

## 3.4 Armenia Telecommunications

Telecommunications systems are quite developed in Armenia.

There are three mobile phone operators currently in Armenia: Viva Cell MTS, Ucom and Beeline. All three offer 2G, 3G and 4G services. All three networks are widely modern and reliable with shops located in major towns and cities where one can purchase a sim card or get assistance if needed. Most unlocked mobile phones are able to be used on roaming however network charges apply. The performance of the 3 operators is monitored by the PSRC (Public Services Regulatory Commission) and a quarterly report is posted on each service provider's website.

As of 2012, approximately 90% of all main lines are digitized and provide excellent quality services for the region. The remaining 10% is in modernization process.

### International system

Yerevan is connected to the Trans-Asia-Europe fiber-optic cable via Georgia. Additional international service is available by microwave radio relay and landline connections to other countries of the Commonwealth of Independent States, the Moscow international switch and by satellite. Main backbones of Armenian networks are made by E3 or STM-1 lines via microwave units across whole country with many passive retranslations.

### Fixed line communication

Traditionally Armenia has well-developed landline telephone services. According to official statistic data of International Telecommunications Union as for 2017 there were 505,190 fixed telephone service subscribers in Armenia (residents and businesses) or 17.24 subscribers per 100 inhabitants. Number of fixed telephone users have been significantly declined as compared with previous 10 years from 20.41 in 2006. Main reason for the decline is mobile-fixed substitution. Fixed communication is provided by Beeline, UCOM, Rostelecom and a few small companies. All these companies are private.

Telephone Services	
Is there an existing landline telephone network? (Yes / No)	Yes
Does it allow international calls? (Yes / No)	YES
On average, number and length of downtime periods	N/A
Mobile phone providers	Viva Cell MTS Ucom Beeline - Veon Armenia
Approximate percentage of national coverage	All cities, villages and main roads

## Telecommunications Regulation

Telecommunication facilities (including terminal facilities) used in the Public Switched Telecommunications Network, other Public Telecommunication Networks, Governmental and Private telecommunication networks in the Republic of Armenia shall be subject to mandatory certification. Certification of telecommunication facilities in the Republic of Armenia shall be carried out according to the law and international treaties entered into by the Republic of Armenia. All telecommunication licenses for HF, VHF, UHF communication, data, mobile and satellite services are issued by Ministry of Transport and Communication. For some transmitting equipment it is necessary to obtain import licenses/permissions which is necessary to submit during customs clearance process. These permissions are granted by Ministry of Transport and Communication and Ministry of Defense of the Republic of Armenia.

Regulations on Usage and Import		
	Regulations in place?	Regulating Authority
Satellite	Yes	Ministry of Transport and Communications
HF Radio	Yes	Ministry of Transport and Communications
UHF/VHF/HF radio: handheld, base and mobile	Yes	Ministry of Transport and Communications
UHF/VHF repeaters	Yes	Ministry of Transport and Communications
GPS	No	No regulation
VSAT	Yes	Ministry of Transport and Communications
Individual Network Operator Licenses Required: Yes		
Frequency Licenses Required: Yes		

## Existing Humanitarian Telecoms Systems

There is current communication system between UN agencies.

Existing UN Telecommunication Systems					
	UNDP	WFP	WFP Direct	UNHCR	Emergency Channel
<b>VHF Frequencies</b>	RX 156.325/TX 161.325	RX163.125/TX158.125	RX163.125/TX163.125	RX163.150/TX158.150	RX163.100/TX158.100
<b>HF Frequencies</b>	4043.7	4317.5	4583.5	5177.5	5293.5
	5368.3	5432.5	5764.5	6066.5	6282.5
	6327.5	6517.5	6737.5	6883.5	7432.5
	7447.5	7813.5	8067.5	8827.5	9027.5
<b>Locations of Repeaters</b>	Yerevan	N/A	N/A	Yerevan	
<b>VSAT</b>	N/A	Yerevan	Yerevan	N/A	

## Internet Service Providers (ISPs)

Broadband internet service by fiber optic or xDSL provided basically by Beeline, UCOM, Rostelecom and several small companies. All these companies are private. The number of broadband internet users in last few years are increased. The service is available in the cities and most of the villages. Approximately 60 percent of rural towns are covered by landline broadband. Availability of service can be checked by the companies upon the request which contain postal address. The total number of internet users (including mobile users) in Armenia is almost 1,400,000 which is about 45% of population.

Access to the internet in Armenia is ensured through four backbone networks that use fiber optic cable systems. The international internet connection is made possible by three telecommunication operators. At the network level they are interconnected with fiber optic cable systems operating in the territory of the Republic of Georgia.

Internet Service Providers		
<b>Are there ISPs available?</b>	Yes	
<b>If yes, are they privately or government owned?</b>	Privately owned	
<b>Dial-up only?</b>	No	
<b>Approximate Rates (local currency and USD - \$)</b>	<b>Dial-up</b>	n/a
	<b>Broadband</b>	15,000-20,000 AMD/4Mb per month 31-42 USD/4Mb per month
<b>Max Leasable 'Dedicated' Bandwidth</b>	4 Mb	

## Mobile Network Operators (MNOs)

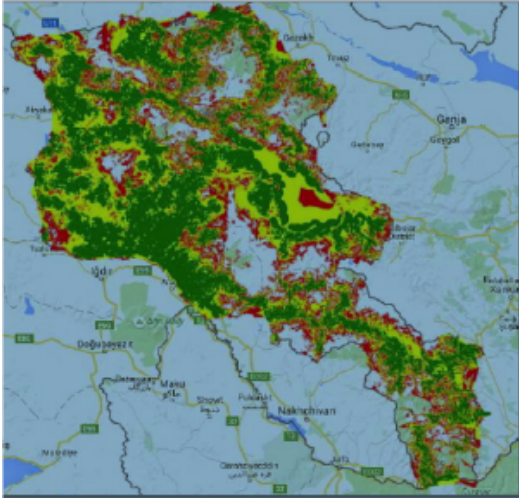
Three mobile operators cover almost 100% of Armenia's populated areas: Beeline, Vivacell-MTS and Ucom. The performance of the 3 operators is monitored by the PSRC (Public Services Regulatory Commission) and a quarterly report is posted on each service provider's website. The three operators offer voice and data services (including LTE). The Republic of Armenia Central Bank approved the operators to deal with mobile money transfers for consumers (not for companies). But due to the spread banking infrastructure in Armenia (even in regions) there are only Mobidram (MTS) and UPay services which are not used widely and only provide payments to the internal system clients, commercial banks as well as you can make loans repayments or pay for utilities (gas, electricity, water etc.). The clients of these systems can make payments by mobile phones or online (using computer/tablet). There are no retailers or shops in the market who accept this type of payment.

Armenian fixed and mobile services provider VEON Armenia (Beeline) completed a large-scale mobile network modernisation programme in 2017. It upgraded the equipment at all base transceiver stations (BTS) across the country, and multiplied the capacity and coverage of its mobile networks. VEON Armenia's 4G operational footprint increased, and is now available in 14 new cities and increased coverage in Yerevan by 30%. Overall 4G LTE data transfer rates were boosted to around 60Mbps, its 3G Beeline network covers 82% of the population, and its 2G network covers 98.6% of the population.

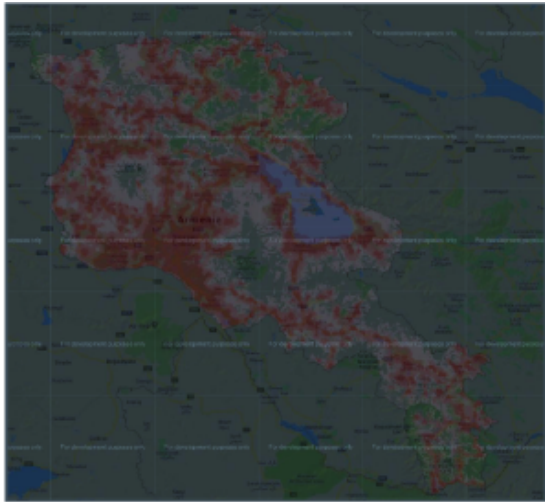
For information on MNOs please visit the [GSM Association website](#).

Company	Network Strength by Area	Contracted for Humanitarian or Government Cash Transfer Programmes?	Services Offered (i.e. Merchant Payment, Bulk Disbursement, Receive & Make Payment)
<b>VivaCell-MTS</b>	See the Map below	No	Mobidram
<b>Veon Armenia (Beeline)</b>	See the Map below	No	
<b>Ucom LLC</b>	See the Map below	No	UPay

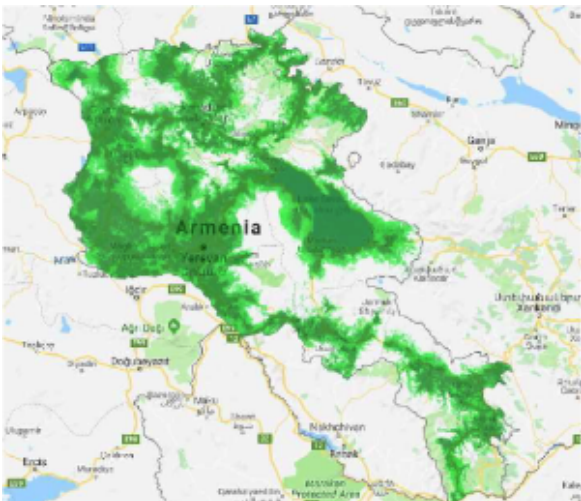
*Beeline GSM coverage map*



*Vivacell-MTS 2G coverage map*



*UCOM 2G coverage map*



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