

## 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<br>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                                                                                                                                                                                    |

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|-------------------------------------------------|---------------------------------------------------------------------------|
| <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                                                        |