

## 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** → Submit the service application through the designated URL
- Step 2** → Attach all required documents (if any)
- Step 3** → Review the application by a specialized team at the Authority
- Step 4** → Obtain the Authority'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 Sector
<b>About</b>	Monitoring and following up to control anticompetitive behavior of the licensed respondent, stopping the violations that have been detected, and informing the complainant licensee of all the steps that have been taken to redress wrongful practices
<b>Channels</b>	Smart App TDRA Website Email
<b>Payment Channels</b>	Not Available
<b>Terms &amp; conditions</b>	No service conditions
<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>	This service is provided through a unique URL for telecom service providers in the country