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## PROCEDURE

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# Handling of Requests for Information & Consumer Service Issues

Version 1.1

Issue Date: 09<sup>th</sup> April 2006

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### Revision Control

<b>Version:</b>	<b>Issue Date:</b>	<b>Reason for Revision:</b>
1.1	09 April 2006	Administrative changes including rephrasing and overall re-formatting.

## 1. General

For the purpose of exercising the functions assigned to the TRA under the Federal Law by Decree No. 3 of 2003 as amended and its Executive Order, Licensees are obliged to furnish information to the TRA as required periodically and from time to time.

The TRA shall issue Requests for Information (RFIs) and Customer Service Issues (CSIs) specifying the subject on all RFIs/CSIs.

Each RFI and CSI shall include an issuance date, a tracking number and a due date clearly printed on the cover page of the RFI or CSI.

Each RFI and CSI shall be delivered on the issuance date to Licensees via fax or by hand, and if sent by fax, then the original shall be delivered to a person designated by the Licensee to receive such documents.

## 2. Obligations of Licensees

Licensees shall:

- a. Ensure that information is submitted to the TRA accurately and provided in a timely manner.
- b. Furnish the required information in writing in the format requested by the TRA. In the absence of a prescribed format, the information shall be presented in an organized and clear manner.
- c. Reference the RFI/CSI tracking number, annex and item number, if applicable, on the response. If an RFI/CSI contains more than one part, then each answer should be clearly marked with the RFI/CSI tracking number, annex and item number, if applicable.
- d. Clearly mark confidential replies as such. The TRA shall take into account confidentiality issues when warranted.

### **3. Requests for RFI/CSI Extension of Time**

In rare cases there may be unavoidable reasons for a delay in the response to the RFI/CSI, in which cases:

- a. Licensees may request an extension of time, in writing;
- b. Such requests must be received by the TRA within a reasonable time before the due date;
- c. Licensees shall provide detailed reasons why it is unable to comply with the RFI/CSI due date; and
- d. Licensees shall request a definitive extended due date. All requests for extensions of time must specify a calendar date.

In all cases, Licensee must anticipate that requests for due date extension may not be granted.

### **4. Replies to Requests for RFI/CSI Extension of Time**

The TRA will consider each request for a due date extension.

The TRA will respond to requests for extension of time as soon as possible after receiving the request. Requests for extensions made within three days before the due date may automatically be denied.

The TRA may deny the request for extension of time in full or in part, or may agree to the request but change the requested due date, or may agree in full.

Requests for extension of time shall be the exception, not the rule.