

## 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** → Apply for the service through the designated link
- Step 2** → Provide the related documents (if available)
- Step 3** → A specialized team from TDRA will review the request
- Step 4** → Receive TDRA's decision regarding the dispute

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|-------------------------------------|--|
| <b>Category</b>                     | Variation  |
| <b>Type</b>                         | Non Transactional  |
| <b>Expected Time</b>                | 60 working days  |
| <b>Fees</b>                         | Free of charge   |
| <b>Audience</b>                     | Business   |
| <b>About</b>                        | 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. |
| <b>Channels</b>                     | Mobile Application<br>TDRA Website   |
| <b>Payment Channels</b>             | Not Available  |
| <b>Terms &amp; conditions</b>       | None   |
| <b>Required Documents</b>           | Documents related to the dispute   |
| <b>Results Require Office Visit</b> | No   |
| <b>Service package</b>              | None   |

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|---|---|
| <b>Service Complexity Level</b>                 | Complex   |
| <b>Service Outcome</b>                          | TDRA's decision concerning the dispute  |
| <b>Service Connectivity With Other Services</b> | None  |
| <b>Service Limitation</b>                       | This service is available to UAE telecom service providers only                                       |
| <b>Service Remark</b>                           | This service is accessible through a designated link accessible by UAE telecom service providers only |