

# 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

<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 Sector
<b>About</b>	Resolving interconnection or network access disputes between licensees in a sequential, clear manner to settle disputes between them
<b>Channels</b>	Smart App Email
<b>Payment Channels</b>	Not Available
<b>Terms &amp; conditions</b>	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
<b>Required Documents</b>	Dispute-related documentation
<b>Results Require Office Visit</b>	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