

## 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

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

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