

## Dispute resolution with service providers

### About the Service/Feature

Submit a complaint about service providers (Etisalat, du) regarding mobile services, data, landlines or others

### Service steps

- Step 1** → Submit a request through the available channels
- Step 2** → Provide the required documents
- Step 3** → TDRA will review the request with the service provider and take the appropriate decision according to the UAE applicable laws
- Step 4** → TDRA will send the response regarding the complaint to the customer and resolve the dispute
- Step 5** → Assessment of the customer's satisfaction with complaint resolution

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| <b>Category</b>               | Variation   |
| <b>Type</b>                   | Not available   |
| <b>Expected Time</b>          | 5-20 working days (If the complaint is classified as complex; it may need more working days)  |
| <b>Fees</b>                   | Free of charge  |
| <b>Audience</b>               | <ul style="list-style-type: none"> <li>- Individuals</li> <li>- Business</li> <li>- Government Entities</li> </ul>  |
| <b>About</b>                  | A service available to consumers of telecommunication services in the UAE, aims to support them in settling any dispute that may arise between them and the telecom service providers licensed by TDRA in accordance with the laws and regulations applicable in the UAE. |
| <b>Channels</b>               | <ul style="list-style-type: none"> <li>Mobile Application</li> <li>TDRA Website</li> <li>Call Center</li> </ul>   |
| <b>Payment Channels</b>       | Not Available   |
| <b>Terms &amp; conditions</b> | Initially, the customer (the applicant) must submit a complaint to the service provider, and if the customer is not satisfied with the resolution of the complaint, he/she can apply for this service   |
| <b>Help and Support</b>       | <a href="#">📺 Help Video URL</a>  |

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| <b>Required Documents</b>                       | Emirates ID<br>Trade license (for business)<br>Supportive documents (if available)   |
| <b>Results Require Office Visit</b>             | No   |
| <b>Service package</b>                          | None   |
| <b>Service Complexity Level</b>                 | Complex  |
| <b>Service Outcome</b>                          | Dispute resolution between the customer and telecom service providers  |
| <b>Service Connectivity With Other Services</b> | None   |
| <b>Service Limitation</b>                       | None   |
| <b>Service Remark</b>                           | Please note that this service is related to complaints against telecom service providers and not TDRA. Another service for complaints about TDRA is available in "page no. 16" |