

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** → Login using the UAE Pass
- Step 2** → Fill in the service application form
- Step 3** → Follow up on the service request
- Step 4** → Send the Authority's response regarding the dispute to the customer and resolve the dispute

| | |
|--------------------|---|
| 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 | Individuals Business Sector Government Sector Non-Government Organizations |
| About | A service available to consumers of telecommunications services in the United Arab Emirates with the aim of helping them to resolve any dispute that may arise between them, and telecommunications service providers approved by the Authority in accordance with the laws and regulations in force in the country |
| Channels | Smart App TDRA Website Call Center |
| Payment Channels | Not Available |
| Terms & conditions | First, the customer (applicant) must submit a complaint to the service provider. If the customer is not satisfied with the resolution of the complaint, he can apply for this service |
| Required Documents | Supporting documents for the dispute (if any) |

| | |
|---|---|
| Results Require Office Visit | No |
| Service package | No service package |
| Service Complexity Level | Complex service |
| Service Outcome | Dispute resolution between the customer and telecom service providers |
| Service Connectivity With Other Services | No linked services |
| Service Limitation | No service limitation |
| Service Remark | Please note that this service is for complaints against telecom service providers and not against the service providers and not against the Authority, as there is another service for complaints against the Authority |