

Customers Satisfaction Policy for Complaints Handling and Disputes Resolution

This Policy aims to provide different mechanisms to meet the customers' needs, and to ensure that complaints are dealt with in an efficient and flexible manner, in line with TRA's policy on the right of its customers to complain, and welcoming them as feedback to develop and improve services provided to customers.

Therefore, we ensure that all companies and proposals are considered in line with the best practices in this field. We welcome all the suggestions and complaints of our customers due to their important role in the continuity of building and developing our services.

The core of the Policy

In line with the directives of TRA's Leadership to respond to complaints and dispute resolutions issues in an efficient and effective manner, the TDRA is committed to the following principles when considering customers' complaints:

Clear vision, easy communication, quick response, objectivity, confidentiality, customers' needs orientation, accountability and continuous improvement; and to act transparently, fair, proportional and non-discriminatory when solving interconnection disputes.

Scope of the Policy

This Policy applies to all disputes, complaints and suggestions made by customers about provided services by the Customer Happiness employees in TRA, and all available service channels.

Monitoring and reviewing the Policy of Complaints and Dispute Resolution

TRA shall inform any external party associated with TDRA about the complaints and dispute resolution system, such as the stakeholders, customers, employees, visitors as required, and any other concerned parties. TDRA shall conduct periodical review of the Complaints and Dispute Resolution Policy.