

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 service request through the available channels
- Step 2** → Following up on the service request
- Step 3** → 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, Government Entities, Non-Government Organization
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	Portal Mobile Application 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	None

Service Complexity Level	Complex
Service Outcome	Dispute resolution between the customer and telecommunications 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 the Telecommunications Regulatory Authority and the Digital Government, as there is another service for complaints against the Authority