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

Category	Variation
Type	Non Transactional
Expected Time	60 working days
Fees	Free of charge
Audience	Business Sector
About	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
Channels	Smart App TDRA Website Email
Payment Channels	Not Available
Terms & conditions	No service conditions
Required Documents	Dispute-related documentation
Results Require Office Visit	No

Service package	No service package
Service Complexity Level	Complex service
Service Outcome	The Authority's decision on the dispute
Service Connectivity With Other Services	No linked services
Service Limitation	This service is specifically for telecom service providers in the country
Service Remark	This service is provided through a unique URL for telecom service providers in the country