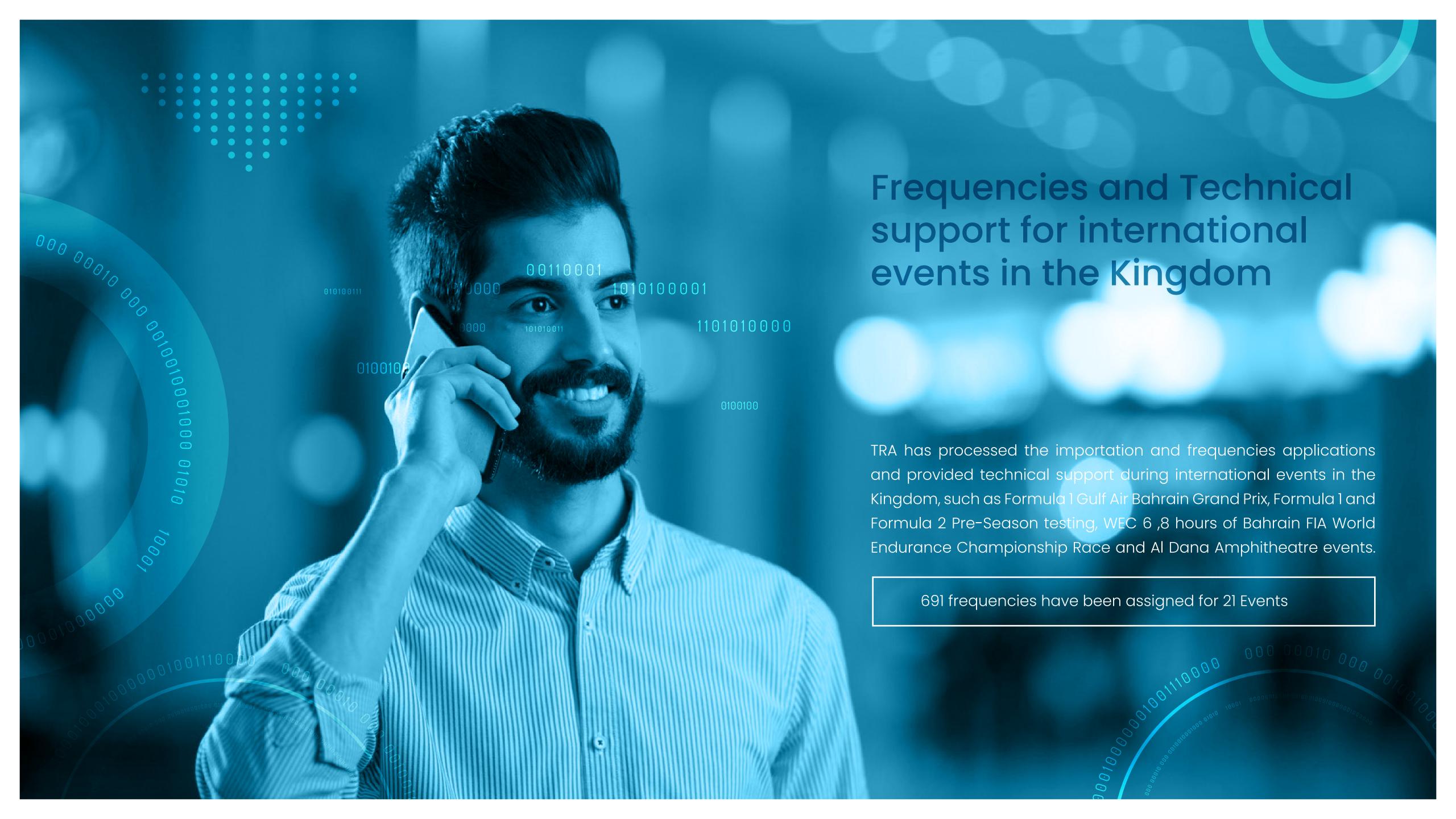
TRA has reviewed and updated its Type Approval process, requirements, and fees, and all Type Approval applications are now received online rather than via email. The TRA website's approved equipment list has also been updated to make it more user-friendly in order to meet beneficiaries' perceptions and expectations. An online workshop was held to introduce the new processes to authorized agents in the Kingdom..

Customer care & support

TRA conducted inspection visits to shops selling wireless devices and licensed users to ensure that they obtained the necessary licenses and complied with Bahraini laws and regulations in the Kingdom of Bahrain. In terms of customer services TRA dealt with all complaints and inquiries received through the email or CRM system and answered within the targeted time.

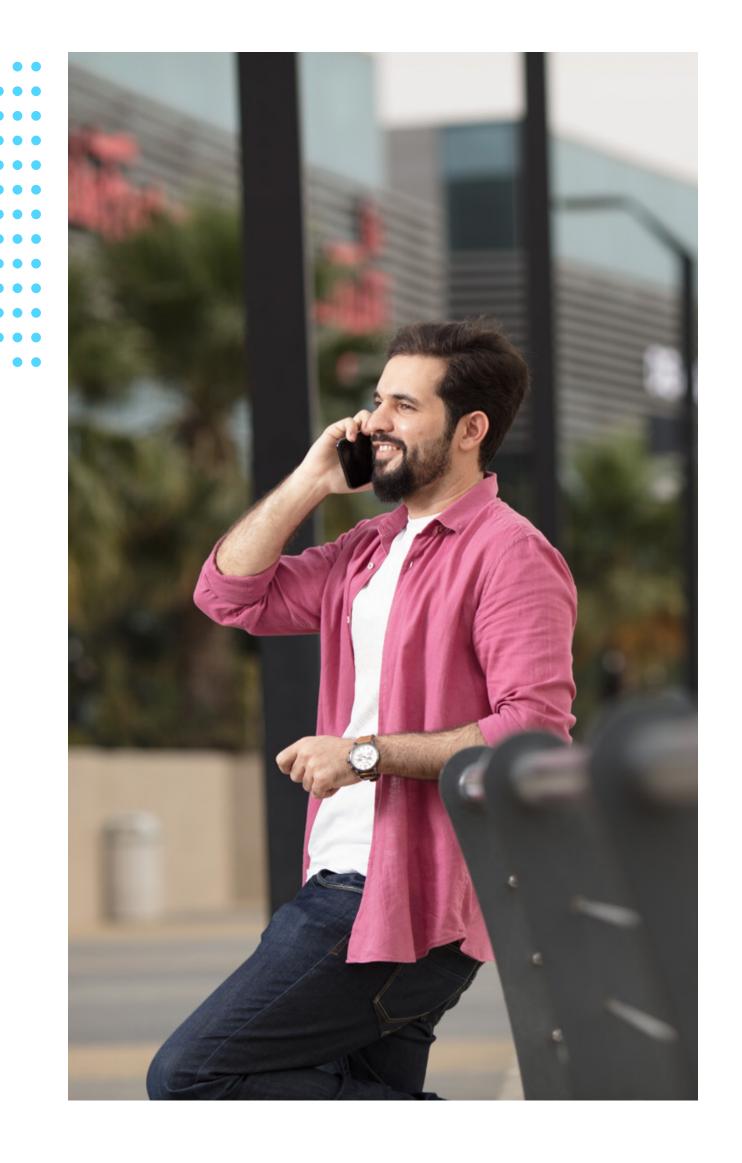
20 inspection visits were conducted, 3 cases of complaints of harmful interference and unauthorized use were investigated and 67 complaints and Inquiries received through the CRM system were resolved.



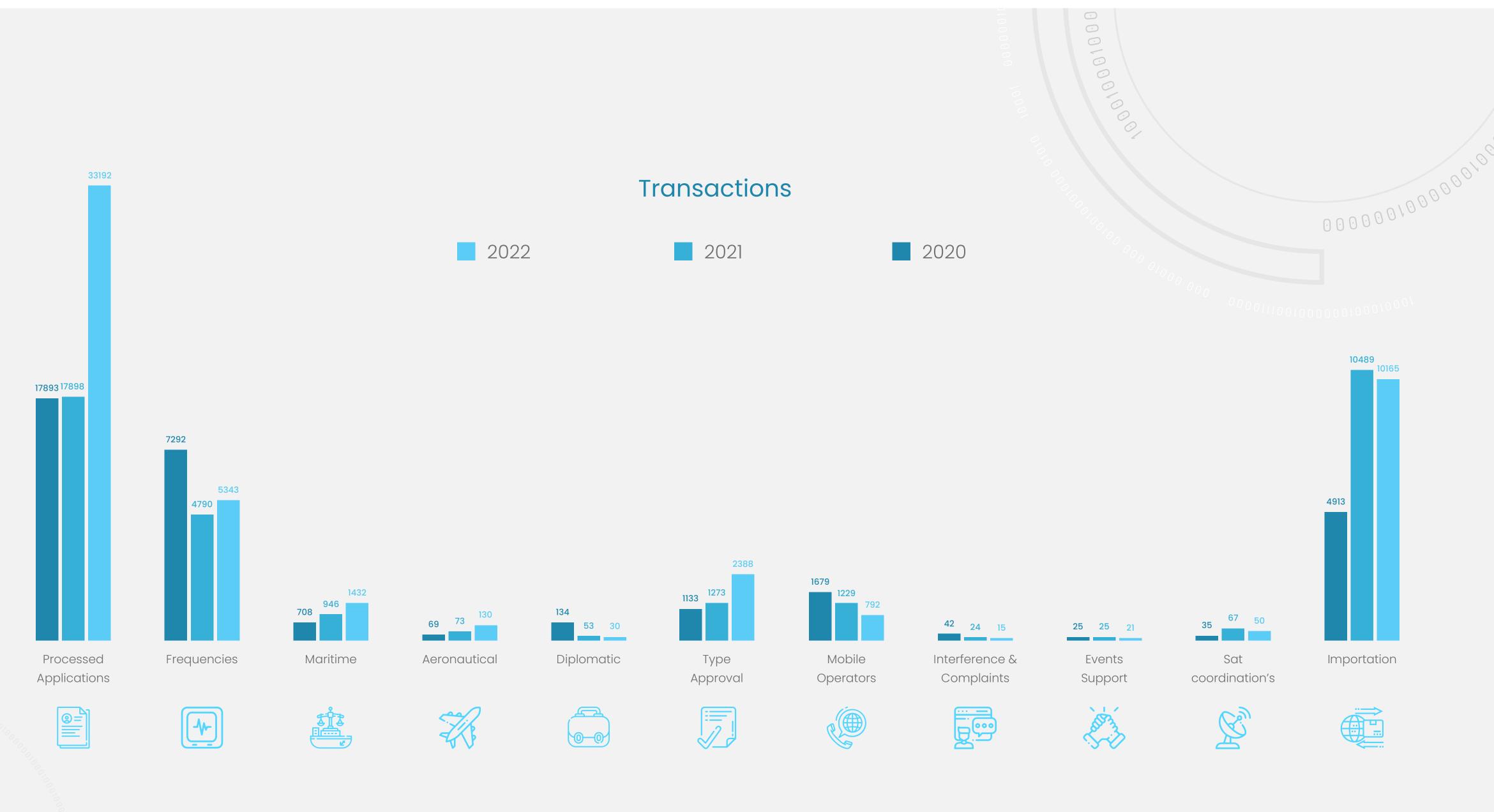




Maritime Stations	664
Aeronautical Stations	67
Amateur Stations	67
Earth Stations	15
Registered frequencies	9,652
Licensees	1,398







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A key focus area for TRA is to position the Kingdom of Bahrain as one of the world's most advanced telecommunications market by developing an environment where digital technologies can thrive.

In 2022, the TRA launched the Innovation License, which aims to simplify the testing of new technologies and encourage experimentation and innovation. The aim is to lay the foundation for a strong and prosperous digital economy, attract investment and create new opportunities for growth and development.

As the first country in the GCC to grant licenses to innovative companies such as SpaceX Starlink, Bahrain is paving the way for advanced satellite and internet services that utilize a network of low-altitude orbiting satellites to provide high-quality, fibre-grade internet to consumers worldwide. By embracing cutting-edge technology and partnering with industry leaders, the TRA is helping to position Bahrain at the forefront of the digital revolution

and supporting the country's continued growth and development in the years to come.

During the year, the TRA also issued a decision that will encourage investment in international connectivity and promote Bahrain as a data hub. The determination aims to ensure an efficient international connectivity market, as well as encourage and enable telecommunications companies to invest in international cable routes that land in Bahrain.





TRA holds Open Forum on One-Year Work Plan

As part of its commitment to consumer-centric regulation, TRA published its draft One-Year Work Plan, structured around four pillars: meeting government policy, ensuring network security and resilience, providing reliable broadband services for all, and empowering and protecting consumers. To gather feedback, TRA hosted an Open Forum at its headquarters in the Seef District, inviting stakeholderstosharetheirthoughtsonthe2023-2022 draft work plan. Attendees included representatives from the telecommunications industry, the Ministry of Transportation and Telecommunications, and consumer advocacy organisations.

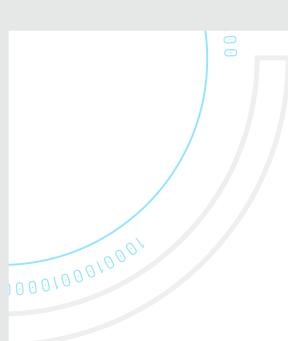
TRA develops Telecommunication Emergency Response Plan

The TRA, in collaboration with key stakeholders and in alignment with the government's fourth and fifth National Telecommunications Plans, has initiated the development of a Telecommunication Emergency Response Plan. The aim of this plan is to ensure that the telecommunications sector remains resilient to both physical and cyber threats and is prepared for any potential disasters or emergencies.

The plan provides a framework for a coordinated and effective sector-wide response to a telecom emergency by defining the roles and responsibilities of licensees and the Authority during pre-disaster and post-disaster phases. It also outlines the sequence of actions to be taken by the sector during a telecom emergency, serving as a guide for the sector's response to incidents and emergencies that may affect the critical telecommunication infrastructure and services of Bahrain. Additionally, the plan will be a useful resource for those seeking to understand how the sector should respond to telecom emergencies.







Empowering Women in ICT

TRA has a crucial mission to facilitate the growth and development of Bahrain's telecommunications industry for a prosperous future. In line with this objective, the TRA is committed to developing a robust domestic workforce and nurturing the next generation of industry talent.

The Authority continually works in cooperation with government bodies to educate about and promote a safe cyberculture in the Kingdom, as well as create opportunities in ICT for women. In 2022, the Authority published a white paper on 'Promoting Girl Participation in ICT: A conducive digital ecosystem that educates, empowers, and emancipates is essential'. The paper outlined the role of government and regulatory authorities in creating the ideal conditions to promote increased female participation in ICT and STEM related fields.



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TRA continues to empower young people in ICT through new initiatives

As part of its efforts to empower the youth, the TRA sponsored the participation of five young delegates representing the Kingdom of Bahrain in an international youth summit titled 'Generation Connect'. The event, held in Kigali, Rwanda, and organised by the International Telecommunications Union (ITU), aimed to involve young people in addressing the digital divide and related topics, including digital skills, gender, climate change, online safety, the future of work, entrepreneurship, digital dependencies, and more.

Closer to home, the TRA honored a group of talented Bahraini creatives for their contributions to increasing public awareness of the local domain (.bh). The TRA supported the students' participation in a comprehensive



five-week media production course at Youth City 2023 in collaboration with the Ministry of Youth and Sports and Baa Tarbea Productions. Following the program, the participants created and produced an exciting -60second television commercial to promote the domain.



TRA hosts Middle East and North African Telecommunications and Media Forum



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TRA hosted the two-day Telecommunications and Media Forum (TMF) in Bahrain, where regulators from across the Middle East and North Africa convened to discuss the industry's top priorities and best practices, attended by policymakers, civil society members, and industry leaders. Co-organised with the International Institute of Communications (IIC), the event was held on September 14th and 15th, 2022, at the Four Seasons Hotel Bahrain Bay. Distinguished speakers from Bahrain, Saudi Arabia, Jordan, the UK, the USA, Germany, and other countries provided a high-level regional perspective on topics such as digital transformation, innovation and competition, infrastructure and connectivity, digital media and on-demand services, as well as privacy, safety, and security.

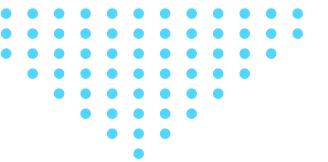
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TRA coordinates with GCC neighbours over spectrum management

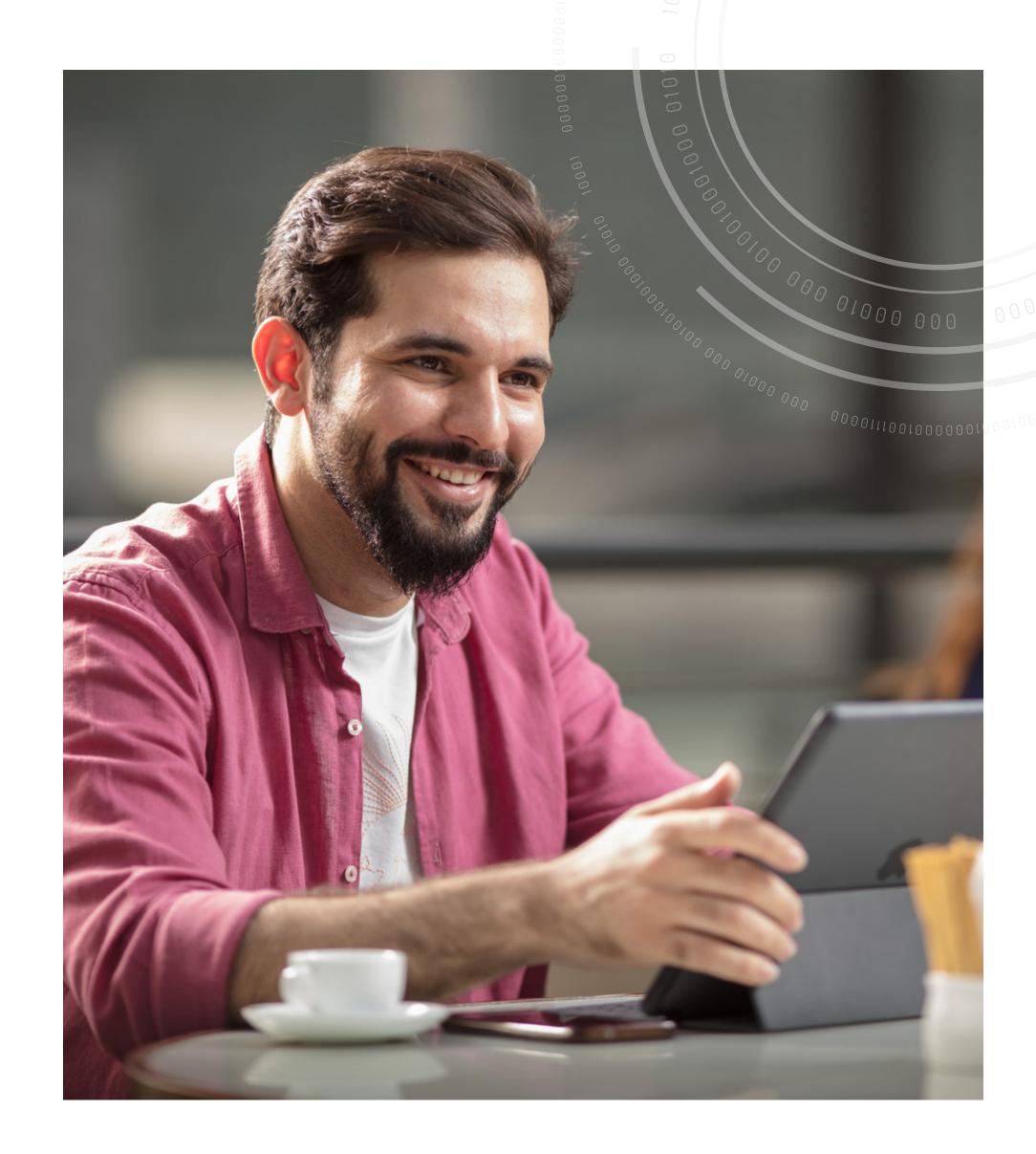
As part of the Technical Committee of the GCC Telecommunications Bureau, the TRA coordinated with Bahrain's neighbouring countries to eliminate harmful interference and over-spills on the Kingdom's mobile networks. The TRA also conducted comprehensive studies to ascertain the extent of the new short-range equipment's impact on existing networks. The results were shared with the concerned authorities, and a working paper was presented at the meeting of the GCC Technical Committee.





TRA Bahrain elected International Telecommunications Union Council member for 2026–2023

The Kingdom of Bahrain has been elected as a member of the International Telecommunication Union (ITU) Council for the 2026-2023 session. Bahrain secured one of the 13 seats designated for the Asia and Australasia region (Region E) out of the -48member ITU Council, reflecting the international community's confidence in Bahrain's pioneering role and its contribution to enhancing the ITU's work in the ICT field. The ITU Council is the governing body responsible for overseeing the ITU's policies, strategies, and activities between Plenipotentiary Conferences, which are held every four years to set the ITU's strategic direction and budget plans. The Council also manages working groups on topics determined by the Plenipotentiary or the Council and prepares draft ITU strategic and financial plans for presentation to the next Plenipotentiary.



Operational Review

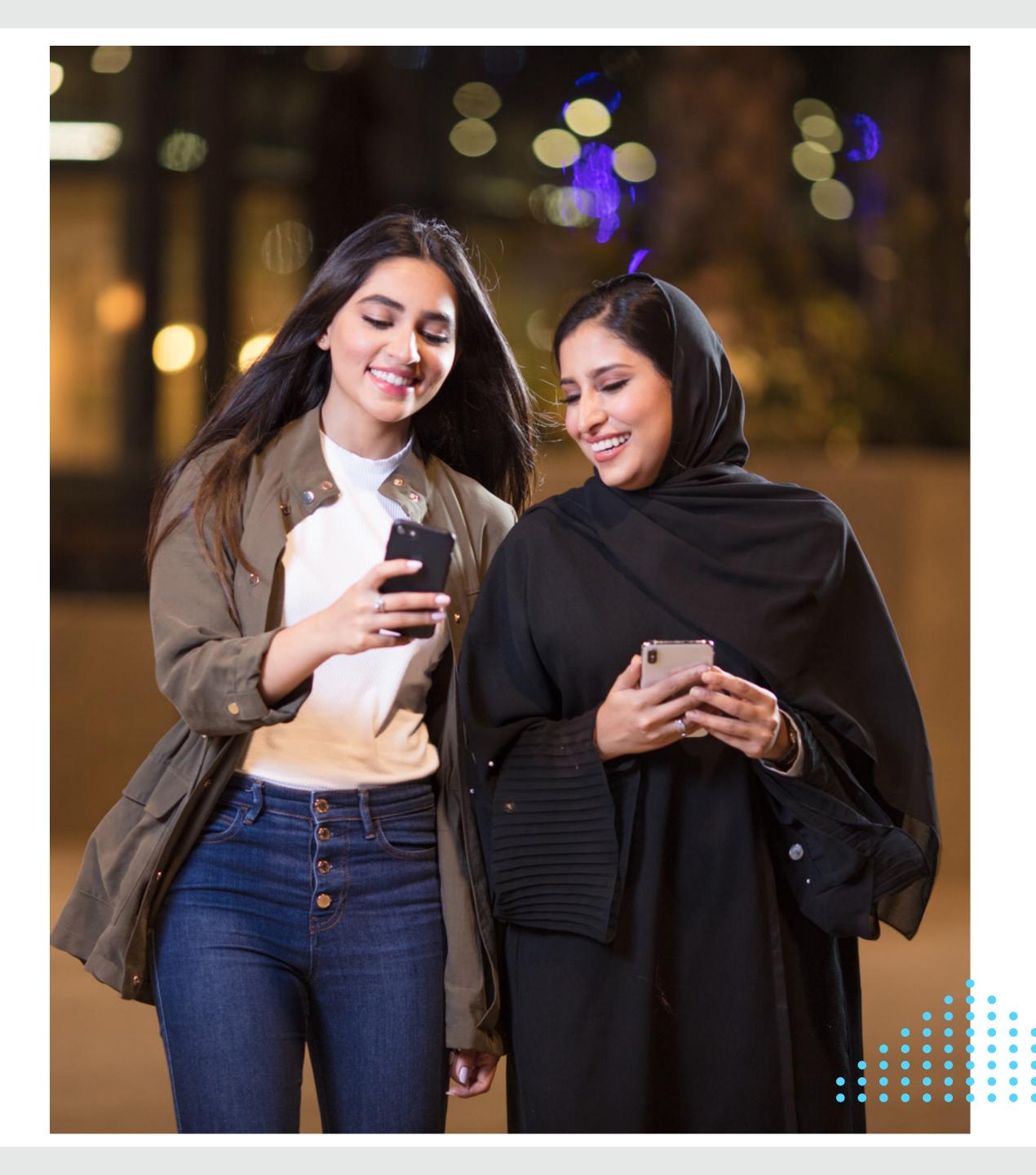
The TRA is dedicated to developing local talent and promoting Bahraini employment in the ICT sector. As a result, 91% of the TRA's workforce is comprised of Bahraini employees. The TRA prioritizes Bahraini recruitment, providing opportunities for professional development, and promoting career advancement for its employees.

The TRA also invested in a total of 1,653 training hours for employees during the year, covering a range of areas such as leadership development, technical skills, and compliance training, among others. These training programmes aim to enhance the knowledge and expertise of the TRA's workforce, enabling them to perform their roles more effectively and contribute to the continued success of the organization.

Encouraging greater female participation in the ICT sector is a top priority for the Telecommunications Regulatory Authority (TRA). The TRA works closely with government bodies to create opportunities for women in the ICT field, promoting their involvement in more prominent roles across its divisions and striving to attract, develop, and retain female talent. As a result, the number of female employees at the TRA has steadily increased over time, with women now accounting for 41.82% of the total workforce.

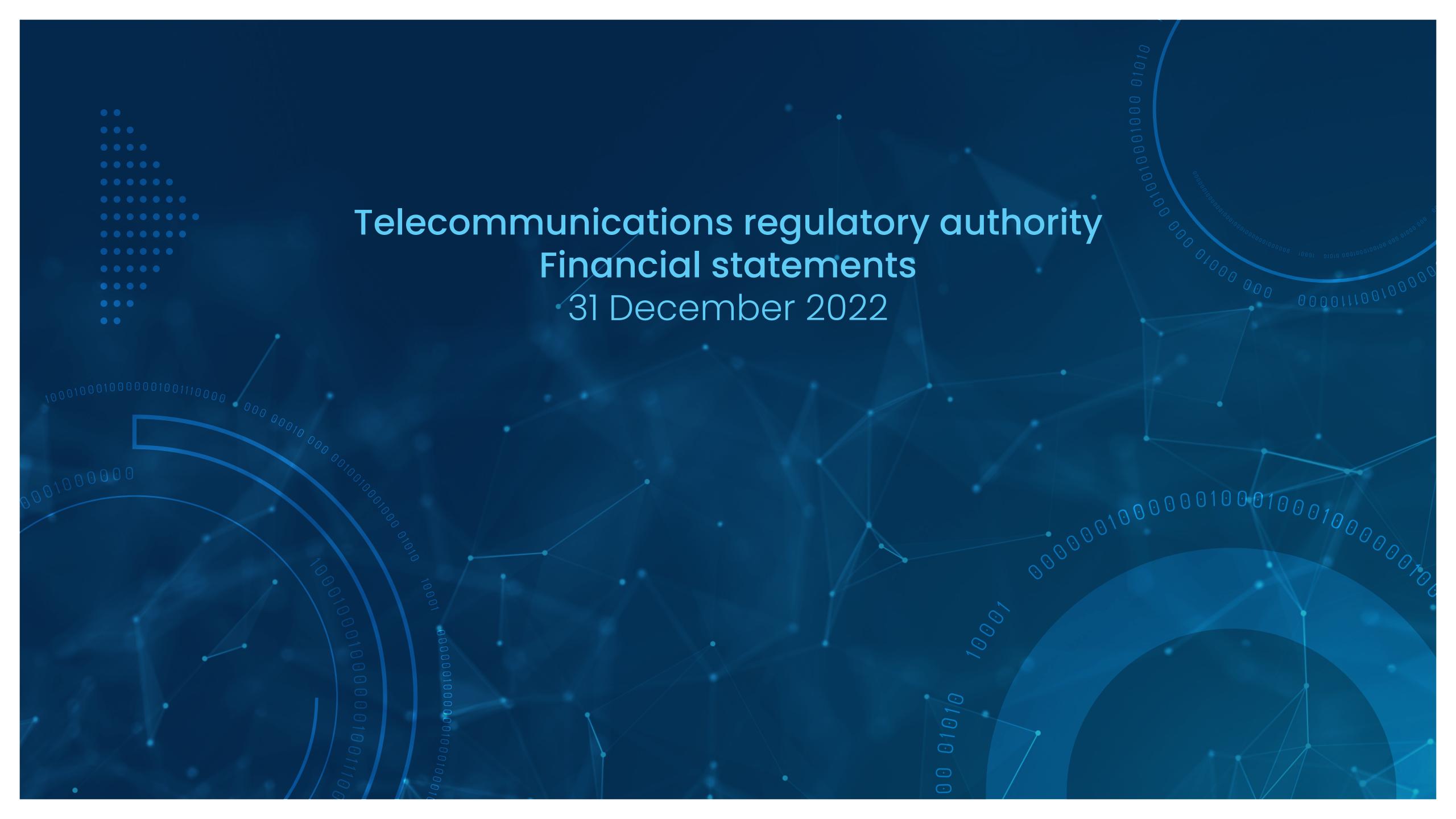
In July 2022, the TRA held its first-ever Equal Opportunity Committee meeting. The meeting focused on several key topics, including the committee's objectives, proposed calendar for future meetings, terms of reference, and mechanism of action. The committee also discussed strategic plan initiatives to implement the national plan for the advancement of Bahraini women and highlighted current initiatives. The establishment of the Equal Opportunity Committee demonstrates the TRA's commitment to promoting gender equality and creating a more inclusive workplace. Through this committee, the TRA aims to ensure that all employees have equal opportunities to develop their skills, pursue their career goals, and contribute to the organization's success.





Digital transformation initiatives

The TRA made significant progress toward digitization, scanning and archiving 44 percent of user paper files digitally, ready for upload to its database. The TRA also launched several applications to improve its services in collaboration with the Strategic Planning and Digital Transformation Department, including the «Mkhzan» application, the «TARADUDAT» application, and the «Qiasat» application. The TRA was able to provide more efficient and streamlined services to users as a result of these digital tools, which improved their interaction with the regulatory authority.



Registered office 5th Floor, Building 852

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P.O. Box 10353

Manama, Kingdom of Bahrain

Board of Directors Eng. Maryam Ahmed Jumaan, Chairperson

Brigadier General, Eng. Mohammed Abdullatif Al-Mahmoud

Khalid Ibrahim Humaidan

Shaikh Salman bin Mohammad Al Khalifa

Amal Ahmed Al-Abbasi

General Director Philip Marnick

Director of Corporate Services Shaikh Mohamed Bin Salman Al Khalifa

Bankers Bank of Bahrain and Kuwait

Khaleeji Commercial Bank

Al Salam Bank

Kuwait finance House

Al Baraka Bank

Auditors KPMG Fakhro, Bahrain

BOARD OF DIRECTORS' REPORT

for the year ended 31 December 2022

The Board of Directors present their Annual Report and Financial Statements of Telecommunications Regulatory Authority (the "Authority") for the year ended December 2022,31.

PRINCIPAL ACTIVITY

The Authority is an independent body and its duties and powers include, among other matters, protecting the interests of subscribers and users and promoting effective and fair competition among existing and newly licensed operators in the telecommunications sector in the Kingdom of Bahrain.

REVIEW OF OPERATIONS

The results for the year are set out on page 5 of these financial statements.

TRANSFER OF SURPLUS

The movement of surplus and transfers to the Ministry of Finance and National Economy are shown on page 6 of these financial statements.

AUDITORS

A resolution proposing the re-appointment of KPMG Fakhro as auditors of the Authority for the year ending December 2022,31 and authorising the Directors to fix their remuneration which will be put to the Authority's Board of Directors' Meeting.

On behalf of the Board

Eng. Maryam Ahmed Jumaan Chairperson Philip Marnick
General Director

Independent auditors' report

To the Board of Directors' of

Telecommunications Regulatory Authority Manama, Kingdom of Bahrain

Opinion

We have audited the financial statements of Telecommunications Regulatory Authority (the "Authority"), which comprise the statement of financial position as at 31 December 2022, the statements of income and expenses, accumulated surplus and cash flows for the year then ended, and notes, comprising significant accounting policies and other explanatory information.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Authority as at 31 December 2022, and its financial performance and its cash flows for the year then ended in accordance with IFRS standards as issues by the International Accounting Standards Board (IFRS Standards).

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the Authority in accordance with the International Ethics Standards Board for Accountants International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code), together with the ethical requirements that are relevant to our audit of the financial statements in the Kingdom of Bahrain, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The board of directors is responsible for the other information. The other information obtained at the date of this auditors' report is the Board of Directors' report set out on page 1.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed on the other information obtained prior to the date of this auditors' report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Board of Directors for the Financial Statements

The board of directors is responsible for the preparation and fair presentation of the financial statements in accordance with IFRS Standards, and for such internal control as the board of directors determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the board of directors is responsible for assessing the Authority's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the board of directors either intends to liquidate the Authority or to cease operations, or has no realistic alternative but to do so.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the board of directors.
- Conclude on the appropriateness of the Board of Directors) use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Authorty's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors) report. However, future events or conditions may cause the Authority to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the board of directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

STATEMENT OF FINANCIAL POSITION

as at 31 December 2022

	Note	2022	2021
ASSETS			
Non-current assets			
Property and equipment	5	1,285,973	749,147
Total non-current assets		1,285,973	749,147
Current assets			
Trade and other receivables	6	2,517,872	1,799,983
Cash and bank balances	7	32,395,965	33,662,460
Total current assets		34,913,837	35,462,443
Total assets		36,199,810	36,211,590
ACCUMULATED FUNDS AND LIABILITIES			
Accumulated Funds			
Accumulated surplus	8	11,764,523	13,984,605
Total accumulated funds		11,764,523	13,984,605
Non-current liabilities			
Employee end of service liabilities	9	45,971	39,081
Lease liabilities	12	313,140	276,698
Deferred income	10	18,428,308	15,392,873
Total non-current liabilities		18,787,419	15,708,652
Current liabilities			
Deferred income	10	4,904,096	4,375,717
Lease liabilities	12	299,427	297,313
Trade and other payables	11	444,345	1,845,303
Total current liabilities		5,647,868	6,518,333
Total liabilities		24,435,287	22,226,985
Total accumulated funds and liabilities		36,199,810	36,211,590

The financial statements were approved by the Board of Directors on 14 May 2023 and signed on its behalf by:

Eng. Maryam Ahmed Jumaan Chairperson Philip Marnick General Director The accompanying notes 1 to 25 form an integral part of these financial statements.

STATEMENT OF INCOME AND EXPENSES

for the year ended 31 December 2022

	Note	2022	2021
INCOME			
License fees	13	5,115,287	3,845,095
Frequency and spectrum fees	14	9,730,339	9,899,725
Numbering fees		1,078,512	1,086,530
Other regulatory income	15	1,711,006	4,122,517
Interest income		731,721	775,408
Other income	16	400,863	236,361
Total income		18,767,728	19,965,636
EXPENSES			
Staff costs	17	(3,862,575)	(3,030,280)
General and administrative expenses	18	(1,170,541)	(948,808)
Consultancy and legal fees	19	(1,445,741)	(1,430,684)
Advertising and publicity		(59,616)	(80,696)
Lease interest expense		(22,653)	(35,558)
Depreciation	5	(442,079)	(455,005)
Total expenses		(7,003,205)	(5,981,031)
Surplus for the year		11,764,523	13,984,605
Other comprehensive income		_	-
Total surplus for the year		11,764,523	13,984,605

The financial statements were approved by the Board of Directors on 14 May 2023 and signed on its behalf by:

Eng. Maryam Ahmed Jumaan Chairperson Philip Marnick
General Director

The accompanying notes 1 to 25 form an integral part of these financial statements.

STATEMENT OF CASH FLOWS

for the year ended 31 December 2022

	Note	2022	2021
OPERATING ACTIVITIES			
Surplus for the year	13	11,764,523	13,984,605
Adjustment For:			
Depreciation	5	442,079	455,005
Provision for employees' benefits	9	6,890	7,597
License fee income		(1,131,342)	-
Additional IFRS 16 impact\lease Liability	5	(324,602)	(16,239)
Amortisation of deferred income	10	(4,375,717)	(3,890,901)
Working capital changes:		6,381,831	10,540,067
Working capital changes.			
Increase in trade and other receivables		(717,888)	(882,853)
(Decrease)/ increase in trade and other payables		(269,617)	218,359
Increase/ (decrease) in lease liability	12	38,558	(251,366)
Increase in deferred income	10	7,939,531	6,533,152
Net cash generated from operating activities		13,372,415	16,157,359
INVESTING ACTIVITIES			
Purchase of property and equipment	5	(654,305)	(90,003)
Decrease in security deposit	7	1,131,342	_
(Increase)/ decrease in term deposits with banks		(25,000,000)	24,018,770
Net cash generated (used in) / from investing activities		(24,522,963)	23,928,767
FINANCING ACTIVITIES			
Transfer made to the Ministry of Finance and National Economy		(13,984,605)	(11,091,353)
Net cash used in financing activities		(13,984,605)	(11,091,353)
Net (decrease) / increase in bank balance		(25,135,153)	28,994,773
Bank balance at 1 January		32,531,118	3,536,345
Cash and cash equivalents at 31 December	7	7,395,965	32,531,118

The accompanying notes 1 to 25 form an integral part of these financial statements.