

## 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

<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 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

<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