

Complaints about Telecommunication Services

The Telecommunications Regulatory Authority (TRA) is an independent public authority established under Federal Law by Decree No. (3) Of 2003, and its amendments, to oversee the telecommunications sector in the United Arab Emirates (UAE).

The TRA has directed Etisalat and du to handle Consumer Complaints.

What should I do when I have a complaint about my telecommunication services?

Your first course of action is to raise your complaint with your service provider. Etisalat or du should acknowledge the receipt of your complaint and provide you with a reference number. Furthermore they should investigate your complaint within a reasonable period of time and communicate the result to you in writing.

After your complaint has been investigated by your service provider and, if you are not satisfied with the outcome, you may refer your complaint to the TRA.

How can I refer my complaint to the TRA?

Your complaint must be submitted by post or by fax, including below listed information. **Complaints via phone or in person are not accepted.**

- Your contact details (name, address, phone and, if applicable, fax number);
- Copy of your personal ID or passport;
- Written letter, either Arabic or English, describing the complaint;
- Copies of all written correspondence from Etisalat or du including the final decision and the assigned reference number and;
- If applicable, written authorization or power of attorney letter.

Post:
Consumer Affairs
Telecommunications Regulatory Authority
P.O. Box 26662, Abu Dhabi, UAE

Fax:
Consumer Affairs
Telecommunications Regulatory Authority
02-6118240