ICT & ITES Industry Statistics & Yearbook

2011

Published by:

int@j
Information and Communication Technology Association - Jordan

وزارة الإتصالات وتكنولوجيا المعلومات
Ministry of Information and Communications Technology

Table of Contents

Table of Contents 2

Referenced Tables 4

Referenced Figures 6

Frequently Used Acronyms and Abbreviations 7

Introduction 8

Classification Framework 8

Methodology 8

Survey Sample Population 11

Summary of Participants 11

Participants by Economic Activities 12

2011 IT/ITES Sector Statistics 13

Overview 13

IT Growth (2000 – 2011) 13

2011 Telecom Sector Statistics 18

Revenue by Economic Activities 19

IT & ITES 19

IT 21

IT Value Added Revenue 24

ITES 25

ICT Training 25

IT and ITES Exports 26

IT & ITES Export Volumes by Country 26

Revenue by Economic Section 28

IT and ITES Employment 33

Employment Breakdown 33

IT and ITES Employment by Category 34

Employment by Function 35

Employment by Nationality 35

Employment by Location 36

Employment by Gender 36

Direct Investment 37

Appendices 38

Appendix (A): ISIC 4 ICT & ITES Economic Activities 38

Appendix (B): ISIC 4 Economic Sections – Activity Sectors 39

Appendix (C): ISIC 4 Economic Sections Description 40

Appendix (D): ISIC 4 Section J (Information and Communication) Divisions 47

Appendix (E): ICT & ITES Companies Directory by ISIC 4.0 Activity 48

Referenced Tables

Table 1: Survey Participants Summary 11

Table 2: Companies Activities 12

Table 3: IT & ITES Sector Statistics 2011 13

Table 4: IT Growth Summary 2000-2005 13

Table 5: IT Growth Summary 2006-2011 14

Table 6: Telecom Sector Statistics 2011 18

Table 7: IT & ITES Revenue 2011 20

Table 8: IT Revenue 2011 22

Table 9: IT Revenue – Low Value Added Activities 24

Table 10: IT Revenue Value Add Breakdown 24

Table 11: ITES Revenue 2011 25

Table 12: ICT & ICTES Training Revenue 2011 25

Table 13: IT & ITES Export Revenue by Country 26

Table 14: IT & ITES Sector Revenue by ISIC Section 29

Table 15: Breakdown of revenue generated from Section J - Information and Communication 29

Table 16: IT & ITES Employment for Companies Completed/did not Complete the Survey 33

Table 17: Employment in the IT and ITES Sector 34

Table 18: IT and ITES Employment by Category 34

Table 19: Investment in IT 37

Table 20: ICT & ITES Economic Activities According to ISIC 4 38

Table 21: ISIC 4 Economic Activity Sectors 39

Table 22: Section J Divisions 47

Table 23: ICT & ITES Companies Director by ISIC 4.0 Activity 62

Referenced Figures

Figure 1: Survey Participants Summary 11

Figure 2: IT Total Revenue 14

Figure 3: IT Domestic Revenue 15

Figure 4: IT Export Revenue 15

Figure 5: IT Domestic vs. Export Revenue 16

Figure 6: Cumulative IT FDI 16

Figure 7: IT & ITES Employment 17

Figure 8: Total IT Revenue 2011 22

Figure 9: Domestic IT Revenue 2011 23

Figure 10: Export IT Revenue 2011 23

Figure 11: Contribution of Value-Added IT activities to Domestic and Export IT Revenues 24

Figure 12: IT & ITES Export Revenue by Country 27

Figure 13: IT & ITES Sector Revenue by ISIC Section 30

Figure 14: IT & ITES Domestic Revenue by ISIC Section 31

Figure 15: IT & ITES Export Revenue by ISIC Section 32

Figure 16: IT & ITES Employment by Function 35

Figure 17: IT & ITES Employment by Nationality 35

Figure 18: IT & ITES Employment by Location 36

Figure 19: IT & ITES Employment by Gender 36

Figure 20: Investment in IT 37

Frequently Used Acronyms and Abbreviations

ICT	Information and Communication Technology
IT	Information Technology
ITES	IT Enabled Services
int@j	Information Technology Association – Jordan
MoICT	Ministry of Information & Communication Technology
SABEQ	USAID Jordan Economic Development Program
ISIC	International Standard Industrial Classification
OECD	Organization for Economic Co-operation and Development
UNSTATS	United Nations Statistics Division
NEC	Not Elsewhere Classified
FDI	Foreign Direct Investment

Introduction

Jordan's ICT and IT Enabled Services (ITES)[1] sector has come a long way in the past years and has achieved a great deal of accomplishments in which we can all take great pride. ICT and ITES are listed amongst the government's highest priorities, and are expected to continue to contribute to the Jordanian economy.

To demonstrate the sector's growth in terms of numbers and to determine the growth in market size, exports, investments, and employment, the Information Technology Association of Jordan (int@j) and the Ministry of Information and Communications Technology (MoICT) have completed the ICT and ITES Sector Classification and Statistics for 2011 aiming to provide clear and accurate references on Jordan's ICT and ITES sector size and magnitude.

Classification Framework

The International Standard Industrial Classification of All Economic Activities (ISIC) is the international reference classification of productive activities. Its main purpose is to provide a set of activity categories that can be utilized for the collection and reporting of statistics according to such activities.

ISIC is a classification according to kind of productive activity, and not a classification of goods and services. It is distinctively different in nature and purpose from the classifications of goods and services, ownership, institutional units or other types of classifications.

All the ICT and ITES Sector classifications in this report were mapped to the fourth revision of ISIC (ISIC, Rev.4) which is the outcome of a review process that spanned several years and involved contributions from many classifications experts and users around the world. The fourth revision of ISIC provides substantially more detail at all levels than the previous versions of the classification. This increased detail responds to requests by both producers and users of statistics.

Methodology

The 2011 ICT and IT Enabled Services (ITES) Sector Classification and Statistics Survey conducted between March and July 2012 represents a holistic assessment of Jordan's Information and Communications Technology (ICT) and IT Enabled Services (ITES) industry.

The Survey was designed based on the International Standard Industrial Classification, Version 4.0 (ISIC 4.0) to provide information on the following topics:

- IT and ITES revenue (domestic and export)

[1] IT enabled services are the services that make extensive use of information and communication technologies.

- IT and ITES employment
- IT and ITES investments

The survey followed a secure mechanism that ensured data confidentiality, by using an online custom application to aggregate the data provided by companies. The online application was developed in a way to allow system administrators only to access aggregate numbers and not the specific numbers provided by each company for confidentiality purposes. Entered data is split automatically into two separate databases once the application is submitted, making it impossible to link companies' information to their numbers. While it is acknowledged that this approach may increase the margin of error, it was adopted to ensure the confidentiality of data and numbers and to encourage companies to participate in the survey.

Survey Methodology:

- The survey followed the Organization for Economic Co-operation and Development (OECD) definition of the ICT Sector, according to which the guiding principal for what constitutes an ICT enterprise is: "The production (goods and services) of a candidate industry must primarily be intended to fulfill or enable the function of information processing and communication by electronic means, including transmission and display"

- Based on the OECD definition of an ICT enterprise, ICT and ITES sector segments have been mapped to ISIC 4.0 sections.

- To ensure that the survey covers all ICT and ITES companies in Jordan (100% of the sector), comprehensive lists of companies with ICT and ITES related activities were obtained from the Ministry of Industry and Trade and all Industry and Trade Chambers in Jordan in order to identify ICT and ITES companies in Jordan (including int@j and non-int@j members)

- The initial consolidated list of companies was verified through phone calls to identify the companies to undertake the survey.

- The survey was then launched and verified companies with ICT and ITES activities were invited to fill the online questionnaire.

- During the survey, companies confirmed whether they are actually ICT and/or ITES related companies by examining a detailed list of activities and answering specific questions.

- The survey outcomes identified the companies who should be considered as ICT and/or ITES companies.

- Companies are classified as part of the ICT and ITES Sector if their "principal" activities belong to ISIC 4.0 ICT and ITES classes, i.e. are within the ICT and ITES classification domain.

- According to UNSTATS "An activity that contributes most to the value added of the unit, or the activity the value added of which exceeds that of any other activity undertaken by the unit is called its “principal” activity. It is not necessary that the principal activity account for 50% or more of the total value added of a unit”.

- Remaining companies, which did not complete the online questionnaire, were approached individually, and asked questions, in order to identify their activities based on (ISIC 4.0) classification and provide actual number of employees.

- The revenues for companies which did not fill the survey were estimated based on the actual average revenue of companies with the same “principal” ICT or ITES activity. Only the data of companies that were identified or identified themselves as carrying a “principal” activity that falls within the ICT and ITES Sector, according to a pre-defined list, were considered in the 2011 survey. Although this approach may yield a margin of error, it’s statically valid and is more accurate than pro-rating total numbers based on the number of companies who filled the survey compared to the total number of companies.

- Based on the fact that the 2011 survey adopted the ISIC 4.0 classification in identifying ICT and ITES activities and recognizing various industries, some of the identified activities and industries were different than the ones used in previous years’ surveys.

- For accuracy purposes, statistics of Telecommunications companies were obtained from the Telecommunications Regulatory Commission (TRC), the official organization in Jordan responsible for gathering and publishing Telecom Companies statistics. IT & ITES numbers presented in this report are the results of analyzing the figures obtained from the 2011 survey.

- All monetary values expressed in this report are in US Dollars. USD 1 = JD 0.708 is the official conversion rate when publishing this report.

Survey Sample Population

Summary of Participants

Survey Participants Summary	
Category	**Total**
Initial Identified Companies	639
Suspended businesses or Non-ICT/ITES Identified Companies - 1st Stage Verification by Phone	123
Total Targeted Companies to fill the Survey	496
Non-ICT/ITES Identified Companies - 2nd Stage Verification Through Survey	6
Total ICT/ITES Identified Companies	490
Total Companies Completed the Survey	251
Total Companies Did Not Fill the Survey	239

Table 1: Survey Participants Summary

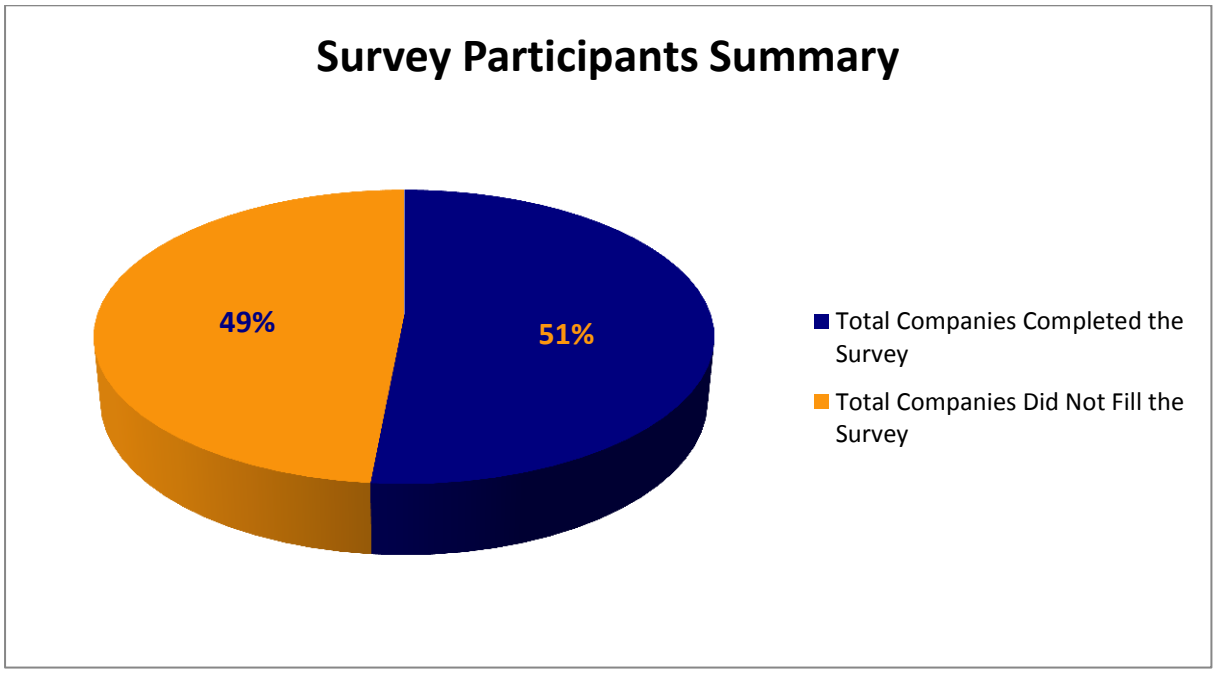

Figure 1: Survey Participants Summary

Participants by Economic Activities

Companies Activities				
ISIC Code	ISIC Activity	Group A	Group B	Total
2610	Manufacture of electronic components and boards	1	0	1
2620	Manufacture of computers and peripheral equipment	1	1	2
263001	Manufacture of data communications equipment, such as bridges, routers, and gateways	1	0	1
332001	Installation of communications equipment	16	14	30
332002	Installation of mainframe and similar computers	2	3	5
4651	Wholesale of computers, computer peripheral equipment and software	45	29	74
465201	Wholesale of telephone and communications equipment	17	6	23
5820	Software publishing	16	6	22
6110	Wired telecommunications activities	7	6	13
6120	Wireless telecommunications activities	5	3	8
6190	Other telecommunications activities	1	2	3
6201	Computer programming activities	97	88	185
6202	Computer consultancy and computer facilities management activities	16	19	35
6209	Other information technology and computer service activities	12	11	23
6311	Data processing, hosting and related activities	31	28	59
6312	Web portals	28	34	62
8220	Activities of call centers	5	1	6
9511	Repair of computers and peripheral equipment	17	4	21
951202	Repair of communications transmission equipment (e.g. routers, bridges, modems)	8	0	8
Training	ICT Related Training	5	1	6
Total		331	256	587

Table 2: Companies Activities

Group A: Companies that completed the survey & carried out this activity

Group B: Companies that did not complete the survey & carried out this activity

Note: Number of total activities is higher than total participating companies, since some companies participate in more than one activity.

2011 IT/ITES Sector Statistics

Overview

IT & ITES Sector Statistics 2011			
	Domestic (USD)	Export (USD)	Total (USD)
Total Revenue	**$509,312,919**	**$237,071,991**	**$746,384,911**
IT Revenue	$507,526,322	$230,528,961	**$738,055,284**
ITES Revenue	$530,100	$6,436,439	**$6,966,539**
IT Training Revenue	$1,256,497	$106,591	**$1,363,089**
IT and ITES Sector Employment			**11,235**
IT Employment			**10,427**
ITES Employment			**808**

Table 3: IT & ITES Sector Statistics 2011

Note: numbers presented in the table above for the IT & ITES Sector are based on the results of the 2011 Annual Survey.

IT Growth (2000 – 2011)

Summary 2000 – 2005						
	2000	2001	2002	2003	2004	2005
IT Export Revenue	**$12,000,000**	**$40,000,000**	**$40,038,000**	**$69,728,000**	**$79,410,743**	**$162,619,518**
Growth %	NA	233.33%	0.10%	74.16%	13.89%	105%
% of Total Revenues	20.00%	23.53%	17.52%	24%	18%	28%
IT Domestic Revenue	**$48,000,000**	**$130,000,000**	**$188,448,000**	**$226,183,000**	**$361,103,905**	**$418,254,125**
Growth %	NA	170.83%	44.96%	20.02%	59.65%	15.80%
% of Total Revenues	80.00%	76.47%	82.48%	76%	82%	72%
IT Total Revenue	**$60,000,000**	**$170,000,000**	**$228,486,000**	**$295,910,000**	**$440,514,648**	**$580,873,643**
Growth %	**NA**	**183.33%**	**34.40%**	29.51%	48.87%	31.86%
IT Foreign Direct Invest. (FDI) Yearly	NA	NA	$8,005,500	$11,594,500	$2,900,000	$10,524,761
IT FDI Cumuli.	**NA**	**$60,000,000**	**$68,005,500**	**$79,600,000**	**$82,500,000**	**$93,024,761**
IT & ITES Emp.	**1,250**	**6,000**	**8,000**	**8,117**	**8,523**	**10,032**

Table 4: IT Growth Summary 2000-2005

Summary 2006 – 2011						
	2006	2007	2008	2009	2010	2011
IT Export Revenue	$191,520,379	$196,907,691	$226,863,277	$209,526,864	$202,275,754	$230,528,961
Growth %	17.80%	2.81%	15.21%	-7.64%	-3.46%	13.97%
% of Total Revenues	25.00%	22.30%	23.57%	23.41%	27.64%	31.23%
IT Domestic Revenue	$578,554,212	$686,063,063	$735,571,817	$685,461,382	$529,571,537	$507,526,322
Growth %	38.33%	18.58%	7.22%	-6.81%	-22.74%	-4.16%
% of Total Revenues	75.00%	77.70%	76.43%	76.59%	72.36%	68.77%
IT Total Revenue	$770,074,591	$882,970,754	$962,435,094	$894,988,247	$731,847,291	$738,055,284
Growth %	32.57%	14.66%	9.00%	-7.01%	-18.23%	0.85%
IT Foreign Direct Invest. (FDI) Yearly	$13,569,656	$3,070,791	$1,690,141	$16,231,326	$14,944,209	$1,384,181
IT FDI Cumuli.	$106,594,417	$109,665,208	$111,355,349	$127,586,675	$142,530,884	$143,915,065
IT & ITES Emp.	10,712	11,034	10,294	11,334	9,858	11,235

Table 5: IT Growth Summary 2006-2011

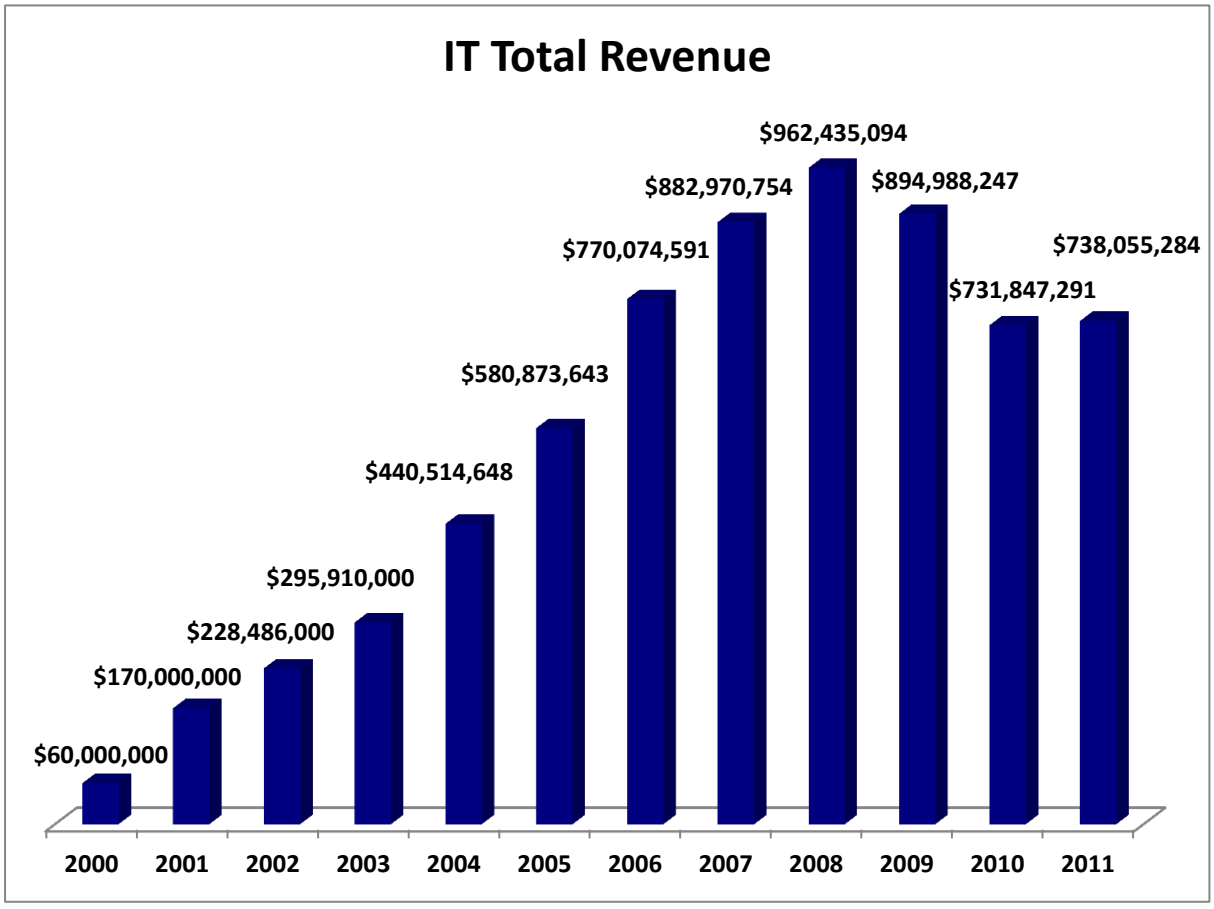

Figure 2: IT Total Revenue

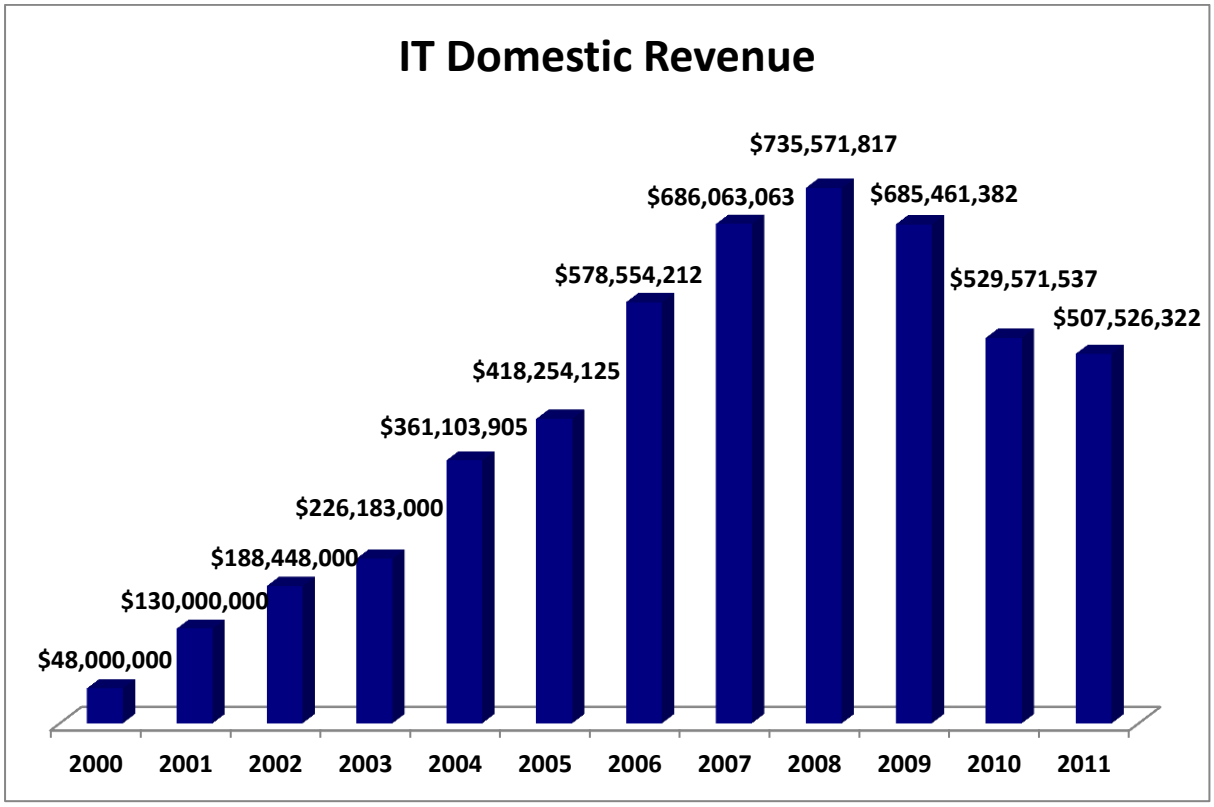

Figure 3: IT Domestic Revenue

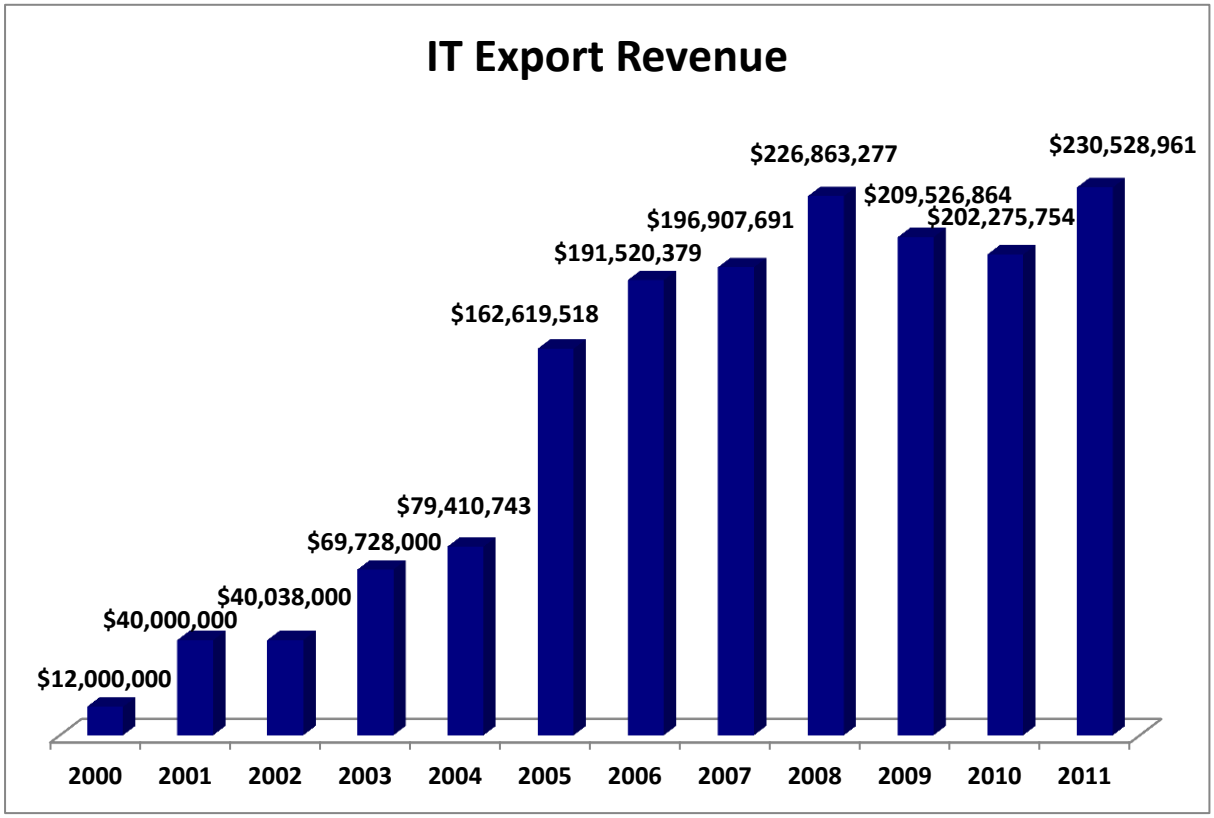

Figure 4: IT Export Revenue

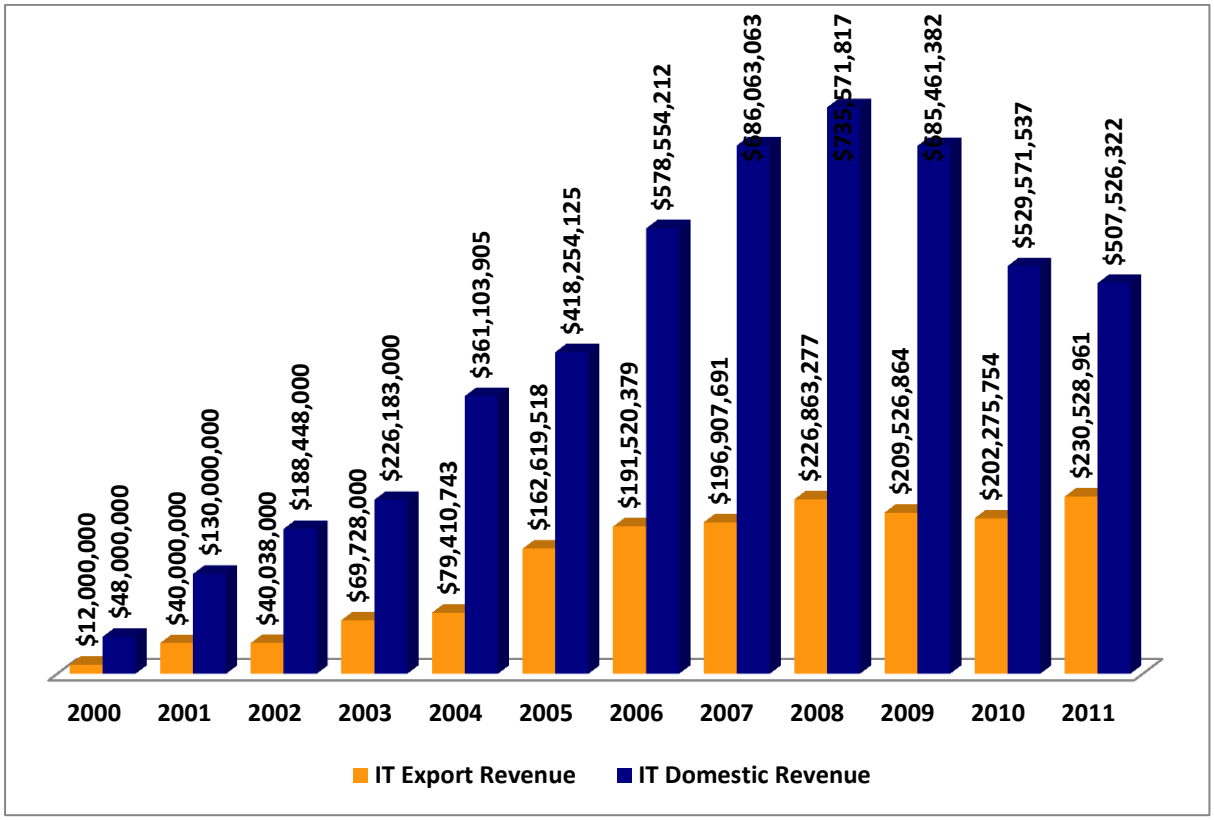

Figure 5: IT Domestic vs. Export Revenue

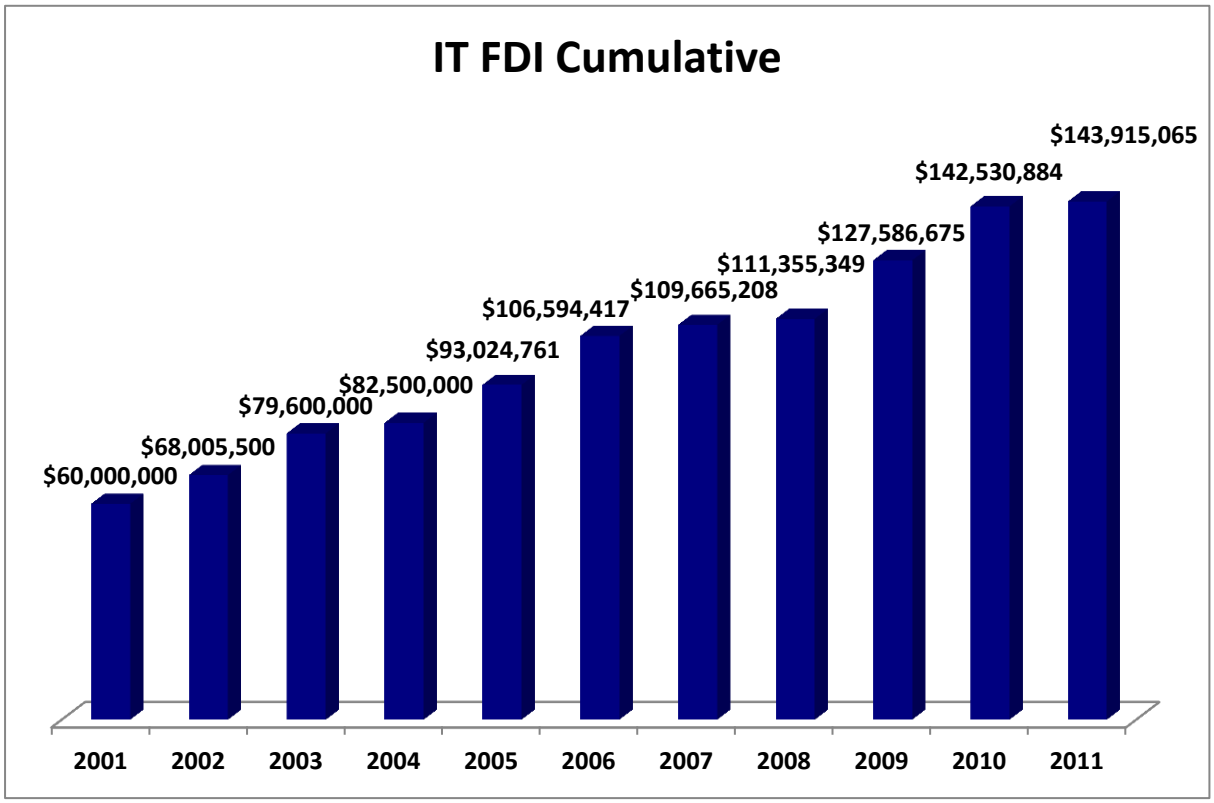

Figure 6: Cumulative IT FDI

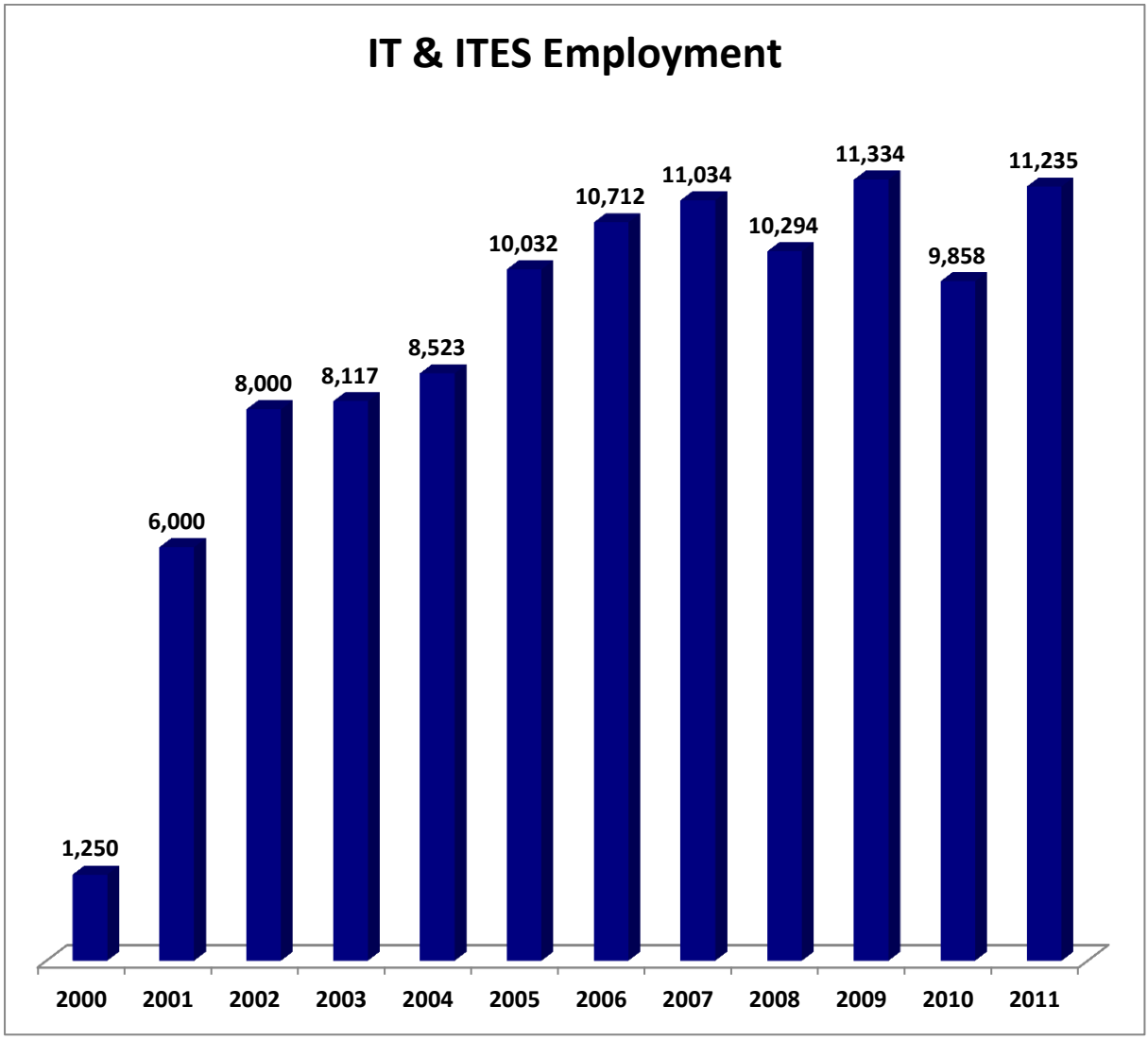

Figure 7: IT & ITES Employment

2011 Telecom Sector Statistics

Telecom Sector Statistics 2011				
	Activity	**2009**	**2010**	**2011**
Revenue (*)		**$1,501,502,338**	**$1,618,457,555**	**$1,673,872,996**
	PSTN (USD)	$335,344,589	$340,388,418	$334,974,809
	Mobile (USD)	$915,837,733	$972,942,576	$985,790,842
	Internet (USD)	$250,320,016	$305,126,561	$353,107,345
Penetration (*)				
	Fixed Line Subscribers	501,000	485,000	424,000
	Fixed Line Penetration	8.40%	8%	6.80%
	Mobile Subscribers	6,014,000	6,620,000	7,483,000
	Mobile Penetration	101%	108%	120%
	Internet Users	1,742,000	2,324,000	3,137,000
	Internet Penetration	29%	38%	50.50%
Investment (Annual) (*) (USD)		**$247,881,356**	**$310,451,977**	**$200,564,972**
Employment (*)		**5,756**	**4,739**	**4,600**

Table 6: Telecom Sector Statistics 2011

Sources:
(*) The Telecommunications Regulatory Commission - TRC

Revenue by Economic Activities

IT & ITES

IT & ITES Revenue 2011							
ISIC Activity	ISIC	Total Revenue (USD)	%	Domestic Revenue (USD)	%	Export Revenue (USD)	%
Manufacture of electronic components and boards	2610	$66,384	0.01%	$66,384	0.01%	$0	0.00%
Manufacture of computers and peripheral equipment	2620	$1,412,429	0.19%	$141,243	0.03%	$1,271,186	0.54%
Wholesale of computers, computer peripheral equipment and software	4651	$240,615,259	32.24%	$225,519,648	44.28%	$15,095,611	6.37%
Software publishing	5820	$57,060,269	7.64%	$49,299,355	9.68%	$7,760,914	3.27%
Computer programming activities	6201	$176,070,231	23.59%	$41,947,179	8.24%	$134,123,052	56.57%
Computer consultancy and computer facilities management activities	6202	$6,085,117	0.82%	$5,715,553	1.12%	$369,563	0.16%
Other information technology and computer service activities	6209	$42,380,611	5.68%	$11,171,636	2.19%	$31,208,975	13.16%
Data processing, hosting and related activities	6311	$61,980,807	8.30%	$25,725,734	5.05%	$36,255,073	15.29%
Web portals	6312	$6,182,818	0.83%	$3,849,516	0.76%	$2,333,302	0.98%
Activities of call centers	8220	$6,966,539	0.93%	$530,100	0.10%	$6,436,439	2.71%
Repair of computers and peripheral equipment	9511	$8,188,668	1.10%	$8,188,668	1.61%	$0	0.00%
Manufacture of data communications equipment, such as bridges, routers, and gateways	263001	$7,062,147	0.95%	$7,062,147	1.39%	$0	0.00%
Installation of communications equipment	332001	$53,656,797	7.19%	$53,656,797	10.54%	$0	0.00%

IT & ITES Revenue 2011							
ISIC Activity	ISIC	Total Revenue (USD)	%	Domestic Revenue (USD)	%	Export Revenue (USD)	%
Installation of mainframe and similar computers	332002	$21,186,441	2.84%	$21,186,441	4.16%	$0	0.00%
Wholesale of telephone and communications equipment	465201	$54,684,282	7.33%	$52,572,998	10.32%	$2,111,284	0.89%
Repair of communications transmission equipment (e.g. routers, bridges, modems)	951202	$1,423,023	0.19%	$1,423,023	0.28%	$0	0.00%
ICT and ICTES Training	Training	$1,363,089	0.18%	$1,256,497	0.25%	$106,591	0.04%
Total		**$746,384,911**	**100%**	**$509,312,919**	**100%**	**$237,071,991**	**100%**

Table 7: IT & ITES Revenue 2011

IT

IT Revenue 2011							
ISIC Activity	ISIC	Total Revenue (USD)	%	Domestic Revenue (USD)	%	Export Revenue (USD)	%
Manufacture of electronic components and boards	2610	$66,384	0.01%	$66,384	0.01%	$0	0.00%
Manufacture of computers and peripheral equipment	2620	$1,412,429	0.19%	$141,243	0.03%	$1,271,186	0.55%
Wholesale of computers, computer peripheral equipment and software	4651	$240,615,259	32.60%	$225,519,648	44.44%	$15,095,611	6.55%
Software publishing	5820	$57,060,269	7.73%	$49,299,355	9.71%	$7,760,914	3.37%
Computer programming activities	6201	$176,070,231	23.86%	$41,947,179	8.27%	$134,123,052	58.18%
Computer consultancy and computer facilities management activities	6202	$6,085,117	0.82%	$5,715,553	1.13%	$369,563	0.16%
Other information technology and computer service activities	6209	$42,380,611	5.74%	$11,171,636	2.20%	$31,208,975	13.54%
Data processing, hosting and related activities	6311	$61,980,807	8.40%	$25,725,734	5.07%	$36,255,073	15.73%
Web portals	6312	$6,182,818	0.84%	$3,849,516	0.76%	$2,333,302	1.01%
Repair of computers and peripheral equipment	9511	$8,188,668	1.11%	$8,188,668	1.61%	$0	0.00%
Manufacture of data communications equipment, such as bridges, routers, and gateways	263001	$7,062,147	0.96%	$7,062,147	1.39%	$0	0.00%
Installation of communications equipment	332001	$53,656,797	7.27%	$53,656,797	10.57%	$0	0.00%
Installation of mainframe and similar computers	332002	$21,186,441	2.87%	$21,186,441	4.17%	$0	0.00%

IT Revenue 2011							
ISIC Activity	ISIC	Total Revenue (USD)	%	Domestic Revenue (USD)	%	Export Revenue (USD)	%
Wholesale of telephone and communications equipment	465201	$54,684,282	7.41%	$52,572,998	10.36%	$2,111,284	0.92%
Repair of communications transmission equipment (e.g. routers, bridges, modems)	951202	$1,423,023	0.19%	$1,423,023	0.28%	$0	0.00%
Total		$738,055,284	100%	$507,526,322	100%	$230,528,961	100%

Table 8: IT Revenue 2011

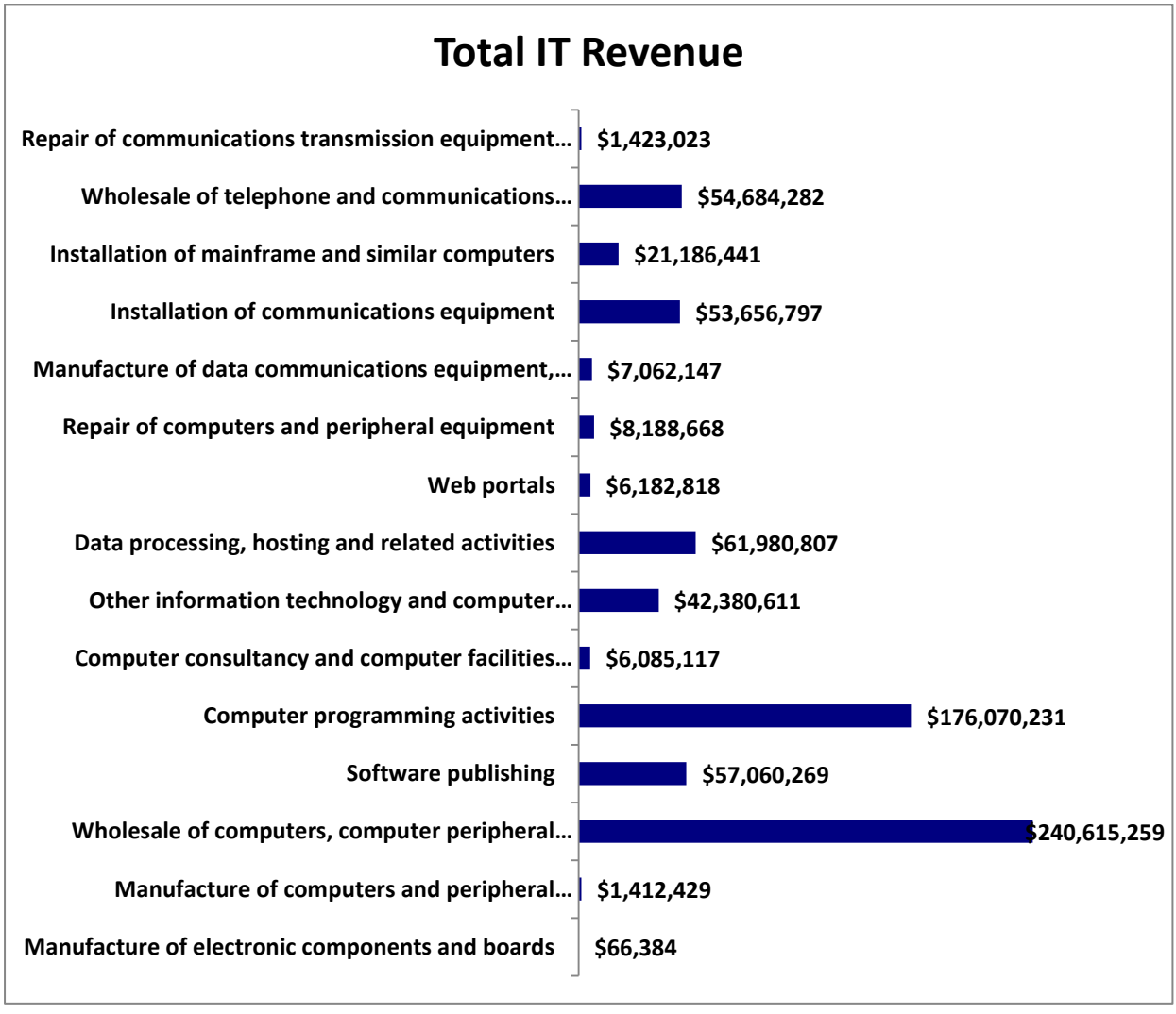

Figure 8: Total IT Revenue 2011

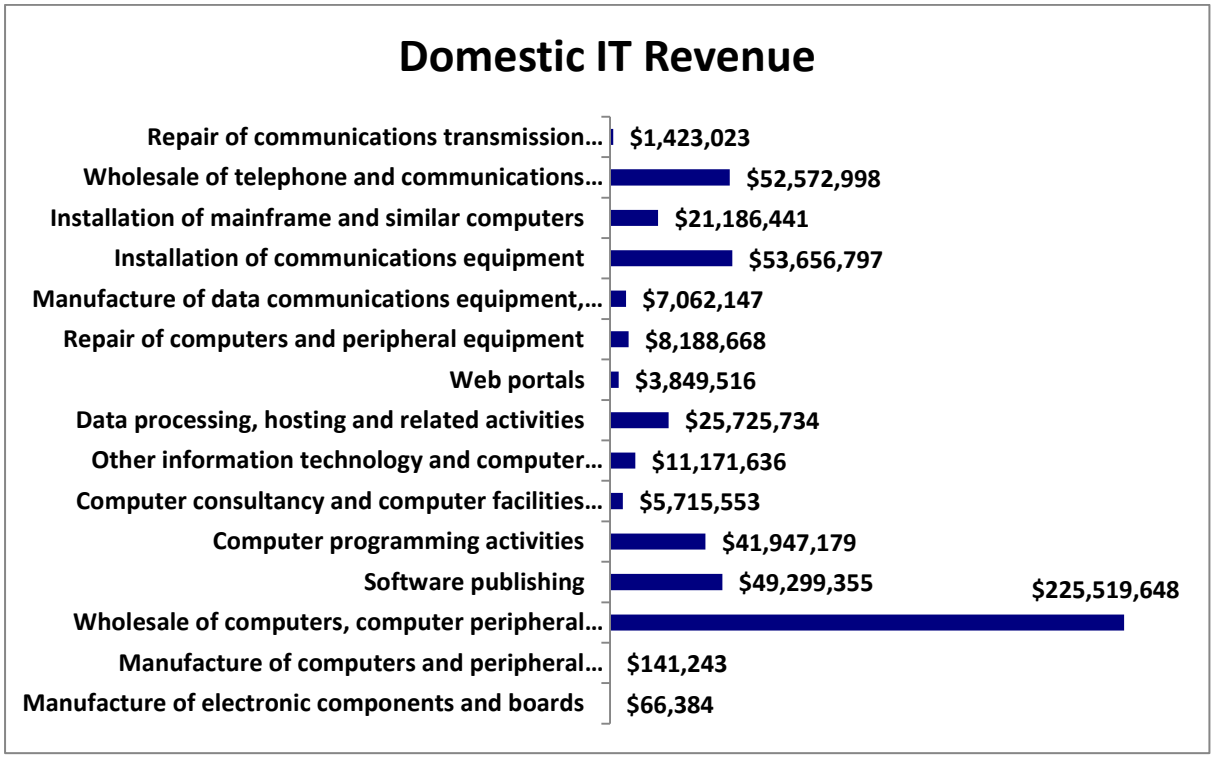

Figure 9: Domestic IT Revenue 2011

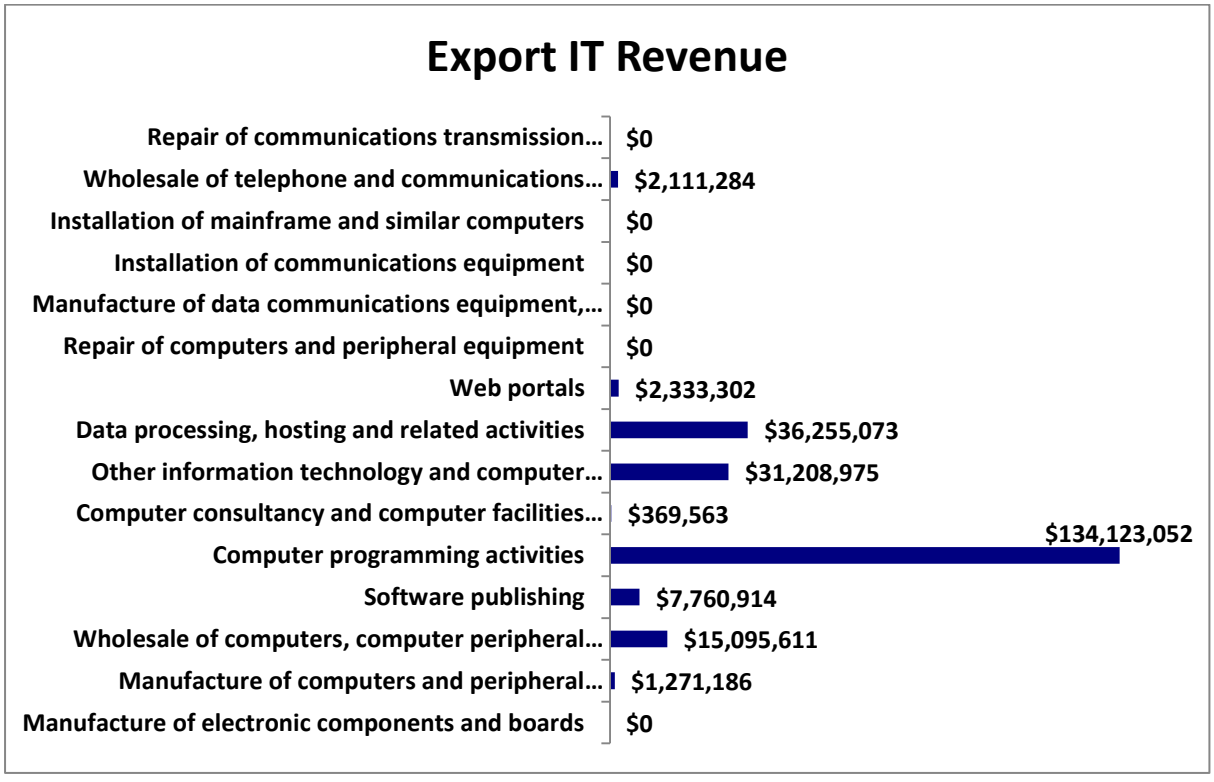

Figure 10: Export IT Revenue 2011

IT Value Added Revenue

A simple approach was followed to calculate the IT revenue generated from "value-added" activities.. While most of the services under IT were considered "high value-added" activities, activities associated with "significant import input" and "slight domestic processing" were considered "low value-added" activities. Accordingly, the activities identified in table (9) below were excluded from calculating the IT revenue generated from "high value-added" activities. .

IT Revenue – Low Value Added Activities	
ISIC Activity	**ISIC**
Wholesale of computers, computer peripheral equipment and software	4651
Software publishing	5820
Wholesale of telephone and communications equipment	465201

Table 9: IT Revenue – Low Value Added Activities

Table (10) below, shows the contribution of "high value-added" and "low value-added" activities to Total, Domestic, and Export IT Revenues.

	High Value Add	%	Low Value Add	%
Total IT Revenue (USD)	$385,695,473	52%	$352,359,811	48%
Domestic IT Revenue (USD)	$180,134,321	35%	$327,392,001	65%
Export IT Revenue (USD)	$205,561,152	89%	$24,967,809	11%

Table 10: IT Revenue Value Add Breakdown

According to the figures above, while more than half (52%) of the total IT sector revenue is generated from "high value-added" activities, 89% of exports revenue results from "high value-added" IT activities, demonstrating that the IT industry brings high value to the Jordanian economy mainly in exports

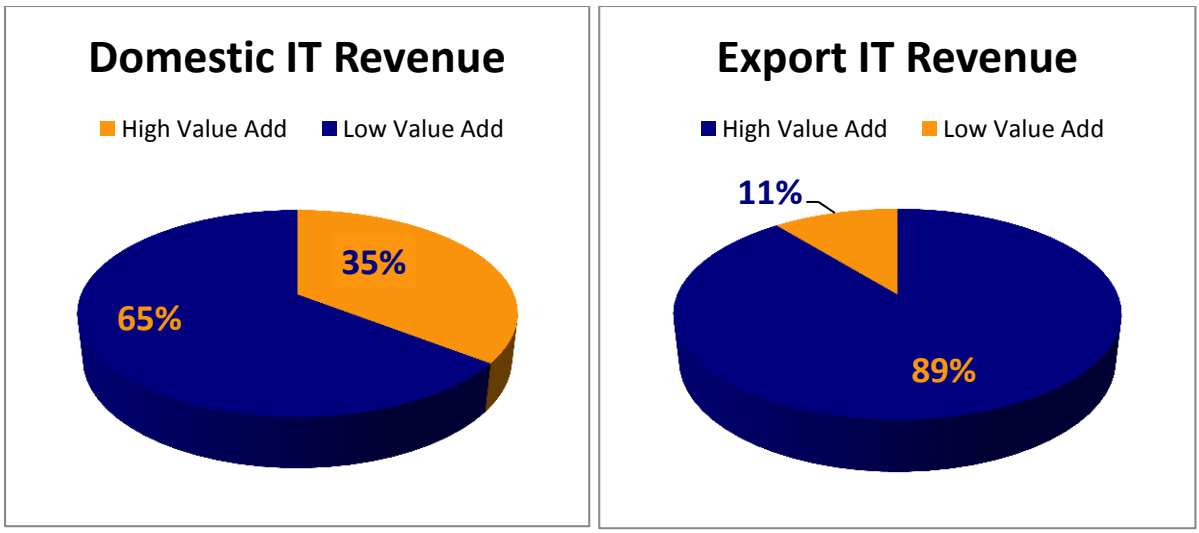

Figure 11: Contribution of Value-Added IT activities to Domestic and Export IT Revenues

ITES

ITES Revenue 2011							
ISIC Activity	ISIC	Total Revenue (USD)	%	Domestic Revenue (USD)	%	Export Revenue (USD)	%
Activities of call centers	8220	$6,966,539	100.00%	$530,100	100.00%	$6,436,439	100.00%
Total		**$6,966,539**	**100%**	**$530,100**	**100%**	**$6,436,439**	**100%**

Table 11: ITES Revenue 2011

ICT Training

ICT & ICTES Training Revenue 2011							
ISIC Activity	ISIC	Total Revenue (USD)	%	Domestic Revenue (USD)	%	Export Revenue (USD)	%
ICT and ICTES Training	Training	$1,363,089	100.00%	$1,256,497	100.00%	$106,591	100.00%
Total		**$1,363,089**	**100%**	**$1,256,497**	**100%**	**$106,591**	**100%**

Table 12: ICT & ICTES Training Revenue 2011

IT and ITES Exports

IT & ITES Export Volumes by Country

IT & ITES Export Revenue by Country		
Country	**Export Revenue (USD)**	**%**
Saudi Arabia	$93,522,745	39.45%
United States of America	$22,470,271	9.48%
United Arab Emirates	$20,150,454	8.50%
Iraq	$14,938,831	6.30%
Qatar	$9,698,267	4.09%
Oman	$9,346,807	3.94%
Netherlands	$7,746,194	3.27%
Palestine	$6,210,012	2.62%
United Kingdom	$5,851,490	2.47%
Sudan	$5,750,702	2.43%
Bahrain	$5,463,173	2.30%
Greece	$4,441,391	1.87%
Kuwait	$4,341,867	1.83%
South Africa	$3,512,546	1.48%
Nigeria	$2,904,067	1.22%
Algeria	$2,502,977	1.06%
Nepal	$2,246,632	0.95%
Egypt	$2,109,715	0.89%
Lebanon	$1,420,345	0.60%
Angola	$1,251,488	0.53%
Switzerland	$1,100,938	0.46%
Armenia	$1,034,785	0.44%
Syria	$913,195	0.39%
Yemen	$850,286	0.36%
Germany	$759,314	0.32%
Tanzania	$698,978	0.29%
Pakistan	$636,220	0.27%
Libya	$626,582	0.26%
Sri Lanka	$616,954	0.26%
Botswana	$544,628	0.23%
Italy	$516,698	0.22%
Other Countries	$2,893,442	1.22%
Total	**$237,071,991**	**100%**

Table 13: IT & ITES Export Revenue by Country

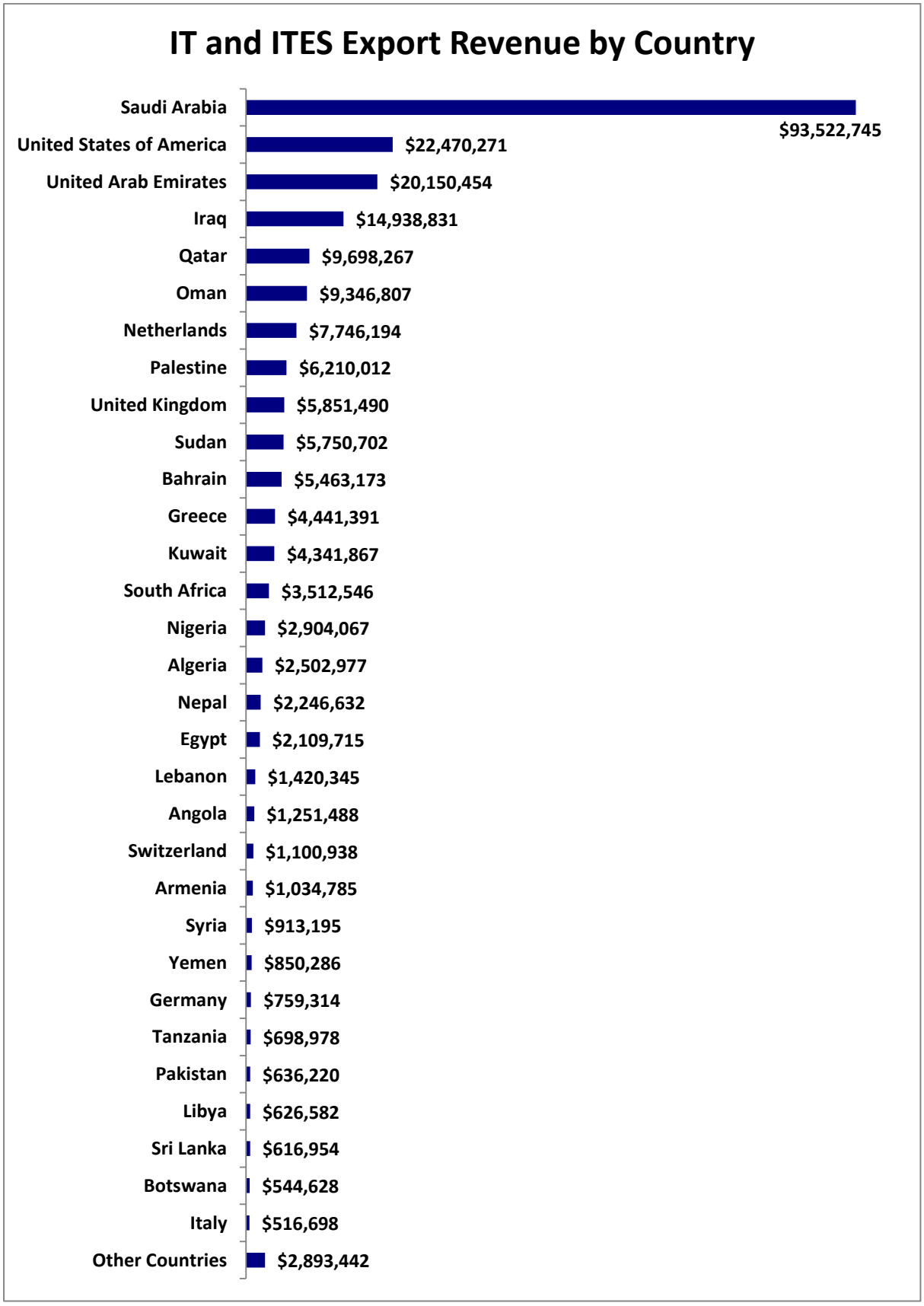

Figure 12: IT & ITES Export Revenue by Country

Revenue by Economic Section

IT & ITES Sector Revenue by ISIC Section							
Section	Section Description (Activity Sector)	Total Revenue (USD)	%	Domestic Revenue (USD)	%	Export Revenue (USD)	%
A	Agriculture, forestry and fishing	$446,781	0.06%	$257,073	0.05%	$189,708	0.08%
B	Mining and quarrying	$7,419,250	0.99%	$52,927	0.01%	$7,366,322	3.11%
C	Manufacturing	$30,351,624	4.07%	$6,032,756	1.18%	$24,318,869	10.26%
D	Electricity, gas, steam and air conditioning supply	$27,384,825	3.67%	$7,266,715	1.43%	$20,118,109	8.49%
E	Water supply; sewerage, waste management and remediation	$730,605	0.10%	$730,605	0.14%	$0	0.00%
F	Construction	$15,105,929	2.02%	$7,397,350	1.45%	$7,708,579	3.25%
G	Wholesale and retail trade	$155,731,485	20.86%	$127,680,584	25.07%	$28,050,901	11.83%
H	Transportation and storage	$8,277,824	1.11%	$8,274,472	1.62%	$3,352	0.00%
I	Accommodation and food service	$6,359,774	0.85%	$5,813,356	1.14%	$546,418	0.23%
J	Information and communication	$231,502,046	31.02%	$159,318,846	31.28%	$72,183,200	30.45%
K	Finance and insurance	$67,494,318	9.04%	$67,134,390	13.18%	$359,928	0.15%
L	Real estate	$930,349	0.12%	$241,933	0.05%	$688,416	0.29%
M	Professional, scientific and technical activities	$19,448,927	2.61%	$531,610	0.10%	$18,917,317	7.98%
N	Administrative and support service activities	$6,275,391	0.84%	$3,971,642	0.78%	$2,303,749	0.97%
O	Public administration and defense; compulsory social security	$92,019,322	12.33%	$53,151,974	10.44%	$38,867,348	16.39%
P	Education	$31,299,880	4.19%	$25,314,679	4.97%	$5,985,201	2.52%
Q	Human health and social work activities	$13,014,576	1.74%	$10,907,749	2.14%	$2,106,827	0.89%
R	Arts, entertainment and recreation	$5,982,359	0.80%	$378,811	0.07%	$5,603,548	2.36%
S	Other service activities	$0	0.00%	$0	0.00%	$0	0.00%

IT & ITES Sector Revenue by ISIC Section							
Section	Section Description (Activity Sector)	Total Revenue (USD)	%	Domestic Revenue (USD)	%	Export Revenue (USD)	%
T	Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use	$19,935,343	2.67%	$19,935,343	3.91%	$0	0.00%
U	Activities of extraterritorial organizations and bodies	$6,674,303	0.89%	$4,920,102	0.97%	$1,754,201	0.74%
Total		$746,384,912	100%	$509,312,919	100%	$237,071,991	100%

Table 14: IT & ITES Sector Revenue by ISIC Section

Notes:

1. According to ISIC 4.0, Sections represent economic sectors or major economic activities that generate domestic and export IT & ITES revenues.

2. Table (15) below includes the revenues generated from each division within the "Information and Communications" Section, since Information and Communication is the Economic Sector that generates the highest IT and ITES revenues,

Breakdown of Section J - Information and Communication							
Division	Description	Total Revenue (USD)	%	Domestic Revenue (USD)	%	Export Revenue (USD)	%
58	Publishing Activities	$1,995,981	0.27%	$1,995,981	0.39%	$0	0.00%
59	Motion Picture , Video and Television Program Production, Sound Recording and Music Publishing Activities	$13,699,606	1.84%	$624,197	0.12%	$13,075,409	5.52%
60	Programming and Broadcasting Activities (Radio and TV)	$1,265,393	0.17%	$1,215,605	0.24%	$49,787	0.02%
61	Telecommunications	$68,221,992	9.14%	$65,517,274	12.86%	$2,704,718	1.14%
62	Computer Programming, Consultancy, and Related Activities.	$34,581,201	4.63%	$34,233,790	6.72%	$347,411	0.15%
63	Information Service Activities.	$111,737,875	14.97%	$55,732,000	10.94%	$56,005,875	23.62%
Total		$231,502,046	31.02%	$159,318,846	31.28%	$72,183,200	30.45%

Table 15: Breakdown of revenue generated from Section J - Information and Communication

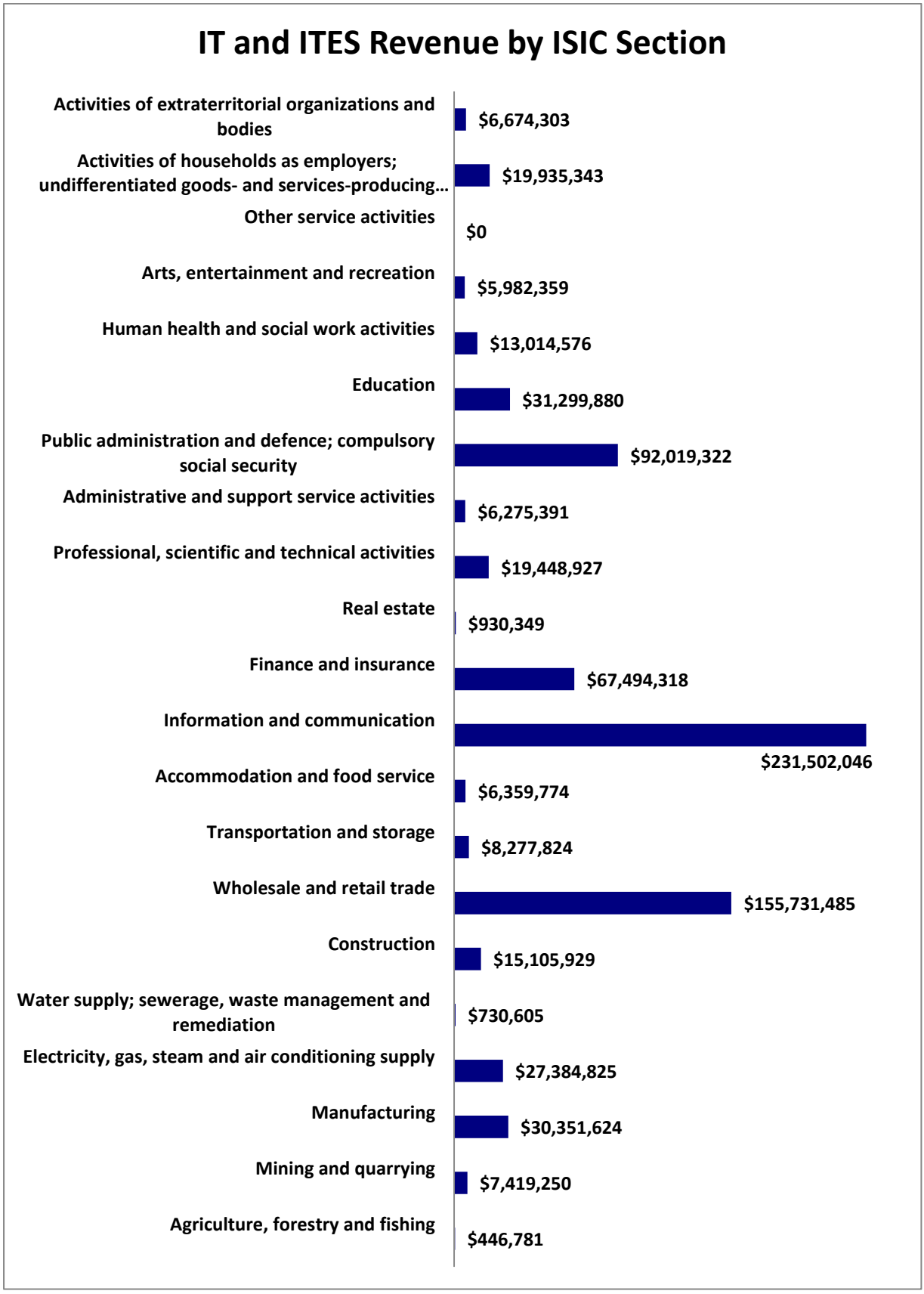

Figure 13: IT & ITES Sector Revenue by ISIC Section

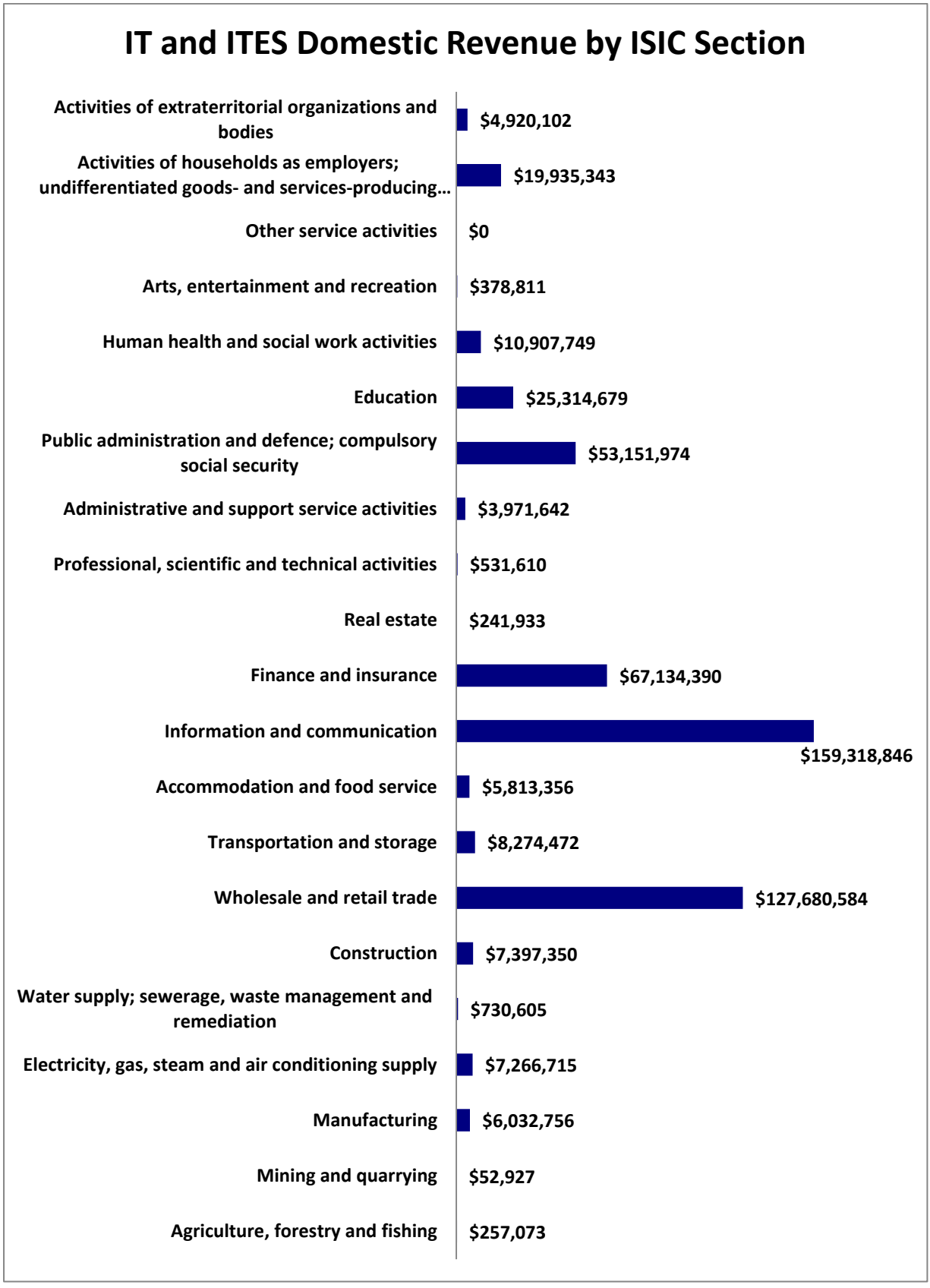

Figure 14: IT & ITES Domestic Revenue by ISIC Section

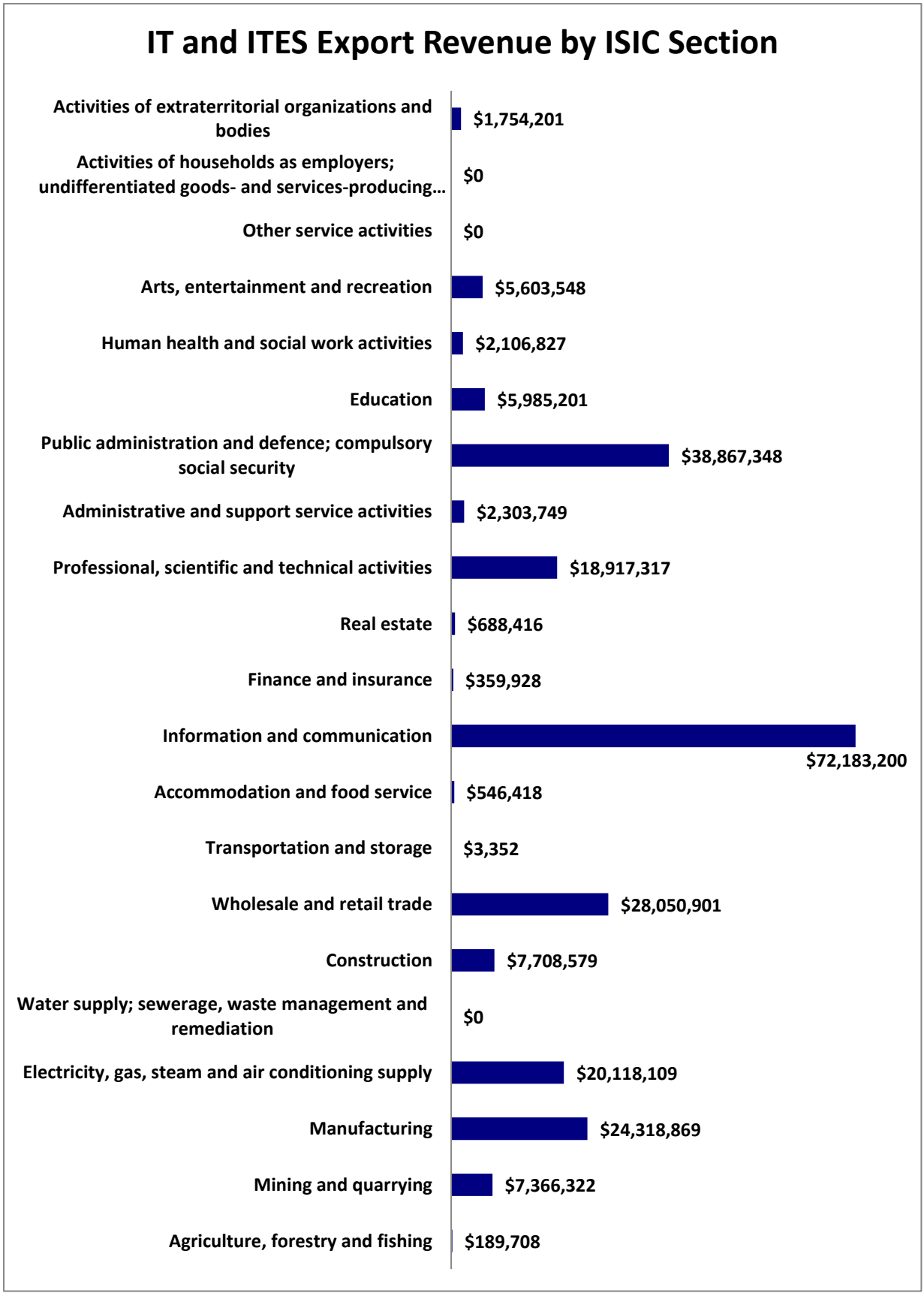

Figure 15: IT & ITES Export Revenue by ISIC Section

IT and ITES Employment

IT & ITES Employment for Companies Completed/did not Complete the Survey			
Group	**Total**	**IT**	**ITES**
Employment of Companies who Completed the Survey	6,264	5,466	798
Employment of Companies who did not Complete the Survey	4,971	4,961	10
Total	**11,235**	**10,427**	**808**

Table 16: IT & ITES Employment for Companies Completed/did not Complete the Survey

Employment Breakdown

Employment in the IT and ITES Sector					
Category	**Jordanian/Foreign**	**Local/Abroad**	**Male/Female**	**Total**	**%**
Management	Jordanian Employees	Local	Male	871	7.75%
Management	Jordanian Employees	Local	Female	178	1.58%
Management	Foreign Employees	Local	Male	7	0.06%
Management	Foreign Employees	Local	Female	-	0.00%
Management	Jordanian Employees	Abroad	Male	23	0.21%
Management	Jordanian Employees	Abroad	Female	2	0.02%
Management	Foreign Employees	Abroad	Male	14	0.13%
Management	Foreign Employees	Abroad	Female	2	0.02%
HR & Admin	Jordanian Employees	Local	Male	331	2.94%
HR & Admin	Jordanian Employees	Local	Female	424	3.78%
HR & Admin	Foreign Employees	Local	Male	45	0.40%
HR & Admin	Foreign Employees	Local	Female	4	0.03%
HR & Admin	Jordanian Employees	Abroad	Male	4	0.03%
HR & Admin	Jordanian Employees	Abroad	Female	2	0.02%
HR & Admin	Foreign Employees	Abroad	Male	2	0.02%
HR & Admin	Foreign Employees	Abroad	Female	4	0.03%
Marketing	Jordanian Employees	Local	Male	153	1.36%
Marketing	Jordanian Employees	Local	Female	103	0.91%
Marketing	Foreign Employees	Local	Male	-	0.00%
Marketing	Foreign Employees	Local	Female	2	0.02%
Marketing	Jordanian Employees	Abroad	Male	2	0.02%
Marketing	Jordanian Employees	Abroad	Female	-	0.00%
Marketing	Foreign Employees	Abroad	Male	2	0.02%
Marketing	Foreign Employees	Abroad	Female	2	0.02%
Sales	Jordanian Employees	Local	Male	697	6.20%
Sales	Jordanian Employees	Local	Female	185	1.65%
Sales	Foreign Employees	Local	Male	7	0.06%
Sales	Foreign Employees	Local	Female	4	0.03%
Sales	Jordanian Employees	Abroad	Male	43	0.38%
Sales	Jordanian Employees	Abroad	Female	2	0.02%
Sales	Foreign Employees	Abroad	Male	14	0.13%
Sales	Foreign Employees	Abroad	Female	-	0.00%
Technical	Jordanian Employees	Local	Male	3,276	29.15%
Technical	Jordanian Employees	Local	Female	876	7.80%
Technical	Foreign Employees	Local	Male	16	0.14%

Employment in the IT and ITES Sector					
Category	**Jordanian/Foreign**	**Local/Abroad**	**Male/Female**	**Total**	**%**
Technical	Foreign Employees	Local	Female	13	0.11%
Technical	Jordanian Employees	Abroad	Male	23	0.21%
Technical	Jordanian Employees	Abroad	Female	4	0.03%
Technical	Foreign Employees	Abroad	Male	106	0.94%
Technical	Foreign Employees	Abroad	Female	5	0.05%
Operations	Jordanian Employees	Local	Male	1,248	11.11%
Operations	Jordanian Employees	Local	Female	611	5.44%
Operations	Foreign Employees	Local	Male	13	0.11%
Operations	Foreign Employees	Local	Female	2	0.02%
Operations	Jordanian Employees	Abroad	Male	25	0.22%
Operations	Jordanian Employees	Abroad	Female	-	0.00%
Operations	Foreign Employees	Abroad	Male	4	0.03%
Operations	Foreign Employees	Abroad	Female	4	0.03%
Customer Care	Jordanian Employees	Local	Male	1,280	11.40%
Customer Care	Jordanian Employees	Local	Female	590	5.25%
Customer Care	Foreign Employees	Local	Male	4	0.03%
Customer Care	Foreign Employees	Local	Female	2	0.02%
Customer Care	Jordanian Employees	Abroad	Male	7	0.06%
Customer Care	Jordanian Employees	Abroad	Female	-	0.00%
Customer Care	Foreign Employees	Abroad	Male	-	0.00%
Customer Care	Foreign Employees	Abroad	Female	4	0.03%
Total				**11,235**	**100%**

Table 17: Employment in the IT and ITES Sector

IT and ITES Employment by Category

IT and ITES Employment by Category		
Category		**Total**
Employment by Function	Management	1,097
	Marketing	263
	Technical	4,318
	HR & Admin	814
	Sales	951
	Operations	1,905
	Customer Care	1,887
Employment by Nationality	Jordanian Employees	10,958
	Foreign Employees	278
Employment by Location	Local	10,938
	Abroad	297
Employment by Gender	Male	8,215
	Female	3,021

Table 18: IT and ITES Employment by Category

Employment by Function

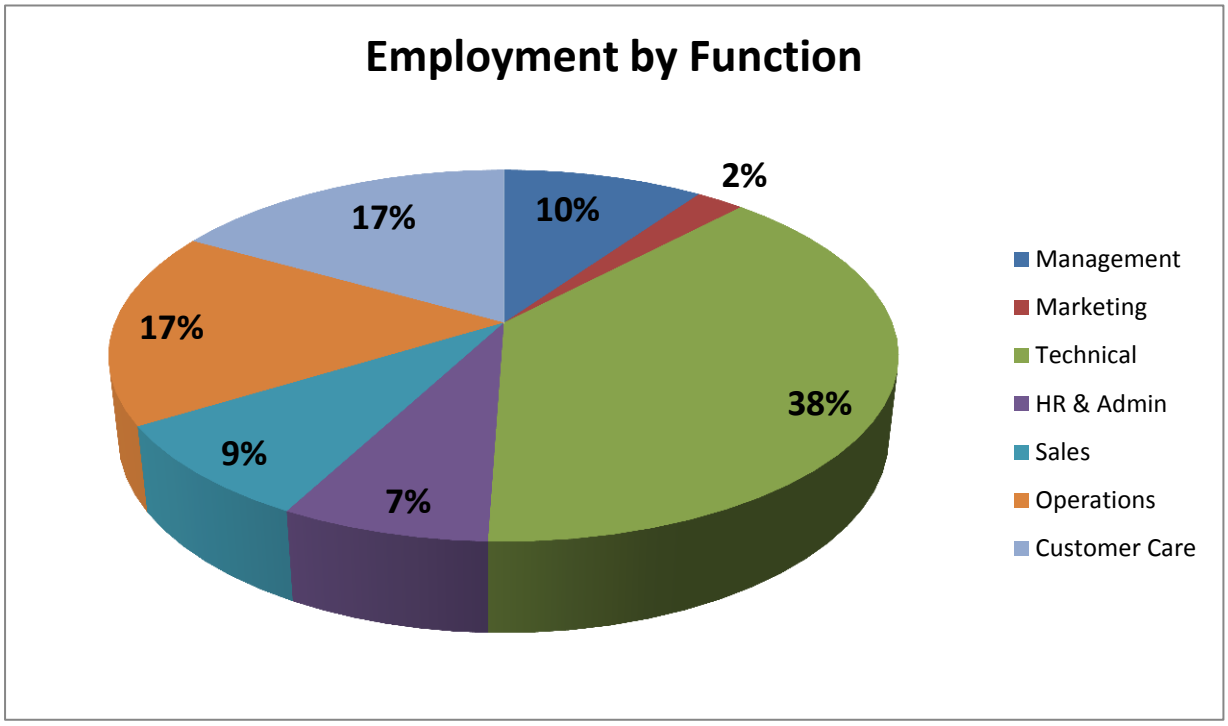

Figure 16: IT & ITES Employment by Function

Employment by Nationality

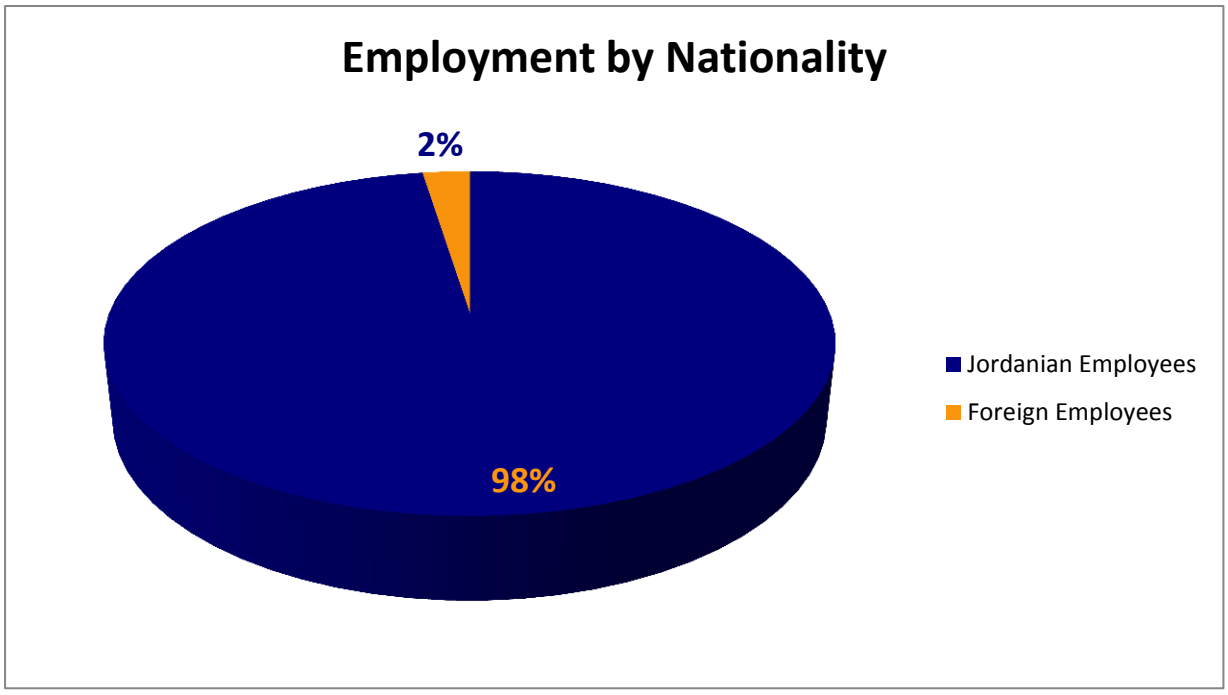

Figure 17: IT & ITES Employment by Nationality

Employment by Location

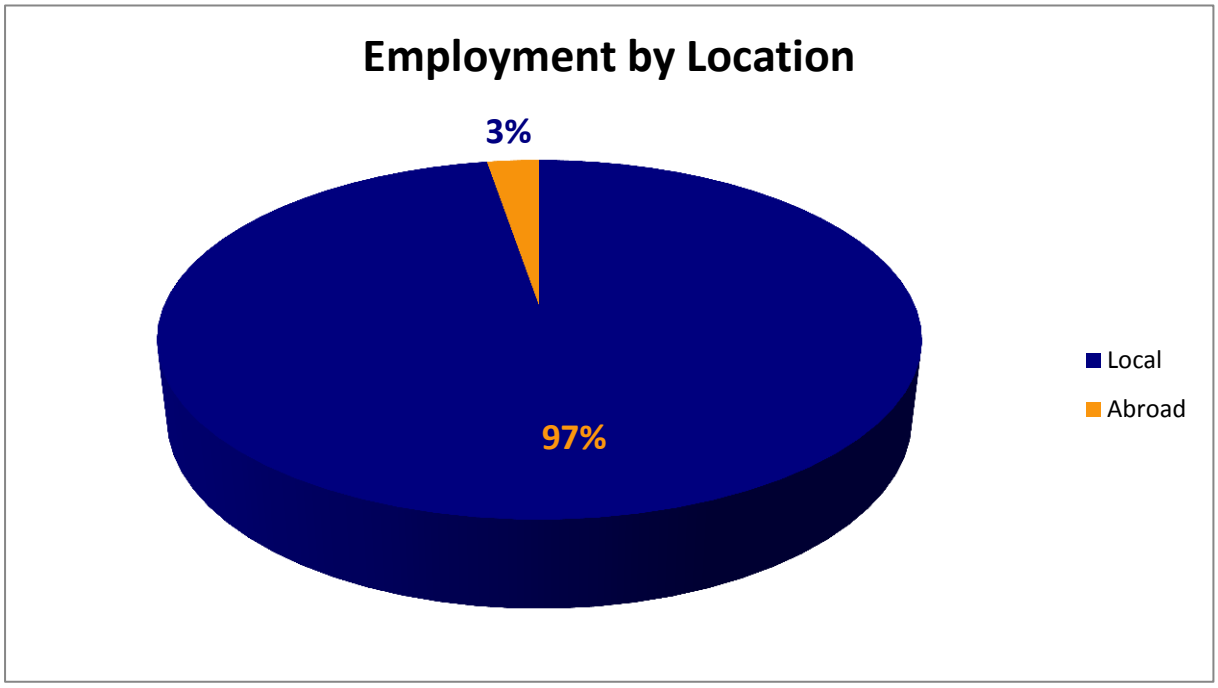

Figure 18: IT & ITES Employment by Location

Employment by Gender

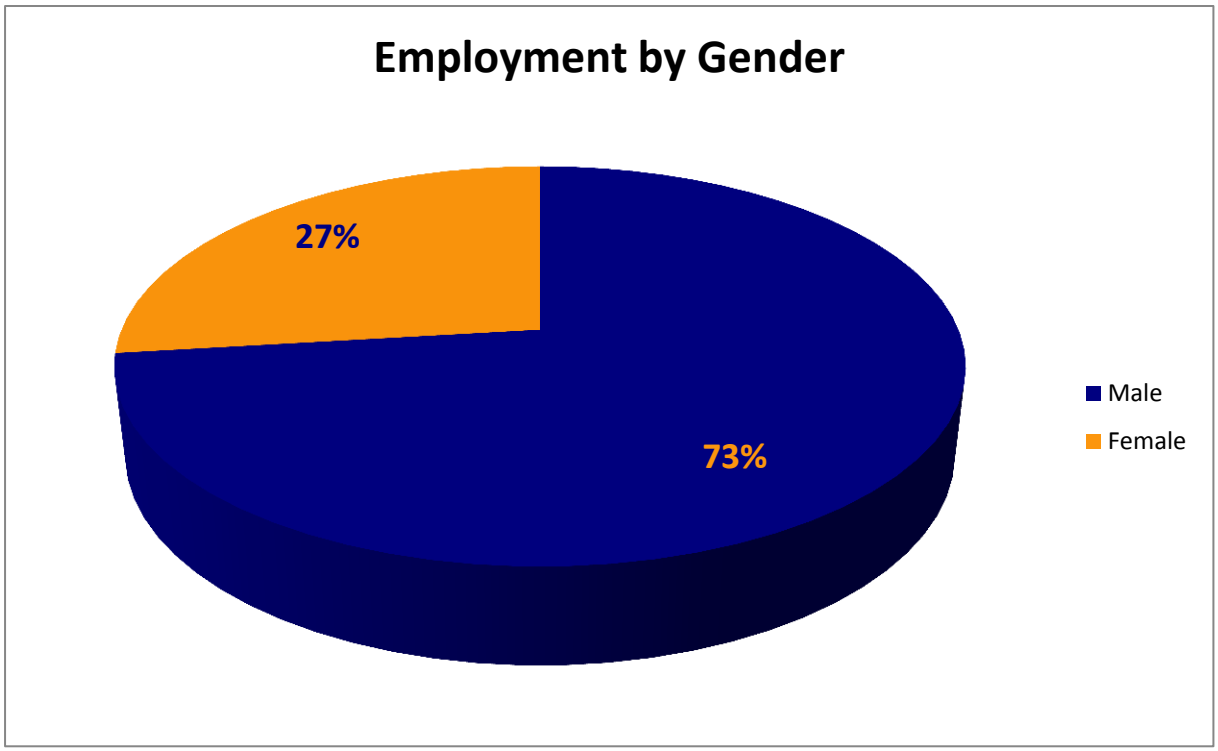

Figure 19: IT & ITES Employment by Gender

Direct Investment

All investment numbers in this section are based on actual numbers provided by the companies who participated in the ICT and ITES survey.

Investment		
Investment in IT		
Country	Number of Companies	Amount (USD)
Local	19	$3,227,401
Foreign	5	$1,384,181
Total	24	$4,611,582

Table 19: Investment in IT

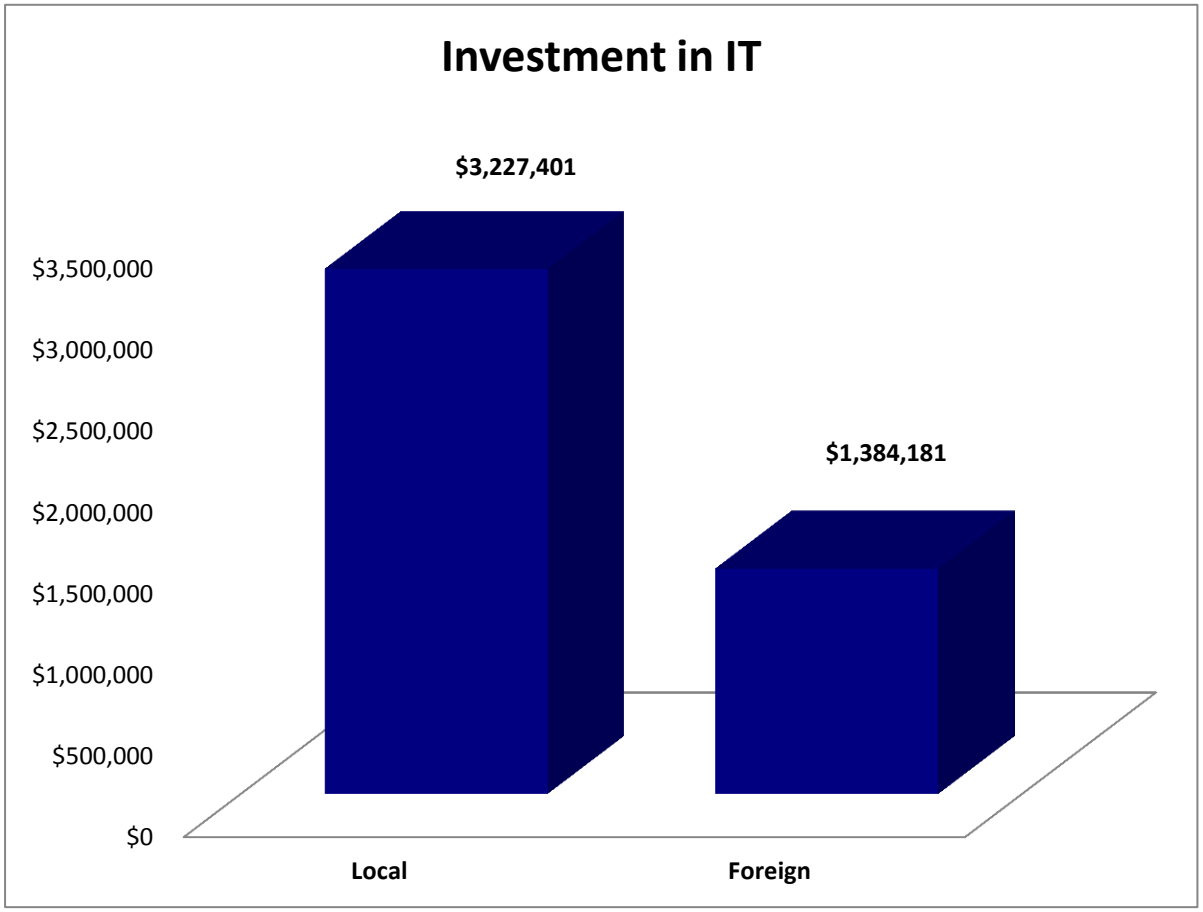

Figure 20: Investment in IT

Appendices

Appendix (A): ISIC 4 ICT & ITES Economic Activities

ICT and ITES ISIC Definition		
Section	**Code**	**Description**
Section C - Manufacturing:	182001	Reproduction of recorded media from master copies of software and data on discs and tapes
	2610	Manufacture of electronic components and boards
	2620	Manufacture of computers and peripheral equipment
	263001	Manufacture of data communications equipment, such as bridges, routers, and gateways
	268001	Manufacture of hard drive media
	2731	Manufacture of fiber optic cables
	332002	Installation of communications equipment
	332002	Installation of mainframe and similar computers
Section G – Wholesale & retail trade:	4651	Wholesale of computers, computer peripheral equipment and software
	465201	Wholesale of telephone and communications equipment
Section J – Information & Communication:	5820	Software publishing
	6110	Wired telecommunications activities
	6120	Wireless telecommunications activities
Section J – Information & Communication:	6130	Satellite telecommunications activities
	6190	Other telecommunications activities
	6201	Computer programming activities
	6202	Computer consultancy and computer facilities management activities
	6209	Other information technology and computer service activities
	6311	Data processing, hosting and related activities
	6312	Web portals
Section N – Administrative & support service activities:	8220	Activities of call centers
Section S – Other services activities:	9511	Repair of computers and peripheral equipment
	951201	Repair of carrier equipment modems
	951202	Repair of communications transmission equipment (e.g. routers, bridges, modems)

Table 20: ICT & ITES Economic Activities According to ISIC 4

Appendix (B): ISIC 4 Economic Sections – Activity Sectors

ISIC Sections – (Activity Sectors)		
Section	**Divisions**	**Activity Sector**
A	01-03	Agriculture, forestry and fishing
B	05-09	Mining and quarrying
C	10-33	Manufacturing
D	35	Electricity, gas, steam and air conditioning supply
E	36-39	Water supply; sewerage, waste management and remediation
F	41-43	Construction
G	45-47	Wholesale and retail trade
H	49-53	Transportation and storage
I	55-56	Accommodation and food service
J	58-63	Information and communication
K	64-66	Finance and insurance
L	68	Real estate
M	69-75	Professional, scientific and technical activities
N	77-82	Administrative and support service activities
O	84	Public administration and defence; compulsory social security
P	85	Education
Q	86-88	Human health and social work activities
R	90-93	Arts, entertainment and recreation
S	94-96	Other service activities
T	97-98	Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use
U	99	Activities of extraterritorial organizations and bodies

Table 21: ISIC 4 Economic Activity Sectors

Appendix (C): ISIC 4 Economic Sections Description

This section includes a brief description of ISIC 4 Economic Sections, further details on ISIC rev 4 can be access on http://unstats.un.org/unsd/cr/registry/isic-4.asp

Section A: Agriculture, forestry and fishing

This section includes the exploitation of vegetal and animal natural resources, comprising the activities of growing of crops, raising and breeding of animals, harvesting of timber and other plants, animals or animal products from a farm or their natural habitats.

Section B: Mining and quarrying

This section includes the extraction of minerals occurring naturally as solids (coal and ores), liquids (petroleum) or gases (natural gas). Extraction can be achieved by different methods such as underground or surface mining, well operation, seabed mining etc.

This section also includes supplementary activities aimed at preparing the crude materials for marketing, for example, crushing, grinding, cleaning, drying, sorting, concentrating ores, liquefaction of natural gas and agglomeration of solid fuels. These operations are often carried out by the units that extracted the resource and/or others located nearby.

Mining activities are classified into divisions, groups and classes on the basis of the principal mineral produced. Divisions 05, 06 are concerned with mining and quarrying of fossil fuels (coal, lignite, petroleum, gas); divisions 07, 08 concern metal ores, various minerals and quarry products.

Some of the technical operations of this section, particularly related to the extraction of hydrocarbons, may also be carried out for third parties by specialized units as an industrial service, which is reflected in division 09.

This section excludes the processing of the extracted materials (see section C—Manufacturing), which also covers the bottling of natural spring and mineral waters at springs and wells (see class 1104) or the crushing, grinding or otherwise treating certain earths, rocks and minerals not carried out in conjunction with mining and quarrying (see class 2399). This section also excludes the usage of the extracted materials without a further transformation for construction purposes (see section F—Construction), the collection, purification and distribution of water (see class 3600), separate site preparation activities for mining (see class 4312) and geophysical, geologic and seismic surveying activities (see class 7110).

Section C: Manufacturing

This section includes the physical or chemical transformation of materials, substances, or components into new products, although this cannot be used as the single universal criterion for defining manufacturing (see remark on processing of waste below). The materials, substances, or components transformed are raw materials that are products of agriculture, forestry, fishing, mining or quarrying as well as products of other manufacturing activities. Substantial alteration, renovation or reconstruction of goods is generally considered to be manufacturing.

Units engaged in manufacturing are often described as plants, factories or mills and characteristically use power-driven machines and materials-handling equipment. However, units that transform materials or substances into new products by hand or in the worker's home and those engaged in

selling to the general public of products made on the same premises from which they are sold, such as bakeries and custom tailors, are also included in this section. Manufacturing units may process materials or may contract with other units to process their materials for them. Both types of units are included in manufacturing.

The output of a manufacturing process may be finished in the sense that it is ready for utilization or consumption, or it may be semi-finished in the sense that it is to become an input for further manufacturing. For example, the output of alumina refining is the input used in the primary production of aluminium; primary aluminium is the input to aluminium wire drawing; and aluminium wire is the input for the manufacture of fabricated wire products.

Manufacture of specialized components and parts of, and accessories and attachments to, machinery and equipment is, as a general rule, classified in the same class as the manufacture of the machinery and equipment for which the parts and accessories are intended. Manufacture of unspecialized components and parts of machinery and equipment, e.g. engines, pistons, electric motors, electrical assemblies, valves, gears, roller bearings, is classified in the appropriate class of manufacturing, without regard to the machinery and equipment in which these items may be included. However, making specialized components and accessories by moulding or extruding plastics materials is included in class 2220.

Assembly of the component parts of manufactured products is considered manufacturing. This includes the assembly of manufactured products from either self-produced or purchased components. The recovery of waste, i.e. the processing of waste into secondary raw materials is classified in class 3830 (Materials recovery). While this may involve physical or chemical transformations, this is not considered to be a part of manufacturing. The primary purpose of these activities is considered to be the treatment or processing of waste and they are therefore classified in Section E (Water supply; sewerage, waste management and remediation activities). However, the manufacture of new final products (as opposed to secondary raw materials) is classified in manufacturing, even if these processes use waste as an input. For example, the production of silver from film waste is considered to be a manufacturing process.

Specialized maintenance and repair of industrial, commercial and similar machinery and equipment is, in general, classified in division 33 (Repair, maintenance and installation of machinery and equipment). However, the repair of computers and personal and household goods is classified in division 95 (Repair of computers and personal and household goods), while the repair of motor vehicles is classified in division 45 (Wholesale and retail trade and repair of motor vehicles and motorcycles).

The installation of machinery and equipment, when carried out as a specialized activity, is classified in 3320.

Remark: The boundaries of manufacturing and the other sectors of the classification system can be somewhat blurry. As a general rule, the activities in the manufacturing section involve the transformation of materials into new products. Their output is a new product. However, the definition of what constitutes a new product can be somewhat subjective.

Section D: Electricity, gas, steam and air conditioning supply

This section includes the activity of providing electric power, natural gas, steam, hot water and the like through a permanent infrastructure (network) of lines, mains and pipes. The dimension of the

network is not decisive; also included are the distribution of electricity, gas, steam, hot water and the like in industrial parks or residential buildings.

This section therefore includes the operation of electric and gas utilities, which generate, control and distribute electric power or gas. Also included is the provision of steam and air-conditioning supply.

This section excludes the operation of water and sewerage utilities, see 36, 37. This section also excludes the (typically long-distance) transport of gas through pipelines.

Section E: Water supply; sewerage, waste management and remediation activities

This section includes activities related to the management (including collection, treatment and disposal) of various forms of waste, such as solid or non-solid industrial or household waste, as well as contaminated sites. The output of the waste or sewage treatment process can either be disposed of or become an input into other production processes. Activities of water supply are also grouped in this section, since they are often carried out in connection with, or by units also engaged in, the treatment of sewage.

Section F: Construction

This section includes general construction and specialized construction activities for buildings and civil engineering works. It includes new work, repair, additions and alterations, the erection of prefabricated buildings or structures on the site and also construction of a temporary nature.

General construction is the construction of entire dwellings, office buildings, stores and other public and utility buildings, farm buildings etc., or the construction of civil engineering works such as motorways, streets, bridges, tunnels, railways, airfields, harbours and other water projects, irrigation systems, sewerage systems, industrial facilities, pipelines and electric lines, sports facilities etc.

This work can be carried out on own account or on a fee or contract basis. Portions of the work and sometimes even the whole practical work can be subcontracted out. A unit that carries the overall responsibility for a construction project is classified here. Also included is the repair of buildings and engineering works.

This section includes the complete construction of buildings (division 41), the complete construction of civil engineering works (division 42), as well as specialized construction activities, if carried out only as a part of the construction process (division 43). The renting of construction equipment with operator is classified with the specific construction activity carried out with this equipment.

This section also includes the development of building projects for buildings or civil engineering works by bringing together financial, technical and physical means to realize the construction projects for later sale. If these activities are carried out not for later sale of the construction projects, but for their operation (e.g. renting of space in these buildings, manufacturing activities in these plants), the unit would not be classified here, but according to its operational activity, i.e. real estate, manufacturing etc.

Section G: Wholesale and retail trade; repair of motor vehicles and motorcycles

This section includes wholesale and retail sale (i.e. sale without transformation) of any type of goods and the rendering of services incidental to the sale of these goods. Wholesaling and retailing are the

final steps in the distribution of goods. Goods bought and sold are also referred to as merchandise. Also included in this section are the repair of motor vehicles and motorcycles.

Sale without transformation is considered to include the usual operations (or manipulations) associated with trade, for example sorting, grading and assembling of goods, mixing (blending) of goods (for example sand), bottling (with or without preceding bottle cleaning), packing, breaking bulk and repacking for distribution in smaller lots, storage (whether or not frozen or chilled), cleaning and drying of agricultural products, cutting out of wood fibreboards or metal sheets as secondary activities.

Division 45 includes all activities related to the sale and repair of motor vehicles and motorcycles, while divisions 46 and 47 include all other sale activities. The distinction between division 46 (wholesale) and division 47 (retail sale) is based on the predominant type of customer.

Wholesale is the resale (sale without transformation) of new and used goods to retailers, to industrial, commercial, institutional or professional users, or to other wholesalers, or involves acting as an agent or broker in buying goods for, or selling goods to, such persons or companies. The principal types of businesses included are merchant wholesalers, i.e. wholesalers who take title to the goods they sell, such as wholesale merchants or jobbers, industrial distributors, exporters, importers, and cooperative buying associations, sales branches and sales offices (but not retail stores) that are maintained by manufacturing or mining units apart from their plants or mines for the purpose of marketing their products and that do not merely take orders to be filled by direct shipments from the plants or mines. Also included are merchandise brokers, commission merchants and agents and assemblers, buyers and cooperative associations engaged in the marketing of farm products. Wholesalers frequently physically assemble, sort and grade goods in large lots, break bulk, repack and redistribute in smaller lots, for example pharmaceuticals; store, refrigerate, deliver and install goods, engage in sales promotion for their customers and label design.

Retailing is the resale (sale without transformation) of new and used goods mainly to the general public for personal or household consumption or utilization, by shops, department stores, stalls, mail-order houses, door-to-door sales persons, hawkers and peddlers, consumer cooperatives, auction houses etc. Most retailers take title to the goods they sell, but some act as agents for a principal and sell either on consignment or on a commission basis.

Section H: Transportation and storage

This section includes the provision of passenger or freight transport, whether scheduled or not, by rail, pipeline, road, water or air and associated activities such as terminal and parking facilities, cargo handling, storage etc. Included in this section is the renting of transport equipment with driver or operator. Also included are postal and courier activities.

This section excludes maintenance and repair of motor vehicles and other transportation equipment (see classes 4520 and 3315, respectively), the construction, maintenance and repair of roads, railroads, harbours, airfields (see classes 4210 and 4290), as well as the renting of transport equipment without driver or operator (see classes 7710 and 7730).

Section I: Accommodation and food service activities

This section includes the provision of short-stay accommodation for visitors and other travelers and the provision of complete meals and drinks fit for immediate consumption. The amount and type of supplementary services provided within this section can vary widely.

This section excludes the provision of long-term accommodation as primary residences, which is classified in Real estate activities (section L). Also excluded is the preparation of food or drinks that are either not fit for immediate consumption or that are sold through independent distribution channels, i.e. through wholesale or retail trade activities. The preparation of these foods is classified in Manufacturing (section C).

Section J: Information and communication

This section includes the production and distribution of information and cultural products, the provision of the means to transmit or distribute these products, as well as data or communications, information technology activities and the processing of data and other information service activities.

The main components of this section are publishing activities (division 58), including software publishing, motion picture and sound recording activities (division 59), radio and TV broadcasting and programming activities (division 60), telecommunications activities (division 61) and information technology activities (division 62) and other information service activities (division 63).

Publishing includes the acquisition of copyrights to content (information products) and making this content available to the general public by engaging in (or arranging for) the reproduction and distribution of this content in various forms. All the feasible forms of publishing (in print, electronic or audio form, on the internet, as multimedia products such as CD-ROM reference books etc.) are included in this section.

Activities related to production and distribution of TV programming span divisions 59, 60 and 61, reflecting different stages in this process. Individual components, such as movies, television series etc. are produced by activities in division 59, while the creation of a complete television channel programme, from components produced in division 59 or other components (such as live news programming) is included in division 60. Division 60 also includes the broadcasting of this programme by the producer. The distribution of the complete television programme by third parties, i.e. without any alteration of the content, is included in division 61. This distribution in division 61 can be done through broadcasting, satellite or cable systems.

Section K: Financial and insurance activities

This section includes financial service activities, including insurance, reinsurance and pension funding activities and activities to support financial services.

This section also includes the activities of holding assets, such as activities of holding companies and the activities of trusts, funds and similar financial entities.

Section L: Real estate activities

This section includes acting as lessors, agents and/or brokers in one or more of the following: selling or buying real estate, renting real estate, providing other real estate services such as appraising real estate or acting as real estate escrow agents. Activities in this section may be carried out on own or leased property and may be done on a fee or contract basis. Also included is the building of structures, combined with maintaining ownership or leasing of such structures. This section includes real estate property managers.

Section M: Professional, scientific and technical activities

This section includes specialized professional, scientific and technical activities. These activities require a high degree of training, and make specialized knowledge and skills available to users, such as Legal and accounting activities, Activities of head offices; management consultancy activities, and Architectural and engineering activities; technical testing and analysis.

Section N: Administrative and support service activities

This section includes a variety of activities that support general business operations. These activities differ from those in section M, since their primary purpose is not the transfer of specialized knowledge, such as Rental and leasing activities, Employment activities, and Travel agency, tour operator, reservation service and related activities.

Section O: Public administration and defence; compulsory social security

This section includes activities of a governmental nature, normally carried out by the public administration. This includes the enactment and judicial interpretation of laws and their pursuant regulation, as well as the administration of programmes based on them, legislative activities, taxation, national defence, public order and safety, immigration services, foreign affairs and the administration of government programmes. This section also includes compulsory social security activities.

The legal or institutional status is not, in itself, the determining factor for an activity to belong in this section, rather than the activity being of a nature specified in the previous paragraph. This means that activities classified elsewhere in ISIC do not fall under this section, even if carried out by public entities. For example, administration of the school system (i.e. regulations, checks, curricula) falls under this section, but teaching itself does not (see section P), and a prison or military hospital is classified to health (see section Q). Similarly, some activities described in this section may be carried out by non-government units.

Section P: Education

This section includes education at any level or for any profession, oral or written as well as by radio and television or other means of communication. It includes education by the different institutions in the regular school system at its different levels as well as adult education, literacy programmes etc. Also included are military schools and academies, prison schools etc. at their respective levels. The section includes public as well as private education.

For each level of initial education, the classes include special education for physically or mentally handicapped pupils.

The breakdown of the categories in this section is based on the level of education offered as defined by the levels of ISCED 1997. The activities of educational institutions providing education at ISCED levels 0 and 1 are classified in group 851, those at ISCED levels 2 and 3 in group 852 and those at ISCED levels 4, 5 and 6 in group 853.

This section also includes instruction primarily concerned with sport and recreational activities such as bridge or golf and education support activities.

Section Q: Human health and social work activities

This section includes the provision of health and social work activities. Activities include a wide range of activities, starting from health care provided by trained medical professionals in hospitals and other facilities, over residential care activities that still involve a degree of health care activities to social work activities without any involvement of health care professionals.

Section R: Arts, entertainment and recreation

This section includes a wide range of activities to meet varied cultural, entertainment and recreational interests of the general public, including live performances, operation of museum sites, gambling, sports and recreation activities.

Section S: Other service activities

This section (as a residual category) includes the activities of membership organizations, the repair of computers and personal and household goods and a variety of personal service activities not covered elsewhere in the classification.

Section T: Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use

Activities of households as employers of domestic personnel, undifferentiated goods- and services-producing activities of private households for own use

Section U: Activities of extraterritorial organizations and bodies

Activities of extraterritorial organizations and bodies

Appendix (D): ISIC 4 Section J (Information and Communication) Divisions

Division No.	Division Description
58	Publishing Activities
59	Motion Picture , Video and Television Program Production, Sound Recording and Music Publishing Activities
60	Programming and Broadcasting Activities (Radio and TV)
61	Telecommunications
62	Computer Programming, Consultancy, and Related Activities.
63	Information Service Activities.

Table 22: Section J Divisions

Appendix (E): ICT & ITES Companies Directory by ISIC 4.0 Activity[2]

Company Name	Commercial Name	Tel	Fax	Website
2610: Manufacture of electronic components and boards				
Engineering Sense for Technology	Engineering Sense	+96265159906	+96265159908	www.engsense.com
2620: Manufacture of computers and peripheral equipment				
Systems and Electronic Development FZC	SEDCO	+96265533832	+96265533831	www.sedco-online.com
263001: Manufacture of data communications equipment, such as bridges, routers, and gateways				
Cisco	Cisco	+96264604400	+96264603322	Www.cisco.com
332001: Installation of communications equipment				
ETCOM Company Ltd.	ETCOM	+96265531571	+96265531572	www.ETCOM-ME.com
Jordan Business Systems	JBS	+96265000999	+96265000990	www.jbs.com.jo
CITYNET	CITYNET	+96265672916	+96265672916	www.Citynet.jo
Synaptic Technologies	Synaptic	+96265523638	+96265523698	www.synaptic.com.jo
Cell's Extention For information Technology	CellexIT	+96227246807	+96227246807	www.cellexgroup.com
General Computers & Electronics Co.	GCE	+96265513879	+96265513509	www.gce.com.jo
Telemax	Telemax	+96265620002	+96265620005	www.telemaxjo.com
Networking Solutions & Services	NSS	+96265152235	+96265152236	www.nss.net.jo
Magic for Control and Computer	MCC Magic	+96265359163	+96265349330	www.mccmagic.com
Prestosoft	Prestosoft	+96265560210	+96265560210	www.prestosoft-jo.com
Middle East Communications Corporation	MEC	+96265818899	+96265828684	www.mec.com.jo
Converse Telecom Solutions	Converse Telecom	+96265658289	+96265658299	www.convotel.com
ARTELCO	ARTELCO	+96264647062	+96264615346	www.artelco.com.jo
Space For Technical Solutions	Space Tech	+96265353287	+96265335395	NA
Cell Build	Cell Build	+96265856969	+96265856767	www.cellbuild.com.jo
Jordan Business Systems	JBS	+96265000999	+96265000990	www.jbs.com.jo
General Computers & Electronics Co.	GCE	+96265513879	+96265513509	www.gce.com.jo

[2] Only companies that completed the survey are included.

Company Name	Commercial Name	Tel	Fax	Website
4651: Wholesale of computers, computer peripheral equipment and software				
Dara For Computers	Dara	+96265674580	+96265680923	www.darajo.com
Almajal for Computer Services	Almajal	+96265691357	+96265691357	NA
Ahmad Audwan est for programming and computer	AUTechno	+96264881060	+96264881060	NA
Information Technology Planet	ITP	+96265517731	+96265517741	www.itp.com.jo
ZAKI A. GHUL	ZAKI A. GHUL	+96265165632	+96265165636	www.ghul-group.com
Integrated Systems Company	Integrated Systems	+96255353070	+96265353161	www.integrated-systems.biz
NCR Corporation Jordan-Iraq Branch	NCR	+96265002021	+96265686649	www.ncr.com
Falcons Soft	Falcons Soft	+96265656597	+96265658736	www.falconssoft.com
MATRIX BUSINESS TECHNOLOGY	MATRIX	+96265532981	+962565532781	www.tditco.com
Jordan Business Systems	JBS	+96265000999	+96265000990	www.jbs.com.jo
Fast Rabbit	Fast Rabbit	+96264611173	+96264611183	www.fastrabbit.net
Computer Service Express	Computer Service Express	+96265330365	+96265330233	NA
Diligents for scietific supplies	Diligents	+96265545617	+96265545618	NA
Samsung Jordan	Samsung	+96265807102	NA	www.samsung.com
Jordan Data Systems	JDS	+96265502000	+96265502020	www.jds.com.jo
Erada Solutions	Erada	+96265511604	+96265511670	www.e-rada.com
Ethar for Systems and Solutions	Ethar Soft	+96265657087	+96265657078	www.etharsoft.com
Advanced Technologies	Ad-Tech	+96265539388	+96265539278	www.ad-tech.com.jo
ITAC	ITAC	+96265535205	+96265535806	www.itacsoft.com
Modern Systems & Computer Trade	Modern Systems	+96265829404	+96265829405	www.modernsystemsco.com
Oxygen Computers & Telecommunications	Oxygen	+96265818891	+96265818871	NA
Binary for IT Solutions	Binary	+96265540407	+96265560305	www.binasol.com
Smart Systems	Smart Systems	+96265627771	+96265627771	www.smartsystems.jo

Company Name	Commercial Name	Tel	Fax	Website
Optimiza	Optimiza	+96265629999	+96265629988	www.opyimizasolutions.com
General Computers & Electronics Co.	GCE	+96265513879	+96265513509	www.gce.com.jo
Qaissi Electronic Est	iaxcess	+96264636491	+96264611569	www.qaissi.com
PC Mall	PC Mall	+96265511542	+96265513814	NA
Scientific for Computers & Systems	SCS	+96265504058	+96265504057	NA
Crown Information Technology	Crown IT	+96265544415	+96265544410	www.crownit.com
Logicom Jordan LLC	Logicom	+96265513400	+96265521103	www.logicom-group.com
Khalifeh Advanced Est	AKTCO	+96265533719	+96265533719	www.aktco.com
Computer Networking Service	Primus	+96265535733	+96265535734	www.primus.com.jo
Jordan Ergonomic Technology Group	JET Group	+96265934350	+96265934353	www.jetgroup-jo.com
Magic for Control and Computer	MCC Magic	+96265359163	+96265349330	www.mccmagic.com
STME	STME	+96265850368	+96265850367	www.stme.com
Dima Solutions	Dima	+96265561234	+96265561233	www.dima.com.jo
Converse Telecom Solutions	Converse	+96265658289	+96265658299	www.convotel.com
Jordan Company for Managing & Tracking Vehicles	Trak-Link	+96265412281	+96265412282	www.trak-link.com
AlphaHub	AlphaHub	+96265656074	+96265666899	NA
Electronic Health Solutions	EHS	+96265800461	+96265800464	www.ehs.com.jo
Ardico Jordan	Ardico	+96265667928	+96265684144	www.ardico.jo
Vtech Systems	Vtech	+96264616764	+96264616764	www.vtech-sys.com
Blufield	Blufield	+962796655119	+96265239510	NA
465201: Wholesale of telephone and communications equipment				
Datum Systems	Datum	+96265545799	+96265545719	www.datum-system.com
Segma Security and Telecom	Segma	+96264633452	+96264633453	www.segma.jo
MATRIX BUSINESS TECHNOLOGY	MATRIX	+96265532981	+962565532781	www.tditco.com

Company Name	Commercial Name	Tel	Fax	Website
Samsung Jordan	Samsung	+96265807102	NA	www.samsung.com
Middle East Telecom & Electronics Co.,	METE	+96265523011	+96265523012	www.mete-jordan.com
Hisham Qattan Establishment	HQ	+96264659870	+96264659869	www.hq.jo
Advanced Technologies	Ad-Tech	+96265539388	+96265539278	www.ad-tech.com.jo
Telecommunication and Networks Co.	TEN	+96265540555	+96265540555	www.ten.com.jo
AL ANSHETA LETECHNOLOGIA AL MA'ALOMAT LTD. CO.	Data Consult	+96265652291	+96265652186	www.dcgroup.com
General Computers & Electronics Co.	GCE	+96265513879	+96265513509	www.gce.com.jo
ideal communication systems company	ICS	+96265510588	+96265510588	NA
ALRUWAD FOR COMMUNICATION SERVICES COMPANY	Ruwad	+96265972682	+96265972682	NA
MK+	MK+	+962799967394	+962799967394	NA
Specialized Technical Services	STS	+96265802626	+96265829213	www.sts.com.jo
Oracle Jordan	Oracle	+96265200800	+96265674321	www.oracle.com
AlphaHub	AlphaHub	+96265656074	+96265666899	NA
5820: Software publishing				
ZAKI A. GHUL	ZAKI A. GHUL	+96265165632	+96265165636	www.ghul-group.com
Simulation Lab Software	Sim Lab	+962775267634	+962775267634	www.simlab-soft.com
Falcons Soft	Falcons Soft	+96265656597	+96265658736	www.falconssoft.com
MENA Applications and Telecommunication Services	Mena Apps	+96265925996	+96265925997	www.menaapps.net
Jordan Business Systems	JBS	+96265000999	+96265000990	www.jbs.com.jo
Haitham Rizik for Programing	JANDO	+962796199954	+962796199954	NA
Catalysis	Catalysis	+96265865906	+96265817403	www.catalysis.jo
Microsoft	Microsoft	+96265503434	+96265503456	www.microsoft.com
Special Sytems Co.	SSC	+96265664221	+96265681557	www.sscjo.com
Maysalward	Maysalward	+962796499921	NA	www.maysalward.com
Progress Soft Corporation	Progress Soft	+96265623000	+96265690564	www.progressoft.com
PACT	PACT	+96265658262	+96265696827	www.pactelecom.com

Company Name	Commercial Name	Tel	Fax	Website
Applixya	Applixya	+96265857720	+96265857725	www.applixya.com
Focus Solutions	Focus Solutions	+96265544978	+96265543978	www.focuskm.com
KeySoft Programming Solutions Co.	KeySoft	+96265519363	+96265519373	www.keysoft.com.jo
Lenvosoft Company	Lenovo Soft	+96265349082	+96265349082	www.lenvosoft.com
6110 Wired telecommunications activities				
TE Data Jordan	TE Data	+96265800333	+96265818517	www.tedata.jo
Al-Bahrainiah Al-Urduniah Liltakniah Wa Alitisalat PLC	Batelco	+96265510101	+96265510102	www.umniah.com
Nue Telecom	DamaMax	+96265777733	+96265777744	www.damamax.jo
Jordan Telecom Group	Orange	+96264606666	+96264606469	www.orange.jo
International Data Exchange	Cyberia	+96265515333	+96265515999	www.cyberia.jo
MetroBeam Wireless Telecommunications Company	Kulacom	+96262500000	+96262501111	www.kulacom.jo
Umniah Mobile Company	Umniah	+96265005000	+96265621912	www.umniah.com
Blink Communications	Blink	+96263000203	+96263000203	www.blink.jo

Company Name	Commercial Name	Tel	Fax	Website
6120 Wireless telecommunications activities				
Jordan Mobile Telecommunications Services	Zain	+96279900900	+96265817027	www.jo.zain.com
Signal Communications	Signal	+96265854140	+96265823060	www.signal.com.jo
Jordan telecom Group	Orange	+96264606666	+96264606469	www.orange.jo
MetroBeam Wireless Telecommunications Company (Kulacom Jordan)	Kulacom	+96262500000	+96262501111	www.kulacom.jo
Umniah Mobile Company	Umniah	+96265005000	+96265621912	www.umniah.com
6190 Other telecommunications activities				
TE Data Jordan	TE Data	+96265800333	+96265818517	www.tedata.jo
6201: Computer programming activities				
Silicon Valley For Electronic Solutions	Silicon Valley	+96265853092	+96265853089	www.esolutionsv.com
Itmam Computing Solutions	ICSME	+96265532644	+96265536244	www.icsme.com
Engineering Sense for Technology	Engineering Sense	+96265159906	+96265159908	www.engsense.com
Phoenic for Telecom Solution Development	Telephoenic	+962799441001	+96265162163	www.telephoenic.com
Hybrid Solutions For Computer	Hybrid Solutions	+96265151601	+96265151601	www.hybrid-solutions.com
Secured Services Systems	SSS Process	+96265857553	+96265856526	www.sssprocess.com
Information Technology Planet	ITP	+96265517731	+96265517741	www.itp.com.jo
Allied Applications Group - AA Group	AA Group	+96265413170	+96265413170	www.aagroup-co.com

Company Name	Commercial Name	Tel	Fax	Website
Pencilo L.LC	Pencilo	+96265530131	+96265510709	www.pencilo.com
Sima Programming	Sima	+96264620415	+96264620415	NA
Kindi Software Solution	Kindi Soft	+96265333821	+96265333824	www.kindi.com
REALSOFT Advanced Applications	RealSoft	+96265160484	+96265160485	www.realsoft-me.com
Seneca Associates LTD	Seneca	+96265549411	+96265549410	www.senecaltd.com
Al-Rajeh for Computer Technology	Al Rajeh	+962795878472	+96253748961	www.rct-jo.com
Shomali Infotec Center	Shomali	+96265562015	+96265562032	NA
JValley Software Solutions	Jvalley	+96265866707	+96265866706	www.JValley.net
Integrated Technology Group	ITG	+96264618133	+96264618115	www.itgsolutions.com
MATRIX BUSINESS TECHNOLOGY	MATRIX	+96265532981	+962565532781	www.tditco.com
AL-DAD FOR INFORMATION TECHNOLOGY	Al Dad	+96265333512	+96265333512	www.ddadit.com
Estarta Solutions	Estarta	+96265330751	+96265330752	www.estartasolutions.com
Macro Applications	Macro Apps	+96265825078	+96265825079	www.macroapps.com
Moon Computer Systems	Moon	+962777416913	+962777416913	www.moonnetworks.com
Hakaya Technologies Company	Hakaya	+96265607930	+96265607930	www.hakayastudio.com
Sermon Business Solutions	Sermon	+96265345371	+96265346071	www.sermonsolutions.net
Promise for digital solutions	Promise	+962779903521	+962779903521	www.promise-solutions.com
Eskadenia Software	Eskadenia	+96265510717	+96265510719	www.eskadenia.com
Leading Point Software LTD	Leading Point	+96265349980	+96265349180	www.leading-point.com
Simtix	Simtix	+96265650511	+96265650719	www.simtix.com
CONTRIBUTOR FOR SOFTWARE	Contributor	+962797655443	+962797655443	NA
BT APPLIED TECHNOLOGY	BT Applied	+96265620022	+96265620028	www.btat.com
Softile Solutions	Softile	+96265694900	+96265694900	www.softilesolutions.com
United Business Applications	UBA	+96265652002	+96265659009	www.uba.com.jo
Orientek	Orientek	+96265885185	+96265885175	www.orientek.jo
ITAC	ITAC	+96265535205	+96265535806	www.itacsoft.com
Communities Tech	Communities Tech	+96265814605	+96265814723	www.communitiestech.com
TechnoSys Group	TechnoSys	+96265538110	+96265538039	www.technohome.net

Company Name	Commercial Name	Tel	Fax	Website
Omniyat for IT and Business Management Solutions	Omniyat	+96265517778	+96265517778	www.omniyatbit.com
Ocean Soft	Ocean Soft	+96265667092	+96265670183	www.theoceansoft.com
H3O Systems	H3O Systems	+96265861199	+96265827599	www.h3osystems.com
Final-Solutions	Final-Solutions	+96265827751	+96265827761	www.fs.jo
Modern Systems & Computer Trade	Modern Systems	+96265829404	+96265829405	www.modernsystemsco.com
Iniment	Iniment	+96265828528	+96265858007	www.iniment-me.com
Habash information technology	Habash	+962797313060	+962797313060	NA
MIG for Technology Solutions L.T.D.	MIG	+96265865001	+96265868796	NA
SoftAct	SoftAct	+96265357667	+96265347490	www.softact.com
Al Hudhud	Al Hudhud	+962797721545	+962797721545	NA
Mobisoft	Mobisoft	+96264621256	+96264621257	www.mobisoft-me.com
DigitMore Solutions	DigitMore	+96264655584	+96264655584	www.digit-more.com
VitalTronix	VitalTronix	+96265805460	+96265805462	www.vitaltronix.com
LEGEND INTEGRATED SOLUTIONS COMPANY LIMITED	Legend	+96265412577	+96265412578	NA
General Computers & Electronics Co.	GCE	+96265513879	+96265513509	www.gce.com.jo
Delta Informatics	Delta	+96265160371	+96265160372	www.deltainf.com
Bentley Systems	Bentley	+96265679300	+96265679300	NA
Information & Graphics Systems Consultants L.LC.	InfoGraph	+96265603546	+96265602891	www.infograph.com.jo
Alhanaa Total Solutions	HTSOffshore	+962796555111	+962796555111	www.htsoffshore.com
Sokoon AlQamar For Information Technology	Sokoon AlQamar	+96265060696	+96265061669	www.sokoonalqamar.net
Mastership Information Systems	Mastership	+96264384363	+96264384363	www.mastership.com
Acorna Solutions	Acrona	+96265150661	+96265150680	www.acornasolutions.com
Scientific for Computers & Systems	SCS	+96265504058	+96265504057	NA
Information Systems Solutions Provider ISSP	ISSP	+962777495041	+962777495041	www.isspsoft.com
Savvytek	Savvytek	+96265816650	+96265816640	www.savvytek.com
ALRAYA SOFTWARE INDUSTRY COMPANY LIMITED	Raya	+96265151731	+96265151831	www.rayasolutions.com
Insight Group	Insight Group	+96264631310	+96264631310	www.insight.com.jo

Company Name	Commercial Name	Tel	Fax	Website
Rabbitech	Rabbitech	+962795065031	+962795065031	NA
Shnoudi Trading Co. - STC	STC	+96265516388	+96265520801	www.shnoudi.com
EBECS	EBECS	+96265548297	+96265548297	www.ebecs.com
Adaptive TechSoft	ATS	+96265162001	+96265162005	www.ats-ware.com
Manafsoft	Manafsoft	+96265853366	+96265824149	www.manafsoft.com
Specialized Technical Services	STS	+96265802626	+96265829213	www.sts.com.jo
ISoft	ISoft	+962779383578	+962779383578	www.isoft.ae
Brick2Click	Brick2Click	+962776666759	+962776666759	www.brick2click.com
Software House for business Development	AMOX	+96265639658	+96265639359	NA
Meayar IT	Meayar	+96264012660	+96264006125	www.meayar.com
Acasya Systems Development	Acasya	+96265341090	+96265341091	NA
CSC Beyond	CSC	+96264646660	+96264646660	www.cscbeyond.com
PACT	PACT	+96265658262	+96265696827	www.pactelecom.com
Technology Labs for Software Industry	TekLabs	+96265655310	+96265655311	www.teklabz.com
Pioneers Information Technologies Co.LT	PioTech	+96265516115	+96265523249	www.pio-tech.com
Ideal Society Center	Ideal Society	+96264777155	+96264777199	www.isc-jo.com
SAHER SOFT EST.	Saher Soft	+96264635565	+96264635565	NA
Dima Solutions	Dima	+96265561234	+96265561233	www.dima.com.jo
Jordan Company for Managing & Tracking Vehicles	Trak-Link	+96265412281	+96265412282	www.trak-link.com
CR2	CR2	+96265163122	+96265163122	www.cr2.com
ITABSOLUTE	ITABSOLUTE	+96265656113	+96265656113	www.it-absolute.com
Access to Arabia	Access2Arabia	+96265686588	+96265650261	www.access2arabia.com
Evanteck	Evanteck	+96265662241	+96265662241	NA
Scope Information System	ScopeME	+96265544157	+96265544158	www.scopeme.com
Alnassah Software Solutions	Alnassah	+96265335152	+96265335031	NA
NewERA for Computer Systems	NewERA	+96265560776	+96265560778	www.newera-jo.com
Vtech Systems	VTech	+96264616764	+96264616764	www.vtech-sys.com
Al-Daman for Information Technology	NetProcess	+96265512049	+96265512046	www.net-process.com
E-FILE	E-FILE	+96265655327	+96265655328	www.infiniteecm.com
Continuity Software and Information Technology	CSIT JO	+962796487691	NA	www.csitjo.com

Company Name	Commercial Name	Tel	Fax	Website
AL MUNTHAR Intentional Computers	Al Munthar	+962795542936	+962795542936	NA
6202: Computer consultancy and computer facilities management activities				
Itmam Computing Solutions	ICSME	+96265532644	+96265536244	www.icsme.com
NETWORKS FOR SECURITY AND PROTECTION OF ELECTRONIC INFORMATION	NetSed	+962797111983	+962797111983	www.netsed.net
Belbesi for Management and Business	Belbesi	+96264620004	+96264620110	www.belbesi.com
MATRIX BUSINESS TECHNOLOGY	MATRIX	+96265532981	+962565532781	www.tditco.com
Virtuport	Virtuport	+96265542030	+96265542038	www.virtuport.com
Transition Tech	Transition Tech	+96265154144	+96265154838	www.transition-se.com
Orientek	Orientek	+96265885185	+96265885175	www.orientek.jo
Final-Solutions	Final-Solutions	+96265827751	+96265827761	www.fs.jo
Mesbar Telecom Systems	Teleprobe	+96265538292	+96265538252	NA
Optimiza	Optimiza	+96265629999	+96265629988	www.opyimizasolutions.com
General Computers & Electronics Co.	GCE	+96265513879	+96265513509	www.gce.com.jo
Meayar IT	Meayar	+96264012660	+96264006125	www.meayar.com
Mustaqil.com	Mustaqil	+96264000745	+96264000745	www.mustaqil.com
PACT	PACT	+96265658262	+96265696827	www.pactelecom.com
SAMEER MAHMOUD ABD AL FATAH ABU TAHUN	SMT Center	+96265374001	+96265374002	www.smt-center.com
6209: Other information technology and computer service activities				
Engineering Sense for Technology	Engineering Sense	+96265159906	+96265159908	www.engsense.com
Kinz for Information Technology	KINZ	+96265603949	+96265601570	www.kinz.jo
Catalysis	Catalysis	+96265865906	+96265817403	www.catalysis.jo
Image Technologies	ITEC	+96265540890	+96265540894	www.itecj.com
Aspire	Aspire	+96265163046	+96265163049	www.aspire.jo

Company Name	Commercial Name	Tel	Fax	Website
Binary for IT Solutions	Binary	+96265540407	+96265560305	www.binasol.com
Optimiza	Optimiza	+96265629999	+96265629988	www.opyimizasolutions.com
Information & Graphics Systems Consultants L.LC.	InfoGraph	+96265603546	+96265602891	www.infograph.com.jo
DTECX	DTECX	+96265862987	+96265863987	www.tigerlily-interactive.com
OTrain	Otrain	+96265543470	+96265543469	www.otrain.com.jo
PACT	PACT	+96265658262	+96265696827	www.pactelecom.com
MenaITech	MenaITech	+96265545314	+96265545319	www.menaitech.com
6311: Data processing, hosting and related activities				
Phoenic for Telecom Solution Development	Telephoenic	+962799441001	+96265162163	www.telephoenic.com
National Health Insurance Administration CO	NATHealth	+96265511010	+96265520626	www.nathealth.net
Telecom Enterprise	Tele-Ent	+962796968481	+96265663317	www.tele-ent.com
FIVE CIRCELES FOR PROGRAMMING COMPANY LIMITED	mtt-na	+962795560137	+962795560137	NA
Ebshir	Ebshir	+962796662219	+962796662219	www.ebshir.com
Sama for Connected System	DotJo	+96265544889	+96265544895	www.dot.jo
Al-Mutatawera for Mobile Applications Company	BeeCell	+96265861730	+96265861780	www.beecell.com
Rubikomm Telecom Solutions	Rubikomm	+96265656110	+96265656120	www.rubikomm.com
Content Technologies Co. Ltd	Content Tech	+96265868360	+96265868361	www.telecontech.com
javna Wireless Software Solutions	Javna	+96265858193	+96265821460	www.javna.com
TakTek Games	Taktek	+96265827551	+96265827251	www.taktekgames.com
E-Learning Arabia	E-Learning Arabia	+96265520750	+96265520969	www.e-learningarabia.com
Arab Advisors Group	Arab Advisors	+96265828849	+96265828809	www.arabadvisors.com
ishra7	ishra7	+962799477782	+962799477782	www.ishra7.com
Electronics Engineering Company	Tecele	+96265664930	+96265665930	www.electronicsengg.com

Company Name	Commercial Name	Tel	Fax	Website
Information & Graphics Systems Consultants L.LC.	InfoGraph	+96265603546	+96265602891	www.infograph.com.jo
Sokoon AlQamar For Information Technology	Sokoon AlQamar	+96265060696	+96265061669	www.sokoonalqamar.net
Insight Group	Insight Group	+96264631310	+96264631310	www.insight.com.jo
Gate2Play	Gate2Play	+962777868583	+962777868583	www.gate2play.com
AbuJazar Multimedia	AbuJazzar	+962788640412	+962788640412	www.abujazar.com
Societe Internationale De telecommunications Aeronautiques	SITA	+96264630815	+96264649815	NA
VasHouse	VasHouse	+96265522075	+96265529020	www.vashouse.com
Crossborder Telecom	Crossborder Telecom	+96265868105	+96265868205	www.cbtelecom.com
Takarub Telecommunications	Takarub	+96265561816	+96265561816	www.takarub.com
Global Modern Telecom Solutions	Globitel	+96265300130	+96265300144	www.globitel.com
Al - Bawaba	Al - Bawaba	+96265658324	+96265658324	www.albawaba.com
Jordan international networks (join vision) Company	Join Vision	+96265672829	+96265672829	www.joinvision.com
Infoshake	Infoshake	+96265340268	+96265340274	NA
MIDMAR	MIDMAR	+96265811131	NA	www.midmar.net
Ring Jordan	Ring Jordan	+96265520750	+96265520969	www.ringjordan.com
Kastana	Kastana	+96265527012	+96265520969	www.kastana.net
6312: Web portals				
Datum Systems	Datum	+96265545799	+96265545719	www.datum-system.com
Ahmad Audwan est for programming and computer	AUTechno	+96264881060	+96264881060	NA
Syntax Digital	Syntax	+96264612834	+96264612834	www.syntaxdigital.com
Information Technology Planet	ITP	+96265517731	+96265517741	www.itp.com.jo
Qudoraat Information Technology L.T.D	Qudoraat	+96265356546	+96265356547	www.qudoraat.com
Foresite	Foresite	+96265858165	+96265858165	www.foresite.jo
Sama for Connected System	DotJo	+96265544889	+96265544895	www.dot.jo

Company Name	Commercial Name	Tel	Fax	Website
MENA Applications and Telecommunication Services	Mena Apps	+96265925996	+96265925997	www.menaapps.net
Intermarkets e-Services	Breez	+96265858133	+96265858176	www.breez.jo
ZERO3 Interactive	Zero3	+96265827551	+96265827251	www.zero3online.com
Decentra	Decentra	+96265371976	+96265371975	www.decentra.com.jo
Sajilni	Sajilni	+96265805460	+96265805460	www.sajilni.com
Altibbi.com	Altibbi.com	+96265686031	+96265686032	www.altibbi.com
Kensoftware	Kensoftware	+962777352202	+962777352202	www.kensoftware.com
Menwayn	Menwayn	+962777503966	+962777503966	www.menwayn.com
Proign	Proign	+96265531134	+96265531135	www.proign.com
11DaysJordan	11DaysJordan	+96265861199	+96265827599	www.11daysdesign.com
Sokoon AlQamar For Information Technology	Sokoon AlQamar	+96265060696	+96265061669	www.sokoonalqamar.net
Alqistas for Information Technology	Alqistas	+96265538895	+96265527052	www.alqistas.com
Arabian Gulf information Technology Company of Jordan	Araitco	+96265571372	+96265671371	www.araitco.com
Khodarji	Khodarji	+96264200520	+96264200520	www.khodarji.com
Tajdeed for Business Technology	Tajdeed	+96265153175	+96265153174	www.t4bt.com
Click Jordan	Click Jordan	+96265825884	+96265825884	www.clickjordan.net
PACT	PACT	+96265658262	+96265696827	www.pactelecom.com
XYZ2U	XYZ2U	+96265818744	+96265818745	www.xyz2u.com
Semantic Intelligent Technologies	SIT	+96265688462	+96265688460	www.sit-mena.com
Dakwak	Dakwak	+962795243496	+962795243496	www.dakwak.com
Media Plus	Media Plus	+96265522826	+96265522836	www.mediaplus.com.jo
8220: Activities of call centers				
Exxab	Exxab	+96265522143	+96265522653	www.exxab.com
Gama Telecom	Gama Telecom	+96265631030	+96265631030	www.gamacc.com
Estarta Solutions	Estarta	+96265330751	+96265330752	www.estartasolutions.com
International Company for Outsourcing Services	CrystelCall	+96265001333	+96265001334	www.crystelcall.com
Extensya	Extensya	+96265777700	+96265777701	www.extensya.jo
9511: Repair of computers and peripheral equipment				
Almajal for Computer Services	Almajal	+96265691357	+96265691357	NA

Company Name	Commercial Name	Tel	Fax	Website
Ahmad Audwan est for programming and computer	AUTechno	+96264881060	+96264881060	NA
Almansour Solutions	Almansour	+962788076457	+962788076457	NA
Ideal Solution	Ideal Solution	+96265661140	+96265661140	NA
Jordan Business Systems	JBS	+96265000999	+96265000990	www.jbs.com.jo
NON STOP FOR INFORMATION TECHMOLOGY COMPANY LIMITED	Non Stop	+962795993303	+962795993303	NA
INTERNATIONAL PREMIUM CO.	ITC JO	+96264644971	+96264642149	NA
Hussam Abu Rub for Electronics	NA	+962797720254	+962797720254	NA
ITAC	ITAC	+96265535205	+96265535806	www.itacsoft.com
Sensation for Computers	Sensation	+962785712757	+962785712757	NA
General Computers & Electronics Co.	GCE	+96265513879	+96265513509	www.gce.com.jo
Middle Solution Co	Middle Solution	+962787647087	+962787647087	NA
Specialized Technical Services	STS	+96265802626	+96265829213	www.sts.com.jo
Magic for Control and Computer	MCC Magic	+96265359163	+96265349330	www.mccmagic.com
SAHER SOFT EST.	Saher Soft	+96264635565	+96264635565	NA
Alhader for Computer	Present	+962786601349	+96264613157	NA
Blufield	Blufield	+962796655119	+96265239510	NA
951202: Repair of communications transmission equipment (e.g. routers, bridges, modems)				
Mandarin for computer services	Mandarin	+962795200074	+962795200074	NA
Ahmad Audwan est for programming and computer	AUTechno	+96264881060	+96264881060	NA
Ahmad Sharif Est. for Networks Services	Asenetf	+96264644870	+96264644787	NA
NON STOP FOR INFORMATION TECHMOLOGY COMPANY LIMITED	Non Stop	+962795993303	+962795993303	NA

Company Name	Commercial Name	Tel	Fax	Website
Alidama Electronics Est.	Alidama	+96265658018	+96265603394	www.alidama.com
Hisham Qattan Establishment	HQ	+96264659870	+96264659869	www.hq.jo
Ideal Communication Systems Company	ICS	+96265510588	+96265510588	NA
Magic for Control and Computer	MCC Magic	+96265359163	+96265349330	www.mccmagic.com
ICT Related Training				
Knowledge Arabia	Knowledge Arabia	+96265345106	+96265345109	www.katrain.com
General Computers & Electronics Co.	GCE	+96265513879	+96265513509	www.gce.com.jo
Arab Academy for MS technology	Arab Academy	+96265802626	+96265829231	www.sts.com.jo
Meayar IT	Meayar	+96264012660	+96264006125	www.meayar.com
Computec Solutions – CTS	CTS	+96227101461	+96227101462	www.ctsjordan.com

Table 23: ICT & ITES Companies Director by ISIC 4.0 Activity