

الجمهورية الجزائرية الديمقراطية الشعبية PEOPLE'S DEMOCRATIC REPUBLIC OF ALGERIA

سلطة ضبط البريد والاتصالات الإلكترونية
REGULATORY AUTHORITY OF POST AND ELECTRONIC COMMUNICATIONS



ANNUAL REPORT

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سلطة ضبط البريد والاتصالات الإلكترونية
PEOPLE'S DEMOCRATIC REPUBLIC OF ALGERIA



ANNUAL
REPORT

20
24



CONTENTS

PREFACE

4

Chapter 1: About the Regulatory Authority of Post and Electronic Communications

5

1.1. Missions

05

1.2 Organisational structure

06

Chapter 2: Electronic communications and Postal markets

8

2.1. Electronic Communications Market

08

2.1.1. Types of Operating Regimes

08

2.1.2. Fixed-line and mobile telephony market subscribers

09

2.1.3. Economic indicators

13

2.2. Postal market

16

2.2.1. Postal operating regimes

16

2.2.2. Postal market players

16

2.2.3. Postal market indicators

16

2.2.4. Economic indicators

18

Chapter 3: Resolutions containing opinions and recommendations formulated by the Regulatory Authority

19

3.1. Draft regulatory texts pertaining to the postal and electronic communications sectors

19

3.2. Amendment of interconnection catalogues regarding the technical and tariff conditions of operators' offers in fixed-line and mobile telephony

21

3.3. Other issues related to the postal and electronic communications sector

21



Chapter 4: Decisions of the Regulatory Authority	22
4.1. Legal titles	22
4.1.1. Electronic communications services	22
4.1.2. Postal services	23
4.2. Interconnection catalogues and agreements	24
4.3. Frequency assignment	25
Chapter 5: Consolidation of the Regulatory Authority's activities	26
5.1. Regulatory activities	26
5.1.1. Permanent and promotional offers from fixed-line and mobile telephony operators	26
5.1.2. Monitoring operator obligations	27
5.1.3. Public exposure to electromagnetic fields	27
5.1.4. Certification of electronic communications terminal equipment and installations	28
5.1.5. Management of short and long numbers	28
5.1.6. Exploitation of encryption means	28
5.1.7. Handling subscriber complaints	28
5.2. Participation of the Regulatory Authority in international events	29
Glossary	30



PREFACE

The 2024 annual report, which includes the decisions made by the Regulatory Authority of Post and Electronic Communications (ARPE), as well as opinions and recommendations formulated by it, is prepared, published and submitted to both houses of parliament, the Prime Minister, and the Ministry in charge of Postal and Electronic Communications, in accordance with the provisions of Article 13, clause 14 of Law No. 18-04 of 10 May 2018, laying down the general rules governing postal and electronic communications, while safeguarding confidentiality and business secrets.

The mission of the Regulatory Authority of Post and Electronic Communications (ARPE) is to ensure transparent, fair and effective regulation for the benefit of the entire ecosystem, including operators, subscribers and users.

This document outlines the organisation, missions and prerogatives of the Regulatory Authority, as well as the state of the postal and electronic communications markets in Algeria. It highlights the main market indicators, data on the subscriber base, technologies deployed, investments made and the economic and social impact of this sector.

During 2024, the Regulatory Authority continued its activities of monitoring and regulating the postal and electronic communications markets in order to ensure a favorable, reliable and competitive environment for the development and promotion of these markets.

The electronic communications and postal sector is a strategic pillar of the national economy and a major driver of digital transformation in Algeria.

In 2024, the electronic communications market had 60,98 million subscribers (6,93 million fixed and 54,05 million mobile), with widespread adoption of 3G and 4G technologies representing 94,95% of the mobile fleet. The sector's turnover reached DZD 547,32 billion, supported by investments of DZD 129,07 billion, illustrating the ongoing modernisation of infrastructure and the rise of digital services.

The postal market, meanwhile, had 77 operators and a network of 4,332 offices, or one office for every 10,942 inhabitants.

Volumes handled showed strong growth: 54,55 million items processed under the exclusive regime, a 20,51% increase in international exchanges and a 76,39% increase in domestic express mail, driven by the development of e-commerce. Investments totalled DZD 14,44 billion and overall turnover amounted to DZD 22,43 billion, nearly 90% of which was generated by Algérie Poste.

In terms of legal titles, during 2024, the Regulatory Authority issued ninety-four (94) authorisations covering various electronic communications services, as well as five hundred and forty (540) certificates of conformity relating to terminal equipment and radio installations. In the postal sector, it also granted nineteen (19) registration certificates to operators subject to the simple declaration regime, confirming the dynamism of its regulatory activity.

These results reflect the dynamism and resilience of regulated sectors, as well as the ARPE's commitment to supporting their development within a balanced, competitive framework that is conducive to innovation.



Chapter 1: About the Regulatory Authority of Post and Electronic Communications

The Regulatory Authority of Post and Electronic Communications is an independent institution with a legal personality and financial autonomy. It is responsible for regulating the postal and electronic communications markets on behalf of the State, ensuring effective, fair, and healthy competition among operators for stakeholders across the sector's ecosystem (subscribers, users and operators).

To fulfil its mandate, the Authority is vested with advisory, supervisory, regulatory and sanctioning powers, in accordance with the provisions of Law No. 18-04 of 24 Sha'ban 1439 of 10 May 2018, which defines the general rules for postal and electronic communications.

1.1. Missions

Pursuant to Article 13 of the aforementioned law, the Regulatory Authority's missions revolve primarily around the following tasks:

- Ensuring effective, fair and non-discriminatory competition in postal and electronic communications markets;
- Approving the interconnection and network access benchmark offers for electronic communications;
- Adjudicating disputes between operators concerning interconnection, infrastructure sharing and national roaming;
- Resolving disputes between operators and subscribers;
- Allocating frequencies to electronic communications network operators open to the public within the bands assigned by the National Frequency Agency and monitoring their use in compliance with non-discrimination principles;
- Granting general authorisations for the establishment and/or operation of electronic communications networks and services, private network authorisations and postal service authorisations;
- Ensuring the establishment of infrastructure sharing in electronic communications networks, respecting property rights;
- Developing a national numbering plan, processing number allocation requests and assigning them to operators;
- Certifying postal and electronic communications equipment per regulatory specifications and standards;
- Collecting information and statistics from operators necessary for its assigned missions;
- Protecting the rights of electronic communications service subscribers and postal service users;



- Publishing useful information to protect subscriber rights and organising awareness campaigns.

Moreover, under Article 14 of Law No. 18-04, the Regulatory Authority is consulted by the Minister in charge of Postal and Electronic Communications primarily for preparing any draft legislation related to the postal and electronic communications sectors and formulating recommendations to the competent authority prior to granting, suspending, withdrawing, or renewing licences.

The Regulatory Authority is also tasked with initiating the bidding process to select candidates for providing the universal electronic communications service.

Furthermore, under Article 30 of Law No. 15-04 of 11 Rabie al-Thani 1436 enacted on 1 February 2015, which defines the general rules for electronic signature and certification, the Regulatory Authority has been mandated to serve as the Economic Authority for Electronic Certification (“AECE”). As such, it monitors and supervises public providers of electronic signature and certification services.

1.2 Organisational structure :

To accomplish its missions, Law No. 18-04 of 10 May 2018 establishes two governing bodies for the Regulatory Authority: the Council and the Directorate-General.

The Council of the Regulatory Authority comprises seven (7) members, including the President, appointed by the President of the Republic upon a recommendation from the Prime Minister.

The Council holds all necessary powers and responsibilities to carry out the Regulatory Authority’s missions as outlined in Law No. 18-04 of 10 May 2018.

Decisions made by the Council can be appealed, without suspension, to the Council of State.

The Directorate-General of the Regulatory Authority is managed by a Director-General, appointed by the President of the Republic. The Director-General attends Council meetings in a consultative capacity and serves as the technical secretariat.

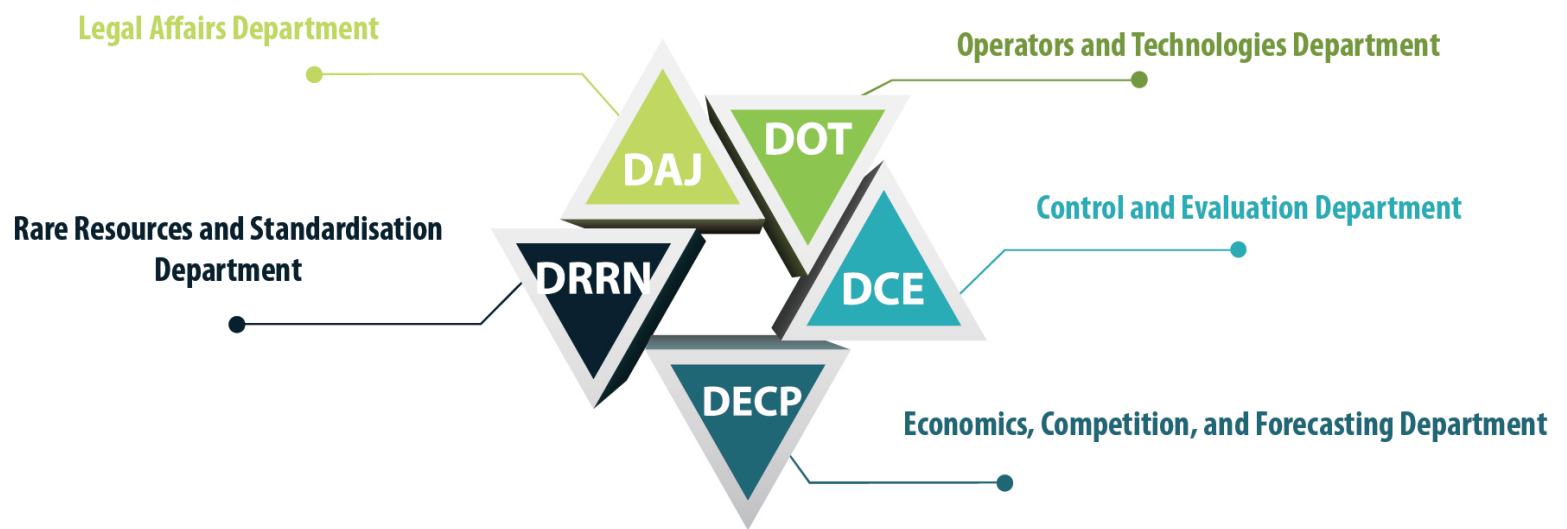
Thus, the organisational structure of the Regulatory Authority is underpinned by two pillars: a strategic and decision-making body (the Council) and an operational body (the Directorate-General).

Under the authority of the Director General, the Directorate General of the Regulatory Authority includes:

- The department of Audit;
- The Information System Security Department;
- The Division of International Relations;
- The Division of Communication;
- The following structures:



Regulatory Division



Support Division

Information Systems Department

Finance and Accounting Department

Administration and Resources Department

Electronic Certification Division



Economic Electronic Certification Authority



Chapter 2: Electronic communications and Postal markets

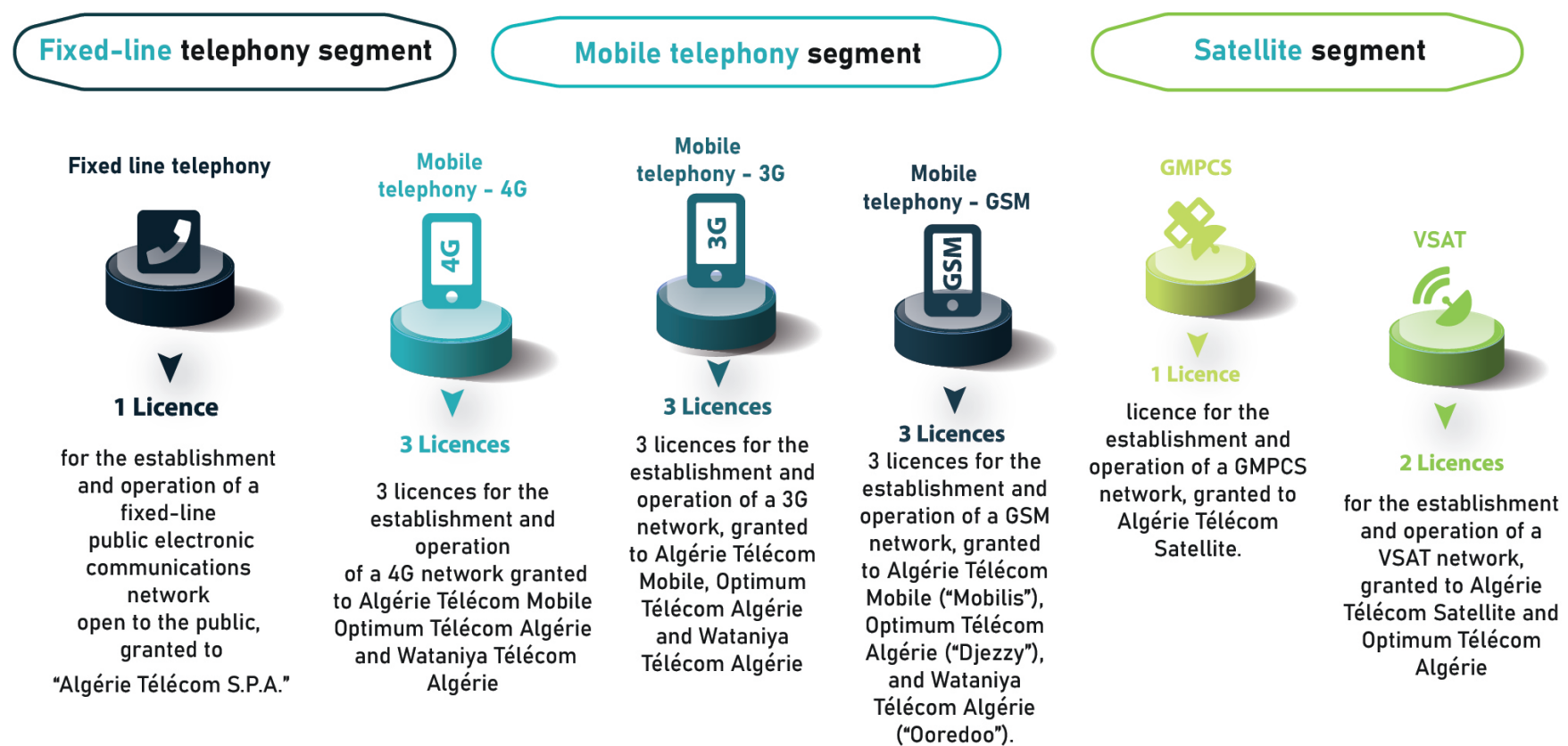
2.1. Electronic Communications Market :

2.1.1. Types of Operating Regimes :

The electronic communications market is divided into three (3) operating regimes:

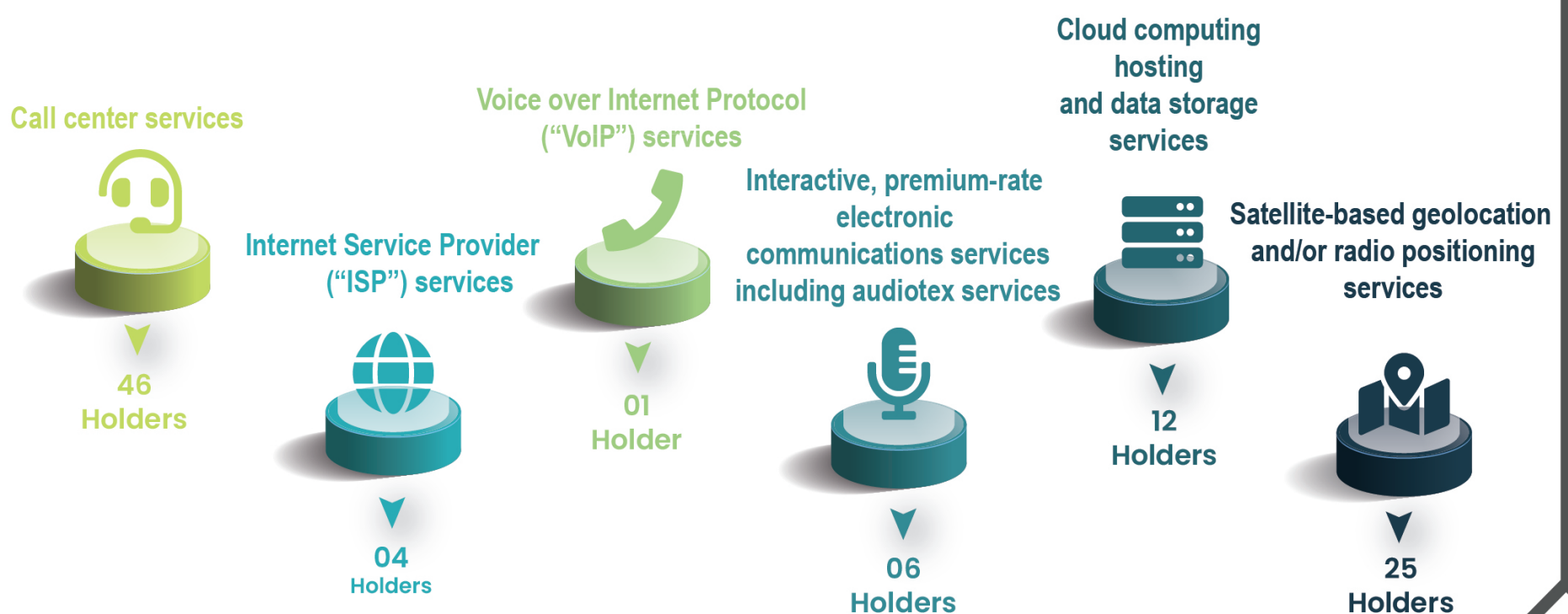
a. The licence regime:

The electronic communications market comprises five (5) licensed operators broken down as follows:



b. The general authorisation regime

As of 31 December 2024, the market includes ninety-four (94) operators with general authorisations for the provision and operation of electronic communications services, broken down as follows :



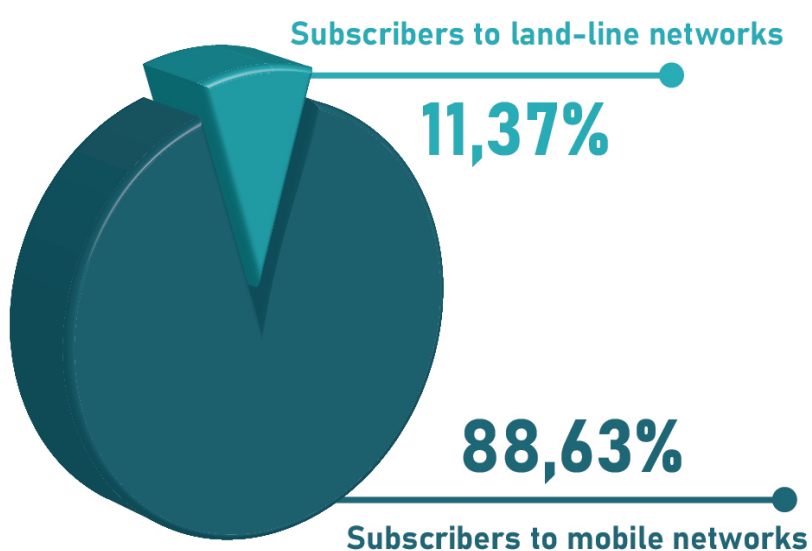


Additionally, under Article 138 of Law No. 18-04 of 10 May 2018 setting out the general rules on post and electronic communications, the Regulatory Authority has registered two (2) authorisations for private cabled networks as of 31 December 2024.

c. The simple declaration regime :

Under this regime, the Regulatory Authority has not received any applications for registration certificates for the provision of electronic communications services

2.1.2. Fixed-line and mobile telephony market subscribers



Structure of total telephony base in Algeria (Year 2024)

In 2024, the number of fixed-line and mobile network subscribers grew by 5,42 % compared with the previous year, from 57,85 million at the end of 2023 to 60,98 million at the end of 2024.

This increase reflects a sustained momentum in the sector, reflecting both the expansion of network access and the intensification of demand.

As for the number of mobile telephony subscribers, it represents 88,63% of the total number of subscribers to the fixed-line and mobile networks, compared to 11,37% for fixed-line telephony.

Subscriber base	2023	2024
Fixed-line telephony subscribers*	6 324 384 10,93%	6 931 444 11,37%
Mobile telephony subscribers	51 522 147 89,07%	54 050 526 88,63%
Total	57 846 531 100%	60 981 970 100%

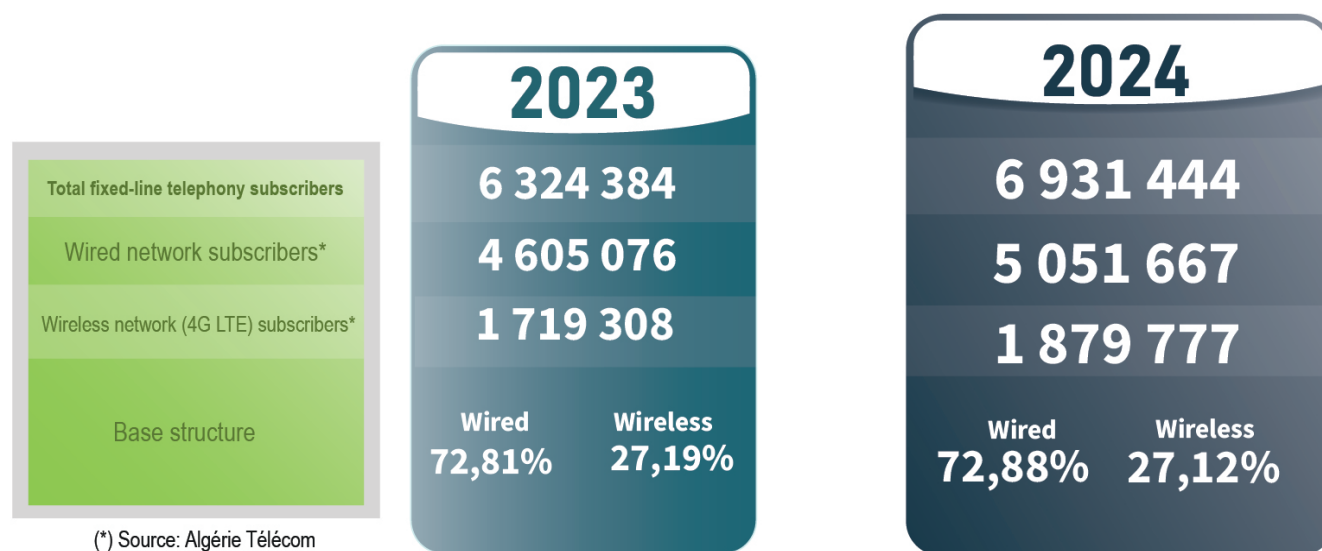
(*) Source: Algérie Télécom for fixed-line subscriber data.



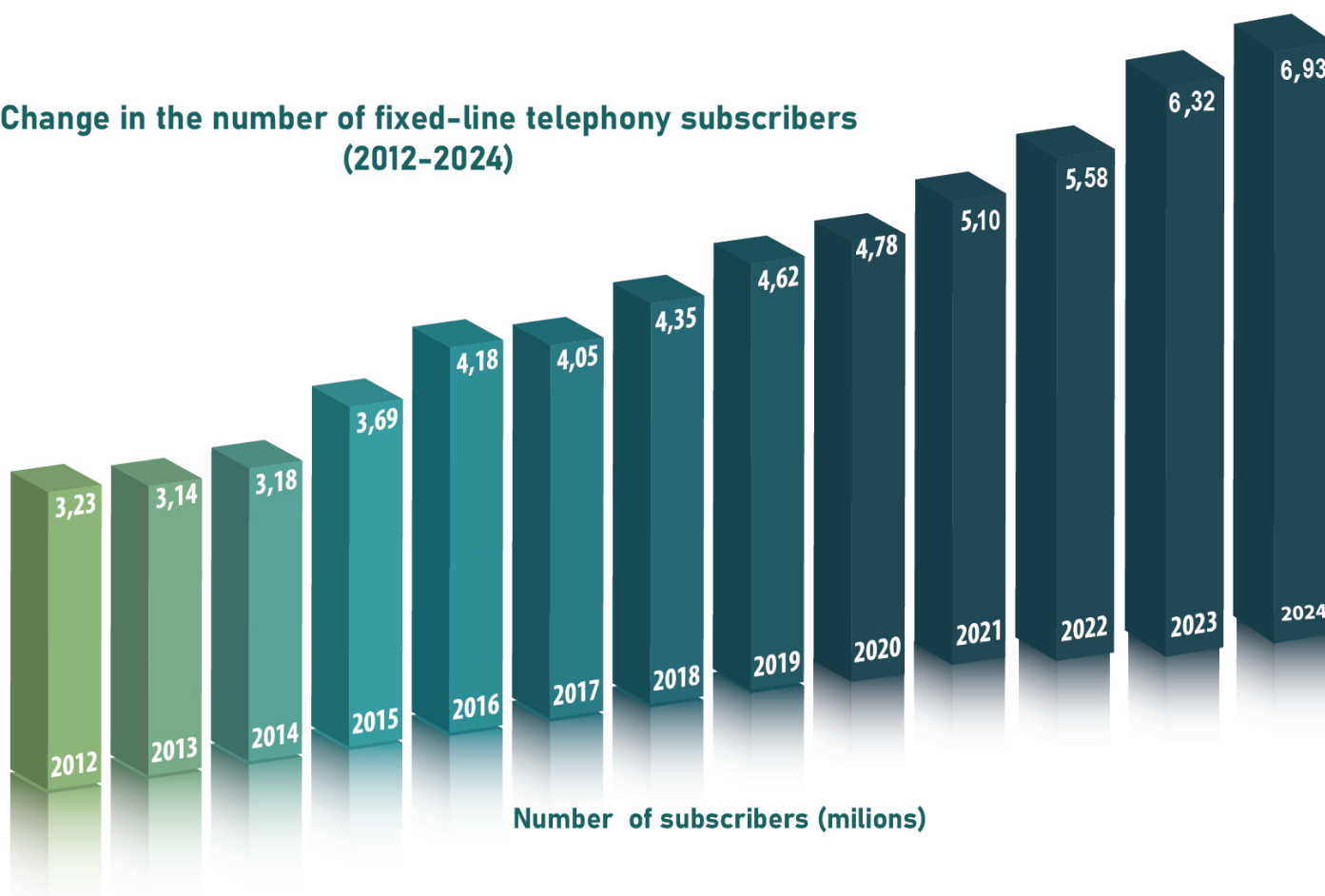
a. Status of fixed-line telephony subscriber base

As of 31 December 2024, the fixed-line telephony subscriber base was 6,93 million, up from 6,32 million the previous year, representing growth of 9,60%.

The fixed-line telephony subscriber base by access type is broken down as follows:



Change in the number of fixed-line telephony subscribers
(2012-2024)



b. Status of fixed-line Internet subscriber base:

The number of fixed internet subscribers grew significantly, from nearly 5,53 million in 2023 to around 6,22 million in 2024, an increase of 12,48%. This significant increase is mainly due to the launch of attractive promotional offers, introduced during the fibre to the home (FTTH) deployment for residential subscribers, resulting in 619 779 new FTTH subscribers within a year.

Wired internet now accounts for 69,76% of the total fixed internet subscriber base.

The table below shows the breakdown of the fixed internet subscriber base by technology :

Technology	2023	2024
Wired*	3 810 099 68,91%	4 336 369 69,76%
Wireless (4G LTE)*	1 719 308 31,09%	1 879 777 30,24%
Total fixed-line Internet access	5 529 407	6 216 146

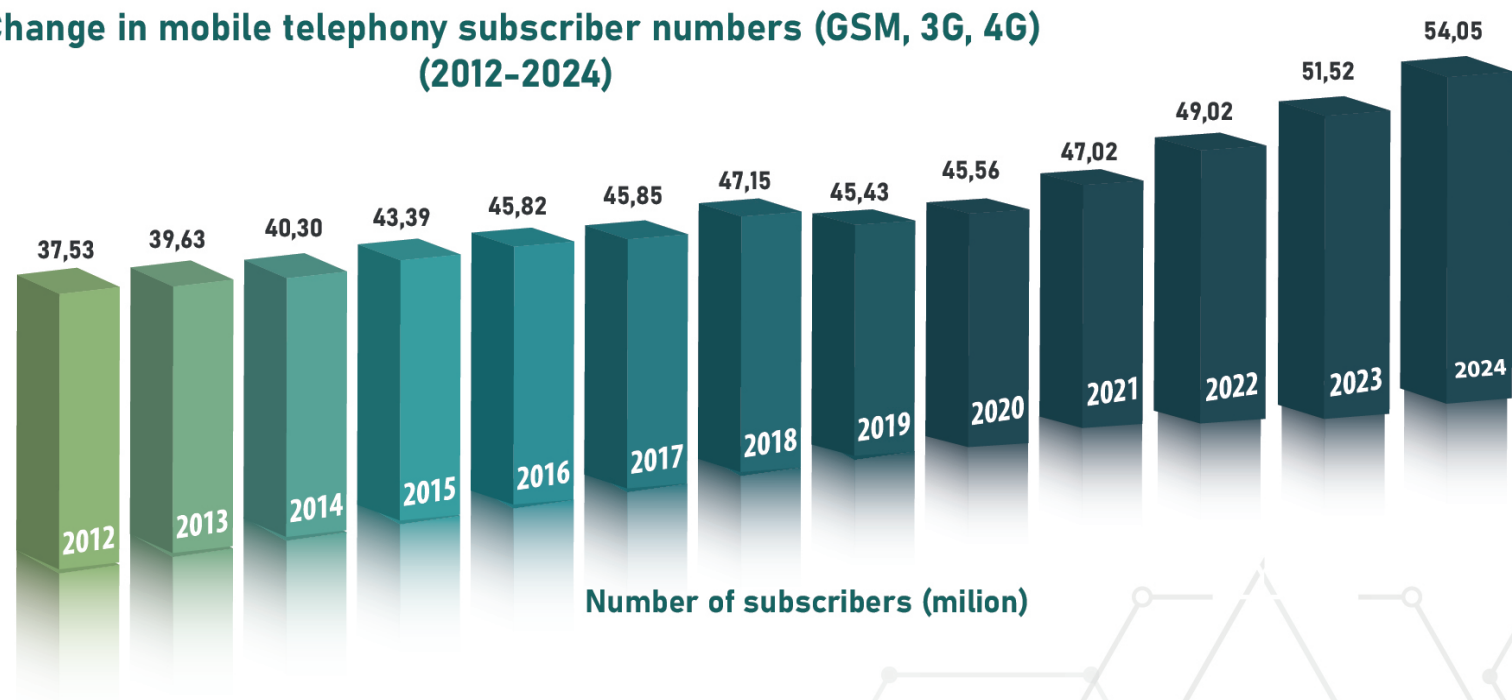
Source : Algérie Télécom

c. Mobile telephony subscriber trends :

As of 31 December 2024, the mobile phone subscriber base grew by 4,91% compared to the previous year, from nearly 51,52 million subscribers to approximately 54,05 million active subscribers in 2024.

Subscribers / Year	2023	2024	Evolution
Total subscribers	51 522 147	54 050 526	4,91%

Change in mobile telephony subscriber numbers (GSM, 3G, 4G)
(2012-2024)



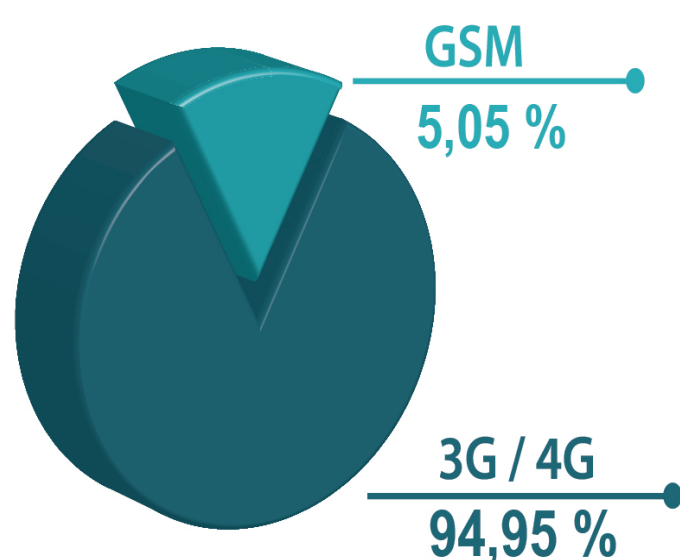
d. Subscriber breakdown by technology :

Of the total 54,05 million mobile phone subscribers, 51,32 million are active subscribers to 3G and 4G networks, representing 94,95% of the total.

The GSM network has 2,73 million active subscribers, or 5.05% of the total. This segment has seen a significant decrease of 20,46% compared to 2023, mainly due to the migration of subscribers to 3G and 4G networks, motivated by the desire to benefit from mobile internet. This dynamic illustrates a marked technological transition within the mobile telephony market.



Technology	2023	%	2024	%
GSM	3 431 915	6,66	2 729 713	5,05
3G/4G	48 090 232	93,34	51 320 813	94,95
Total	51 522 147		54 050 526	



Breakdown of subscriber's global base by technology (2024)

e. Market share breakdown (GSM, 3G, and 4G) among mobile telephony operators :

In 2024, market shares for operators ATM, OTA, and WTA were as follows: 42,74 %, 30,47 % and 26,79 %, respectively.

	2023	2024
ATM	43,70 %	42,74 %
OTA	30,86 %	30,47 %
WTA	25,44 %	26,79 %

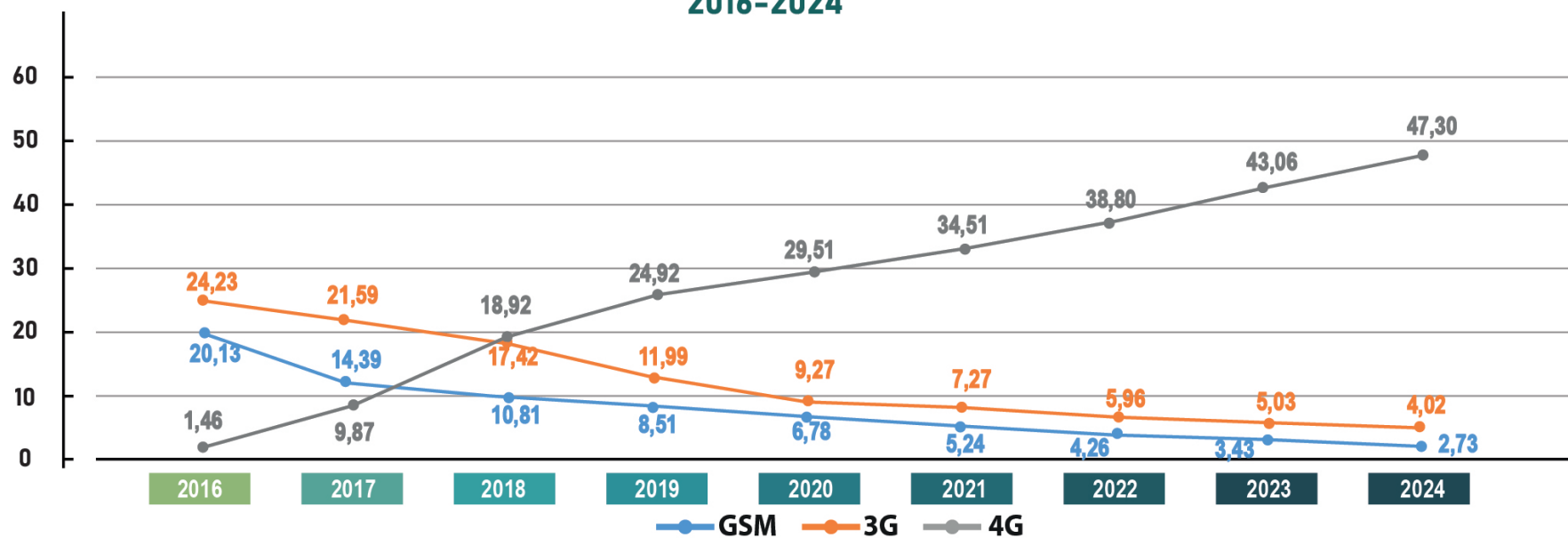
f. Change in number of mobile telephony subscribers by technology :

The table below shows subscriber growth trends by technology, clearly showing a decline in demand for GSM and 3G technologies in favour of 4G technology.



Subscriber numbers (in millions)	2016	2017	2018	2019	2020	2021	2022	2023	2024
GSM	20,13	14,39	10,81	8,51	6,78	5,24	4,26	3,43	2,73
3G	24,23	21,59	17,42	11,99	9,27	7,27	5,96	5,03	4,02
4G	1,46	9,87	18,92	24,92	29,51	34,51	38,80	43,06	47,30
Total	45,82	45,85	47,15	45,42	45,56	47,02	49,02	51,52	54,05

Evolution of the number of mobile phone subscribers by technology
2016-2024



2.1.3. Economic indicators :

During the year 2024, the electronic communications sector continued on its growth trajectory, posting total revenue of DZD 547,32 billion. At the same time, investment in this sector exceeded DZD 129,07 billion, reflecting a commitment to developing and modernising infrastructure. It is also worth noting that this sector employs a total of 35 574 employees, demonstrating its economic and social importance. This momentum reflects both the growth of digital services and the consolidation of the Algerian electronic communications market.

a. Investments :

The value of tangible and intangible assets realised by electronic communications operators amounted to DZD 129,07 billion, compared with DZD 104,52 billion in 2023, representing an increase of 23,49%. It should be noted that investments made by licensed operators (mobile, fixed-line, and VSAT) accounted for more than 97,90% of the total investment volume, amounting to DZD 126,37 billion.



b. Revenue :

The turnover generated by licensed electronic communications operators (mobile, fixed, GMPCS and VSAT) in 2024 will amount to DZD 540,29 billion, making an increase of 10,70% compared with 2023.

The contribution of licensed electronic communications operators to the sector's overall turnover is 98,72%, at DZD 540,29 billion out of a total of DZD 547,31 billion, highlighting their position as key players in the structuring and growth of the electronic communications market.

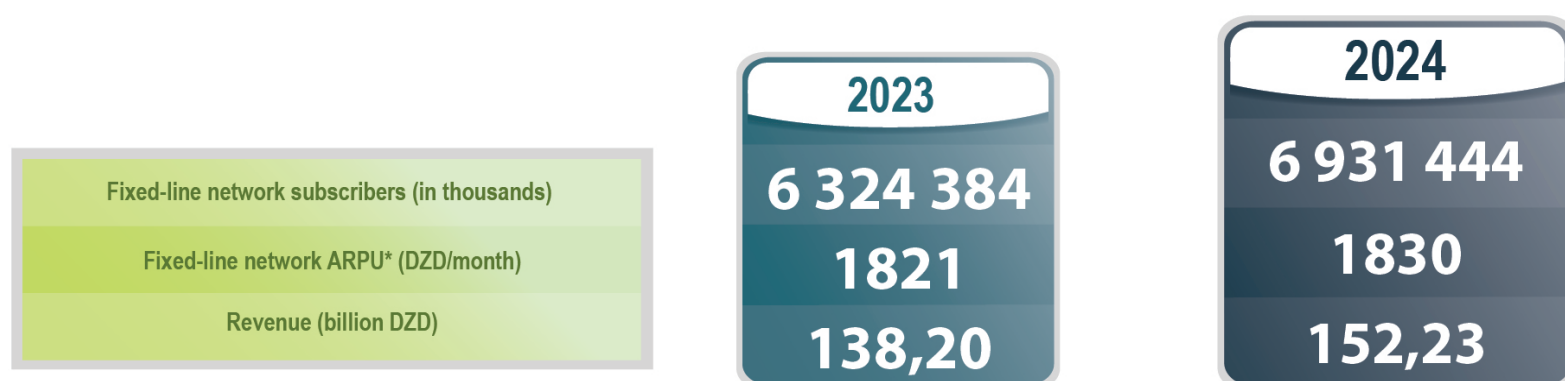
Turnover from VSAT and GMPCS will be DZD 6,86 billion in 2024, compared with DZD 7,03 billion in 2023, a decrease of 1,95% for the year.

Electronic communications operators holding general authorisations (call centres, cloud, ISPs, geolocation, audiotex and VoIP) generated total revenue of 7,06 billion Algerian dinars, representing 1,28% of the sector's revenue.

b.1. Fixed-line network revenue :

Revenue generated by Algérie Télécom for the fixed-line network in 2024 was DZD 152,23 billion, compared with DZD 138,20 billion in 2023, representing growth of 10,15%.

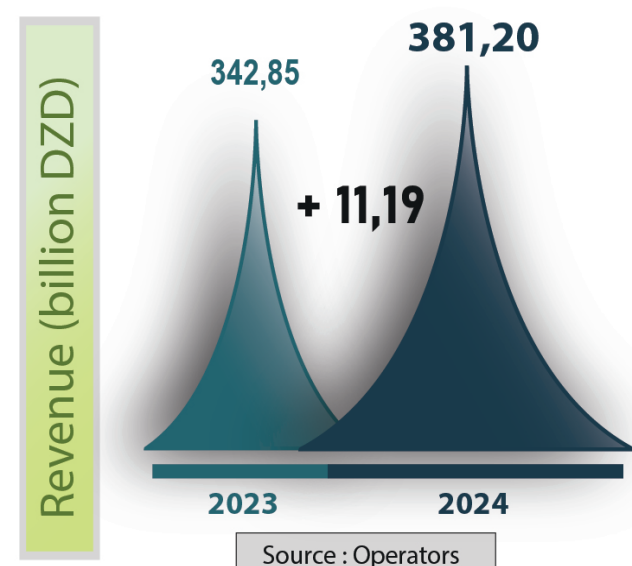
The Average Revenue Per User (ARPU) for the fixed-line network decreased by approximately 0.50%, from 1821 DZD/month in 2023 to 1830 DZD/month in 2024.



Sales and subscriber numbers - source: Algérie Télécom
* ARPU (Average Revenue Per User)

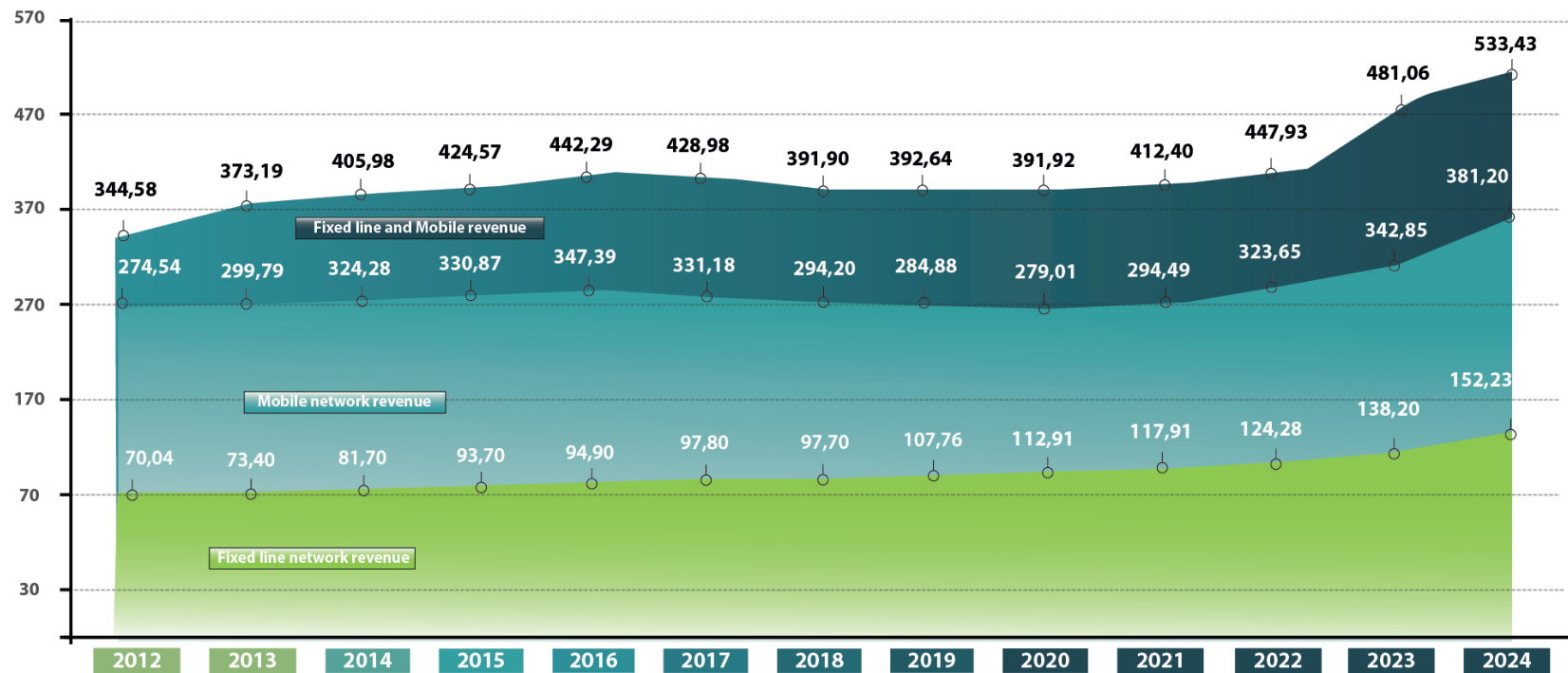
b.2. Mobile Network Revenue :

Revenue generated by mobile telephony operators in 2024 was DZD 381,20 billion, compared to DZD 342,85 billion, representing growth of 11,19%.





Evolution of the number of mobile phone subscribers by technology 2016-2024



b.3. VSAT network revenue :

Revenue generated in 2024 by operators holding VSAT licenses has decreased by approximately 2,44%, from DZD 6,51 billion in 2023 to roughly DZD 6,35 billion 2024.

b.4. GMPCS network revenue :

Revenue generated in 2024 by Algérie Télécom Satellite, increased by approximately 4,12%, from DZD 0,49 billion in 2023 to about DZD 0,51 billion in 2024.

b.5. Turnover of operators holding general authorisations :

The turnover generated in 2024 by operators holding general authorisations is in the order of 7,03 billion DA.

	2023	2024	Change
Cloud	248,93	440,10	+76,80 %
FAI	1 701,6	1 665,11	-2,14 %
VoIP	20,95	6,08	-70,98 %
Geolocation	1 586,73	1 809,52	+14,04 %
Audiotex	12,57	10,13	-19,41 %
Call center	2 651,65	3 095,87	+16,75 %
Total	6 222,43	7 026,81	

Unit : million DZD

c. Jobs created by electronic communications operators :

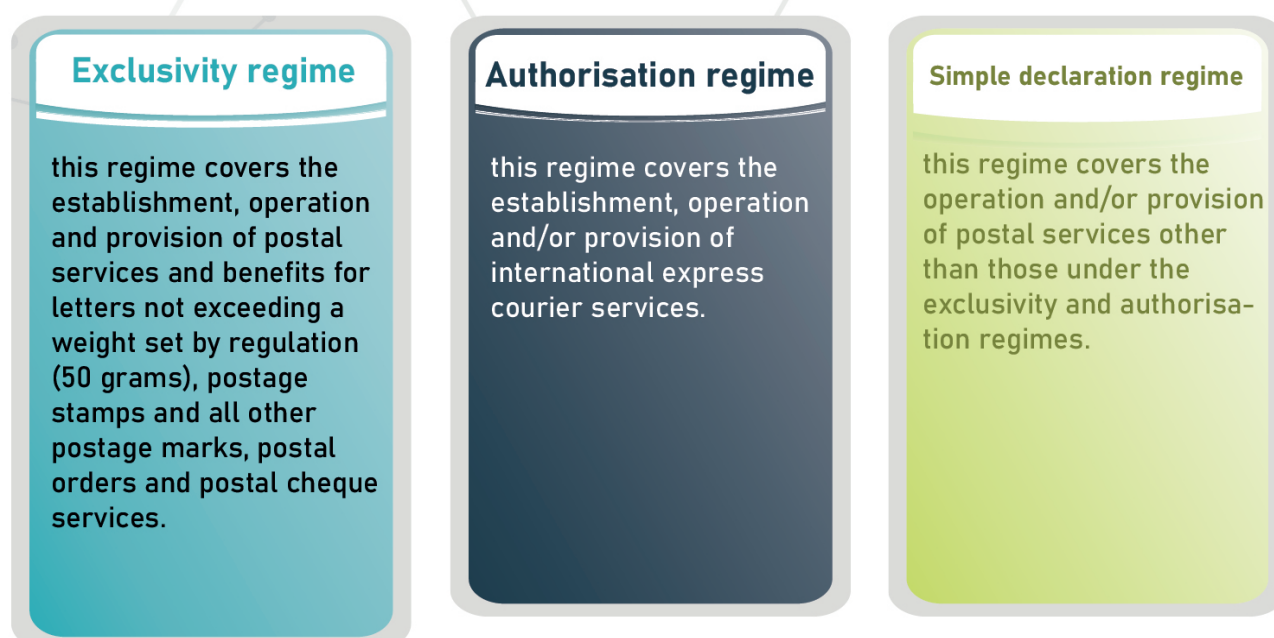
In 2024, the number of jobs in the electronic communications sector saw a slight decrease of approximately 1,15%, with the number of employees decreasing from 35 978 in 2023 to 35 574 in 2024.



2.2. Postal market :

2.2.1. Postal operating regimes :

In accordance with Article 31 of Law No. 18-04 of 10 May 2018, the postal market is divided into three regimes, defined as follows:



2.2.2. Postal market players :

In 2024, the postal market included 77 postal operators⁽¹⁾, compared with 63 in 2023, broken down by regime as follows:



2.2.3. Postal market indicators :

Indicators for the postal market by regime are as follows :

a. Exclusivity regime :

The number of postal items handled in 2024 was 54,55 million, compared with 53,64 million in 2023, an increase of 1,71%.

The total number of post offices nationwide is 4332 in 2024* compared to 4257 in 2023, representing growth of 1,76%.

The postal density (post office per inhabitant) was one (1) post office per 10,942 inhabitants in 2024, compared with one (1) per 10,936 inhabitants in 2023.

(1) The operators holders of authorisation and the operator Algérie poste are also holders of a registration certificate

(*) Source: Algérie Poste



b. Authorisation regime :

The authorisation regime includes five (5) operators :

- EMS Champion Post;
- DHL International Algérie;
- Falcon Express Algérie;
- Conexlog;
- Aramex.

In 2024, the volume of internationally exchanged items was 842 002, compared with 698 726 in 2023, a growth of 20,51%.



In terms of market share based on exchange volume, DHL has 66,20%, followed by EMS with 30,15%.

The table below shows changes in market share between 2023 and 2024 :

	2023	2024
DHL International Algérie	74,39%	66,20%
EMS Champion Post	19,14%	30,15%
Conexlog	5,24%	3,62%
Falcon Express Algérie	1,23%	0,03%
Aramex Algérie	0,00%	0,00%

PN (*):It should be noted, according to the information provided in the questionnaire on postal activity for the year 2024, that the operator ARAMEX does not have any shops or temporary storage areas (M.A.D.T). As a result, it did not carry out any activity during the year 2024.

c. Simple declaration regime :

Domestic express courier service grew by 76,39%, with 13 095 513 items exchanged in 2024, compared to 7 424 042 in 2023.

The five (5) largest operators among the 71 operators operating under the simple declaration regime account for 85,53% of the market share. The market shares of the five (5) largest operators are shown in the table below :



ANNUAL REPORT | 2024

Operators	Volume of items	Market share
YALIDINE EL DJAZAIR SERVICES EURL	7 023 154	53,63%
GUEPEX SARL	1 523 605	11,63%
ZR EXPRESS LOGISTIQUE SARL	1 148 484	8,77%
EASY AND SPEED EURL	1022 108	7,81%
NORD ET OUEST EXPRESS SARL	483 792	3,69%

2.2.4. Economic indicators :

a. Investments :

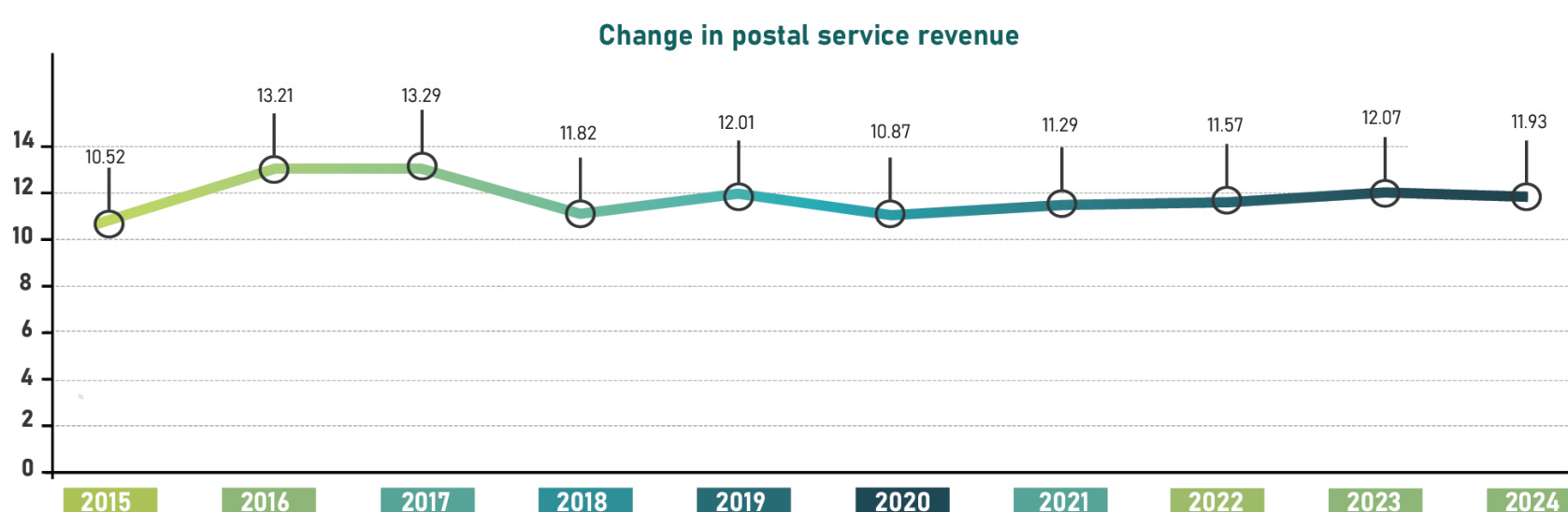
With DZD 14,48 billion injected into the postal sector, investments made by postal operators for the 2024 financial year increased by 46,39% compared to 2023.

The amount invested by the operator Algérie Poste represents 89,92% of the total amount invested by all postal operators.

b. Revenue :

► Operator Algérie Poste :

The total revenue generated by the postal services of the operator Algérie Poste for the year 2024 amounts to 11,93 billion DA, compared to 12,07 billion DA in 2023, representing a decrease of 1,16%.



International express courier operators :

Revenue generated in 2024 by international express mail operators amounted to nearly DZD 2,32 billion, compared to nearly DZD 4,53 billion in 2023, representing a significant decrease of 48,74%.

This decrease was mainly due to the decline in turnover of the postal operator DHL (-56,4% compared to 2023) as a result of a considerable reduction in volume-related tonnage (404 tonnes invoiced in 2024 compared to 2 820 tonnes in 2023, i.e. 2,416 tonnes less).



Designation	2023	2024	Rate of change
Total revenue (Billion DZD)	4,53	2,32	- 48,74 %

The market shares of international express courier operators are detailed in the table below :

	2023	2024
DHL International Algérie	87,49%	74,41%
EMS Champion Post	8,77%	20,09%
Falcon Express Algérie	0,43%	2,05%
Conexlog	3,30%	3,46%
Aramex	0,00%	0,00%

(*) as mentioned earlier, and according to the information provided in the questionnaire on postal activity for the year 2024, that the operator ARAMEX does not have any shops or temporary storage areas (M.A.D.T). As a result, it did not carry out any activity during the year 2024.

Domestic express courier operators :

In 2024, the turnover generated by domestic express mail operators amounted to 8,18 billion Algerian dinars, compared to 5,61 billion Algerian dinars in 2023, representing a significant increase of 45,85%. This increase can be explained, in particular, by the popularity of e-commerce services.

c. Jobs in the postal operators :

The total number of jobs increased from 36 526 in 2023 to 35 757 in 2024, representing a decrease of 769 jobs or 2,11%.

Chapter 3: Resolutions containing opinions and recommendations formulated by the Regulatory Authority

In accordance with the provisions of Law No. 18-04 of 10 May 2018, the Regulatory Authority issued twelve (12) resolutions addressing the following :

3.1. Draft regulatory texts pertaining to the postal and electronic communications sectors :

Concerning the draft regulations texts, the Regulatory Authority issued in 2024, the following resolutions :



Resolution

0114
February
2024**01/PC/ARPCE/2024**

containing the opinion and recommendation of the Regulatory Authority of Post and Electronic Communications on the draft executive decree approving the renewal of the licence to establish and operate a public electronic communications network via VSAT satellite and to provide electronic communications services to the public, granted to the company 'ALGERIE TELECOM SATELLITE S.P.A';

Resolution

0227
February
2024**02/PC/ARPCE/2024**

containing the opinion and recommendation of the Regulatory Authority of Post and Electronic Communications on the draft decree approving the provision of universal electronic communications services for coverage, by a public mobile telecommunications network, low-density population areas to the company 'OPTIMUM TELECOM ALGERIE S.P.A';

Resolution

0327
February
2024**03/PC/ARPCE/2024**

containing the opinion and recommendation of the Regulatory Authority of Post and Electronic Communications on the draft decree approving the provision of universal electronic communications services for coverage, by a public mobile telecommunications network, low-density population areas to the company 'WATANIYA TELECOM ALGERIE S.P.A';

Resolution

0510
June
2024**05/PC/ARPCE/2024**

containing the opinion and recommendation of the Regulatory Authority of Post and Electronic Communications on the draft decrees respectively repealing the decree of August 6, 2017 approving the award of the supply of the SUT in the border regions, in particular the southern one to the operator "ALGERIE TELECOM SPA" and the amendment of the decree of February 3, 2019 approving the content and remuneration relating to the confirmation of the provision of the universal service for electronic communications by public telecommunications operators;

Resolution

0612
August
2024**06/PC/ARPCE/2024**

containing the opinion and recommendation of the Regulatory Authority of Post and Electronic Communications on the draft executive decree approving the renewal of the licence to establish and operate a public electronic communications network via VSAT satellite and to provide electronic communications services to the public, granted to the company 'ALGERIE TELECOM SATELLITE S.P.A';



Resolution

07

12
August
2024

07/PC/ARPCE/2024

containing the opinion and recommendation of the Regulatory Authority of Post and Electronic Communications on the draft executive decree approving the renewal of the licence to establish and operate a public electronic communications network via VSAT satellite and to provide electronic communications services to the public, granted to the company 'OPTIMUM TELECOM ALGERIE S.P.A'.

3.2. Amendment of interconnection catalogues regarding the technical and tariff conditions of operators' offers in fixed-line and mobile telephony :

To fulfil its mission of approving interconnection catalogues, as assigned under Article 13, Point 6 of Law No. 18-04, the Regulatory Authority adopted the following resolutions :

Resolution

09

15
October
2024

09/PC/ARPCE/2024

requesting amendments to the interconnection catalogue for technical and tariff conditions of offers by "ALGÉRIE TÉLÉCOM MOBILE S.P.A." for financial year 2024–2025;

Resolution

10

15
October
2024

10/PC/ARPCE/2024

requesting amendments to the interconnection catalogue for technical and tariff conditions of offers by "OPTIMUM TÉLÉCOM ALGÉRIE S.P.A." for financial year 2024–2025;

Resolution

11

15
October
2024

11/PC/ARPCE/2024

requesting amendments to the interconnection catalogue for technical and tariff conditions of offers by "WATANIYA TÉLÉCOM ALGÉRIE S.P.A." for financial year 2023–2024.

3.3. Other issues related to the postal and electronic communications sector :

Resolution

04

08
April
2024

04/PC/ARPCE/2024

concerning the opinion and recommendations of the Regulatory Authority of Post and Electronic Communications on the renewal of licence to establish and operate the electronic communications network open to the public via VSAT satellite, and to provide electronic communications services to the public, granted to the company "OPTIMUM TELECOM ALGERIE S.P.A" ;



Resolution

0823
September
2024**08/PC/ARPCE/2024**

concerning the opinion and recommendations of the Regulatory Authority of Post and Electronic Communications on the application for the renewal of the licence to establish and operate a network open to the public for global mobile personal communications by GMPCS type satellites and to provide the electronic communications services to the public, granted to the company "ALGERIE TELECOM SATELLITE S.P.A";

Resolution

1210
November
2024**12/PC/ARPCE/2024**

On the regulatory authority's opinion on coverage of border areas and sensitive sites.

Chapter 4 : Decisions of the Regulatory Authority

4.1. Legal titles :

4.1.1. Electronic communications services :

In accordance with legislative and regulatory provisions, the Regulatory Authority processed and managed cases under the general authorisation regime.

a. Internet Service Provider (ISP) services :

The activity relating to Internet service provider recorded during 2024 :



The issuance of one (1) new general authorization;

One (1) authorization was cancelled at the operator's request.

b. Voice over Internet Protocol (VoIP) Services



No changes were recorded in the VoIP service market, which still has only one (1) operator.

c. Call Centre services :



In 2024, the following developments were observed :

- Four (4) new general authorisations were issued ;
- Two (2) general authorisations were issued as part of a regularisation process ;
- Extension of the scope of one (1) general authorisation to the Call Centre service ;
- Two (2) authorisations were cancelled, at the operators' request ;

d. Interactive, premium-rate electronic communications services (including audiotex) :



In 2024, the following developments occurred :

- One (1) new general authorisation were issued.

e. Cloud computing hosting and data storage services :



In 2024, the following developments occurred :

- Three (3) new general authorisations were issued ;
- Extension of the scope of one (1) general authorisation to the services of cloud computing hosting and data storage services ;
- One (1) autorisation was cancelled at the operator's request.

f. Satellite-based geolocation and radio positioning services :

The activity relating to services of satellite-based geolocation and radio positioning recorded during this year :

- Nine (9) new general authorisations were issued ;
- One (1) general authorisations were issued as part of a regularisation process ;

As a reminder, the total number of authorisations to establish and operate electronic communications services in force as at 31 December 2024 is ninety-four (94).

4.1.2. Postal services :

In 2024, The Regulatory Authority granted :



Nineteen (19) registration certificates for the operation of postal services under the simple declaration regime (domestic regime);

And also proceeded to :



Withdraw five (5) registration certificates for the operation of postal services under the simple declaration regime for non-compliance with the regulatory provisions in force ;



Sanctions were imposed on eight (8) postal service operators.



4.2. Interconnection catalogues and agreements approvals :

The task of approving the interconnection catalogues of operators of electronic communications networks open to the public is entrusted to the Regulatory Authority by Law No. 18-04 and the related implementing texts, in accordance with :

Article 13 of Law No. 18-04 of 10 May 2018, which establishes the general rules pertaining to postal services and electronic communications, states that: “the Regulatory Authority is responsible for regulating the postal and electronic communications markets on behalf of the State. As such, it is tasked with approving the reference offers for interconnection and access to electronic communications networks”;

Article 2 of Executive Decree No. 02-156 of 9 May 2002 laying down the conditions for the interconnection of telecommunications networks and services, as amended by Executive Decree No. 16-107 of 21 March 2016, which defines the interconnection catalogue as: “the catalogue containing the technical and pricing reference interconnection offer, published by the public network operators and approved by the Regulatory authority”;

Article 15 of Executive Decree No. 02-156, which specifies that: “The interconnection catalogues of operators of telecommunications networks open to the public must determine the technical and pricing conditions of their offer. There are separate offers for network interconnections and service interconnections”;

Article 17 of Executive Decree No. 02-156, amended by Decree No. 16-107, which requires that: “For subsequent financial years, the catalogue is submitted to the Regulatory Authority by 15 July of the current year at the latest. The rates shown are based on an analysis of the accounting results at 31 December of the previous year. The Regulatory Authority has until 20 October to approve it or request amendments”.

The Regulatory Authority has examined and approved the interconnection catalogues containing the technical offers and interconnection tariffs, for the period from 31 October 2024 to 30 October 2025, of the operators “Algérie Télécom” for the fixed-line segment, “Algérie Télécom Mobile”, “Optimum Télécom Algérie” and “Wataniya Télécom Algérie” for the mobile telephony segment.

The decisions to approve interconnection catalogues are as follows :

Decision

23

15
October
2024

23/PC/ARPCE/2024

approving the interconnection catalogue of “Algérie Télécom S.P.A.” for the 2024-2025 financial year;



Decision

2728
October
2024**27/PC/ARPCE/2024**

approving the interconnection catalogue of “Algérie Télécom Mobile S.P.A.” for the 2024-2025 financial year;

Decision

2828
October
2024**28/PC/ARPCE/2024**

approving the interconnection catalogue of “Optimum Télécom Algérie S.P.A.” for the 2024-2025 financial year;

Decision

2928
October
2024**29/PC/ARPCE/2024**

approving the interconnection catalogue of “Wataniya Télécom Algérie S.P.A.” for the 2024-2025 financial year.

The interconnection catalogue of the operator “Algérie Télécom” for the 2024-2025 fiscal year has undergone tariff revisions, particularly for the monthly rates for internet bandwidth ≤ 1 Gbps with reductions ranging from 11% to 47% compared to those of the previous year.

New services have been introduced, such as the data interconnection service (peering) which allows data interconnection directly between networks of operators holding licences and that of “Algérie Télécom” for the exchange of national content.

The interconnection catalogues of mobile telephony operators for the 2024–2025 period maintained the principle of tariff symmetry for voice call terminations. This aims to encourage traffic exchange between networks, reduce “club effects” within these networks, and foster competition among operators.

4.3. Frequency assignment :

Establishment of new frequency assignment decisions in the 8 GHz band for operators Algérie Télécom S.P.A. and Algérie Télécom Mobile S.P.A., with the addition of a 28 MHz channel spacing, in accordance with Recommendation ITU-R F.386-9.



Chapter 5: Consolidation of the Regulatory Authority's activities

5.1. Regulatory activities :

5.1.1. Permanent and promotional offers from fixed-line and mobile telephony operators :

As part of monitoring the fixed-line and mobile telephony retail markets, the Regulatory Authority reviewed sixty-five (65) permanent and promotional offers.

a. Permanent and promotional fixed-line telephony tariff offers :

The Regulatory Authority reviewed twenty-four (24) permanent and promotional offers proposed by “Algérie Télécom”, including eight (8) promotional offers and sixteen (16) permanent offers.

TYPE OF OFFERS	2023		2024		TOTAL	TOTAL
	RESIDENTIAL	BUSINESS	RESIDENTIAL	BUSINESS	2023	2024
Permanent offers	7	5	8	8	12	16
Promotional offers	7	0	8	0	7	8
TOTAL	14	5	16	8	19	24

b. Permanent and promotional mobile telephony tariff offers (GSM, 3G, and 4G) :

The Regulatory Authority validated forty-one (41) permanent and promotional offers across all segments (GSM, 3G, and 4G) proposed by the three mobile telephony operators, broken down as follows :

TYPE OF OFFERS	2023			2024			TOTAL	TOTAL
	PREPAID	POSTPAID	MIXED	PREPAID	POSTPAID	MIXED	2023	2024
Permanent offers	12	9	6	8	7	11	27	26
Promotional offers	8	0	12	4	0	11	20	15
TOTAL	20	9	18	12	7	22	47	41



5.1.2. Monitoring operators' compliance with their obligations :

The Regulatory Authority has monitored compliance by postal and electronic communications operators with the obligations laid down in the legislation and regulations in force and has monitored public exposure to electromagnetic fields.

a. Licensed electronic communications network operators :

In accordance with the provisions of the specifications for operators holding licences for fixed telephony, mobile telephony (GSM, 3G and 4G), VSAT and GMPCS, the Regulatory Authority has carried out :

- A campaign to monitor the identification of mobile subscribers for operators ATM, OTA, and WTA ;
- A campaign to monitor the digitalization process to identify the mobile subscribers for operators ATM, OTA, and WTA ;
- Annual inspection campaign for licensed operators (mobile, fixed, VSAT and GMPCS).

The main objective of the annual inspection campaigns conducted by the Regulatory Authority is to verify the compliance of licensed operators (mobile, fixed, VSAT and GMPCS) with the obligations stipulated in their respective specifications: 'The Regulatory Authority may, through its agents appointed for this purpose, or through any person duly authorised by it, conduct investigations at the licensee's premises, including those requiring direct intervention or the connection of external equipment to its own network.'

These campaigns therefore aim in particular to :

- Ensure that operators comply with the technical and regulatory requirements in force ;
- Conduct technical visits requested by the relevant bodies, particularly in connection with licence renewals and the updating of technical and operational data necessary for the overall monitoring of the sector ;
- Carry out visits to NOCs (Network Operation Centres) in order to verify the supervision, management and security systems put in place by operators.

b. Electronic communications service operators :

The Regulatory Authority has verified compliance by electronic communications service operators with the obligations set out in the legislation and regulations in force.

Ninety-two (92) inspections were carried out on operators providing electronic communications services to the public under the general authorisation regime.

c. Postal service operators :

Twelve (12) postal service operators, including five (5) subject to the authorisation regime and seven (7) subject to the simple declaration regime, were subject to inspections to ensure compliance with the laws and regulations in force. The results of the inspection of the six (6) postal operators subject to the simple declaration regime led to sanctions being imposed on them.

5.1.3. Controlling public exposure to electromagnetic fields :

The Regulatory Authority received eleven (11) complaints from individuals regarding potential health risks from electromagnetic waves emitted by radio installations. The conducted measurements revealed that electromagnetic field levels complied with the limits set in Decision No. 82/SP/PC/ARPT/2015 of 9 December 2015, ensuring public safety.



5.1.4. Certification of electronic communications terminal equipment :

During the 2024 financial year, the Regulatory Authority issued five hundred and forty (540) certificates of conformity for radio equipment and installations intended to be connected to a network open to the public. In addition, the Regulatory Authority processed nine hundred and forty-three (943) requests for information regarding certification and one hundred and forty-eight (148) requests for online services.

5.1.5. Management of short and long numbers :

As part of the national numbering plan, the Regulatory Authority carried out the following :

a. Allocation of short and long numbers (non-E.164) :

Nine (9) new decisions were issued for the allocation of short and long numbers :

- Five (5) four-digit IVR short numbers;
- Two (2) five-digit SMS short number;
- Two (2) ten-digit long numbers;
- Two (2) blocks of allocated numbers, each with a capacity of one million, for two mobile telephony operators.

b. Renewal of short and long numbers :

Five (5) decisions for the renewal of short numbers were issued.

c. Termination of short and long numbers :

Eleven (11) numbers were terminated due to non-use, non-renewal, or at the request of their holders.

5.1.6. Exploitation of cryptographic means :

In accordance with the provisions of the Executive Decree No. 09-410 of 10 December 2009, as amended and supplemented, which establishes security rules for sensitive equipment, the Regulatory Authority issued one hundred sixty-seven (167) authorisations for operating sensitive equipment (cryptographic means).

5.1.7. Handling subscriber complaints :

In 2024, the Regulatory Authority handled 6072 complaints from subscribers, in compliance with Decision No. 60/SP/PC/ARPCE/2020 of 16 December 2020, which outlines the complaint handling procedure. Complaints were categorised by operator as follows:



Operator	Number of complaints
Algérie Télécom	3468
ATM	979
WTA	553
OTA	618
Algérie Poste	431
Other	1621
TOTAL	6072

Nature of complaints	Number
Internet speed	940
ADSL internet	1633
Voices services	420
Offers/Promotions	129
4G LTE internet	199
New line requests	175
Billing	86
Parcels	284
SMS	18
Mail services	39
Other	2149
TOTAL	6072

5.2. Participation of the Regulatory Authority in international events :

As part of its missions, the Regulatory Authority took part in international events in the postal and electronic communications fields, and also participated through its executives in international events.

a. ITU events :

- The World Summit on the Information Society (WSIS+20) 2024;
- The Global Symposium for Regulators GSR 24 ;
- The World Telecommunication Standardization Assembly WTSA-24 ;
- The iCodi regional workshop on new ITU Arab regional initiatives.

b. Other international events :

- The Mobile Future workshop organised by the GSMA ;
- The 3rd EG-ATRC round table.



Glossary

1.Subscriber : any individual or entity that has entered into a contract with an electronic communications operator or service provider to receive such services.

2.Active Subscriber : an active mobile telephony subscriber is defined as a prepaid subscriber who, within the last 120 days, has conducted at least one of the following activities:

- Made or received a voice or video call ;
- Sent an SMS or MMS ;
- Established an Internet connection.

Excludes communications initiated by operators' platforms.

3.ADSL (Asymmetric Digital Subscriber Line) : a digital subscriber line technology using twisted-pair copper wiring.

4.Algérie Poste : historical operator of the country's postal services.

5.ARPCE : Regulatory Authority of Post and Electronic Communications.

6.ARPUE: Average Revenue Per User .

7.AT : Algérie Télécom, the historical fixed-line telephony operator.

8.ATM : Algérie Télécom Mobile, a mobile telephony operator branded as "Mobilis".

9.AUDIOTEX : a unidirectional or interactive communication service between a telephone subscriber and a speech recognition or message playback system.

10.CALL CENTER : a special dedicated facility that has been set up to provide information or remote services, and whose main activity, performed by several phone operators, involves making or receiving large numbers of calls, in accordance with a specified procedure, on behalf of one or several clients.

11.Cloud Computing : a model that provides on-demand access to shared and scalable computing resources, including physical and virtual assets

12.Electronic Communications : the transmission, emission, or reception of signs, signals, text, images, sound, data, or information of any kind by cable, optical, or electromagnetic means.

13.International express courier : handles the accelerated collection, transport, and delivery of documents and postal parcels to or from international destinations.

14.Terminal equipment : any device directly or indirectly connected to a network termination point that transmits, receives, or processes electronic communications signals.

15.GMPCS (Global Mobile Personal Communication by Satellite) : a satellite communication system offering global or regional mobile telecommunication services, including voice, SMS, and Internet.

16.ISP : Internet Service Provider.

17.GSM (Global System for Mobile Communications): a standard for second-generation (2G) cellular networks developed by the ETSI.

18.Interconnection : reciprocal services provided by two public electronic communications networks or services provided by a public authorised electronic communications service provider to an operator providing electronic communications services that is authorised to enable all users to communicate freely between themselves, irrespective of the networks to which they are connected or the services that they use.

19.IVR : Interactive Voice Response.

20.LTE : (Long Term Evolution Technology) refers to the long-term evolutionary technology towards 4G, based on the initial specifications of the 3GPP group (Third Generation Partnership Project), a standardisation expert group for third-generation projects.



21. Numbers in E.164 Format (the ITU's E.164 recommendation) : a standard international telephone number format ensuring the deliverability of calls or SMS messages.

22. Non-E.164 Numbers : short numbers not conforming to the ITU-T's E.164 recommendation.

23. OTA : Optimum Télécom Algérie, a mobile and VSAT operator branded as "Djezzy".

24. Postal operator : any natural or legal person authorised to operate postal and postal financial services.

25. Electronic communications operator : any individual or entity authorised to operate a public electronic communications network and/or provide electronic communications services to the public.

26. Exclusivity regime : the establishment, operation, and provision of services related to letter post not exceeding a weight determined by regulation (50 grams), as well as postage stamps and other forms of postal franking, postal money orders, and postal cheque services. The activities falling under the exclusive regime are granted to the historical operator "Algérie Poste".

27. Authorisation regime : international express mail, which falls under the authorisation regime, involves the collection, transportation, and distribution of documents and postal parcels by express delivery to or from abroad.

28. General authorisation regime : a general authorisation is issued to any natural or legal person who commits to complying with the conditions under which services subject to the authorisation regime can be established, operated, and/or provided (Article 34 of Law No. 18-04).

29. Simple declaration regime : the establishment, operation, and/or provision of postal services and activities related to domestic express mail, which fall under the simple declaration regime, are permitted for mail exceeding the weight limits set by regulation, i.e., over 50 grams.

30. SMS: Short Message Service, consisting of short messages transmitted via the signalling channels of the GSM mobile network.

31. Universal electronic communications service : a minimal set of services, including one or more value-added services defined by regulation, with a determined quality level that is accessible to the entire population at affordable rates throughout the national territory.

32. ITU (International Telecommunication Union) : a specialised UN agency for information and communication technologies (ICTs).

33. UPU: Universal Postal Union

34. User : any individual or entity using at least one postal service.

35. VoIP (Voice over Internet Protocol) : for the purposes of these specifications, Voice over Internet Protocol ("VoIP") means the transport of voice traffic by means of packet transmission over the Internet Protocol. VoIP traffic can be routed over a controlled private network, a public Internet network or a combination of the two, with guaranteed quality of service.

36. VSAT (Very Small Aperture Terminal): a satellite telecommunications network where a central HUB station manages access to the satellite capacity for VSAT stations, enabling the provision of fixed voice and Internet services.

37. WTA : Wataniya Télécom Algérie, a mobile operator branded as "Ooredoo".

38. WiMAX (Worldwide Interoperability for Microwave Access): broadband.

سلطة ضبط البريد والاتصالات الإلكترونية
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24**

