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 telecom service consumers in the UAE to assist them with resolving any dispute that may arise between them and telecom service providers approved by TDRA as per the laws and regulations applicable in the UAE
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