

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** → Service request submission through the available channels
- Step 2** → Service request follow-up
- Step 3** → TDRA's response regarding the dispute to the customer and dispute resolution

Category	Variation
Type	Not available
Expected Time	5 working days for regular disputes 10 working days for medium disputes 15 working days for complex
Fees	Free of charge
Audience	<ul style="list-style-type: none"> - Individuals - Business - Government Entities - Non-governmental organizations
About	A service available to telecom service consumers in the UAE to assist them with resolving any dispute that may arise between them and telecom service providers accredited by TDRA as per the laws and regulations applicable in the State.
Channels	<ul style="list-style-type: none"> Mobile Application TDRA Website Call Center
Payment Channels	Not Available
Terms & conditions	At first, the customer (applicant) has to file a complaint with the service provider. If the customer is not satisfied with the resolution of the complaint, they can apply for this service
Help and Support	📺 Help Video URL

Required Documents	Supporting documents of the dispute (if any)
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 for complaints against telecom service providers and not against TDRA, as there is another service for complaints against TDRA