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# POLICY

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## Dispute Resolution

Issue Date: 02 Oct. 2018

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## 1. Policy for Dispute Resolution

This Policy aims to provide a mechanism to ensure that disputes between Licensees relating to access and interconnection are dealt with in an efficient, transparent, and non-discriminatory manner, according to the Telecommunication Law and the objectives of the TRA.

The Dispute Resolution Procedures mandated and issued by the Telecommunications Law will be reviewed regularly according to requests by Stakeholders and according to developments in the sector. Therefore, the TRA ensures that all Stakeholders proposals and comments during such reviews are considered according to best practices and in order to sustain the continuity of building and developing our services.

## 2. Core of the Policy

In line with the mandates of the Telecommunications Law, to resolve access and interconnection disputes between Licensees in an efficient and effective manner, the TRA is committed to the following principles when resolving Licensees disputes relating to access and interconnection:

- transparency
- proficiency
- non-discrimination
- fairness
- proportionality

## 3. Scope of the Policy

This Policy applies to all access and interconnection disputes, filed by a Licensees to the TRA.

## 4. Monitoring and reviewing the Policy of Dispute Resolution

The TRA shall inform all relevant Stakeholders of revised Dispute Resolution Procedures. The TRA shall continue to conduct periodical review of the Dispute Resolution Procedures and this Policy.

## 5. Effective Date

This Regulatory Policy shall take effect on the date of issue.