

## EX Post Competition Complaints

### About the Service/Feature

Monitoring and following-up to control the anticompetitive behavior, ending the violations that have been found, and informing the licensee "the complainant" of all the steps that have been taken to correct wrongful practices.

### Service steps

- Step 1** → Submit the service application through the designated URL
- Step 2** → Attach all required documents (if any)
- Step 3** → Review the application by a specialized team at the Authority
- Step 4** → Obtain the Authority's decision regarding the dispute

Category	Variation
Type	Non Transactional
Expected Time	60 working days
Fees	Free of charge
Audience	Business Sector
About	Monitoring and following up to control anticompetitive behavior of the licensed respondent, stopping the violations that have been detected, and informing the complainant licensee of all the steps that have been taken to redress wrongful practices
Channels	Smart App TDRA Website Email
Payment Channels	Not Available
Terms & conditions	No service conditions
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>	This service is provided through a unique URL for telecom service providers in the country