

Request to resolve interconnection disputes between Licensees

About the Service/Feature

Resolving disputes related to interconnection or access to the network between licensees in a sequential and clear manner to settle disputes between them

Service steps

- Step 1** → Submit an official request to TDRA to resolve the dispute between the licensees
- Step 2** → Provide the necessary documents, if any.
- Step 3** → A specialized team from TDRA will review and study the application
- Step 4** → Obtaining TDRA's decision on the dispute

Category	Variation
Type	Non Transactional
Expected Time	60 working days
Fees	Free of charge
Audience	Business
About	Resolving disputes related to interconnection or access to the network between licensees in a sequential and clear manner to settle disputes between them
Channels	Mobile Application TDRA Website
Payment Channels	Not Available
Terms & conditions	Submitting an official request to TDRA to resolve a dispute between licensees after proving the expiration of the period specified for resolving disputes amicably between the parties.
Required Documents	Documents related to the dispute
Results Require Office Visit	No

Service package	None
Service Complexity Level	Complex
Service Outcome	TDRA's decision concerning the dispute
Service Connectivity With Other Services	None
Service Limitation	This service is available to UAE telecom service providers only
Service Remark	None