

Dispute Resolution with Service Providers

About the Service/Feature

Submit a complaint about service providers (Etisalat, du) regarding mobile services, data, landlines or others

Service steps

- Step 1** → Submit a request through the available channels
- Step 2** → Provide the required documents
- Step 3** → TDRA will review the request with the service provider and take the appropriate decision according to the UAE applicable laws
- Step 4** → TDRA will send the response regarding the complaint to the customer and resolve the dispute
- Step 5** → Assessment of the customer's satisfaction with complaint resolution

Category	Variation
Type	Not available
Expected Time	5-20 working days (If the complaint is classified as complex; it may need more working days)
Fees	Free of charge
Audience	<ul style="list-style-type: none"> - Individuals - Business - Government Entities
About	A service available to consumers of telecommunication services in the UAE, aims to support them in settling any dispute that may arise between them and the telecom service providers licensed by TDRA in accordance with the laws and regulations applicable in the UAE.
Channels	<ul style="list-style-type: none"> Mobile Application TDRA Website Call Center
Payment Channels	Not Available
SDGs Goal	Industry, Innovation And Infrastructure
Terms & conditions	Initially, the customer (the applicant) must submit a complaint to the service provider, and if the customer is not satisfied with the resolution of the complaint, he/she can apply for this service

Help and Support	Help Video URL
Required Documents	Emirates ID Trade license (for business) Supportive documents (if available)
Results Require Office Visit	No
Service package	None
Service Complexity Level	Complex
Service Outcome	Dispute resolution between the customer and telecom service providers
Service Connectivity With Other Services	None
Service Limitation	None
Service Remark	Please note that this service is related to complaints against telecom service providers and not TDRA. Another service for complaints about TDRA is available.