

## Request to resolve interconnection disputes between Licensees

### About the Service/Feature

Resolving disputes related to interconnection or access to the network between licensees in a sequential and clear manner to settle disputes between them

### Service steps

- Step 1** → Submit an official request to the Authority to resolve the inter-licensee dispute
- Step 2** → Attach the required documents "if any"
- Step 3** → Review the application by a specialized team at the Authority
- Step 4** → Obtain the Authority's decision on the dispute

Category	Variation
Type	Non Transactional
Expected Time	60 working days
Fees	Free of charge
Audience	Business Sector
About	Resolving interconnection or network access disputes between licensees in a sequential, clear manner to settle disputes between them
Channels	Smart App Email
Payment Channels	Not Available
Terms & conditions	Submitting an official request to TDRA on resolving an inter-licensee dispute after proving that the period specified for resolving disputes amicably between the parties has expired
Required Documents	Dispute-related documentation
Results Require Office Visit	No

<b>Service package</b>	No service package
<b>Service Complexity Level</b>	Complex service
<b>Service Outcome</b>	The Authority's decision on the dispute
<b>Service Connectivity With Other Services</b>	No linked services
<b>Service Limitation</b>	This service is specifically for telecom service providers in the country
<b>Service Remark</b>	No service remarks