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

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