



**CONSUMER DISPUTE  
RESOLUTION SERVICE**

“

***WE STRIVE  
TO IMPROVE***

*our customer's satisfaction through our  
commitment to the continuous improvement  
of the quality of our services*

”



## WHAT IS THE CONSUMER DISPUTE RESOLUTION SERVICE?

The TRA provides the Consumer Dispute Resolution service to help our customers resolve any disputes that may arise with the licensed service providers.

If you have cause for complaint regarding the telecommunications services of your service provider, you should submit a complaint directly to your service provider. In the majority of cases, your service provider will solve the complaint at the point of first contact. However, if you are not satisfied with the outcome of your complaint then you can escalate the case to the TRA as a "Consumer Dispute" using our Consumer Dispute Resolution service.

The role of the TRA is to be fair and impartial and to consider the case from both sides: the side of our customer and the side of the licensee.

The TRA will investigate the matter and where appropriate, the TRA will instruct the relevant licensee to take the necessary actions to resolve your dispute.

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## WHO CAN APPLY FOR THE CONSUMER DISPUTE RESOLUTION SERVICE?

All consumers of telecommunications services in the UAE (Residential, Business and Government users) can apply for the Consumer Dispute Resolution service.

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## WHAT ARE THE PRE-REQUISITES FOR APPLYING FOR THIS SERVICE?

The Consumer Dispute Resolution service is available to all consumers of telecommunications services in the UAE. The only pre-requisite is that you obtain a 'complaint reference' number from your service provider.

Your service provider will inform you of the case reference number when you first raise your complaint with the service provider.

# OUR COMMITMENT TO YOU



We will treat your case with care, professionalism, and fairness.



We will deliver this service to the highest standard.



We will keep you informed of the progress of your case; and we will inform you of the outcome of your case as soon as we have finished our investigations.



We will do our best to resolve your dispute as soon as possible.





## CAN SOMEBODY REPRESENT ME, OR DO I HAVE TO APPLY IN PERSON?

- If you are unable to apply in person, you can appoint a representative to apply on your behalf.
- Your representative will need to provide the TRA with all of the information and written authorisation or power of attorney, authorising the person to act for you.



## HOW MUCH DOES THE SERVICE COST?

We provide this service free of charge.  
There are no fees involved.



## CAN SOMEBODY HELP ME TO APPLY FOR THE CONSUMER DISPUTE RESOLUTION SERVICE?

Yes, The TRA can help you to apply for the Consumer Dispute Resolution service. Customer's with special needs should **contact us:**



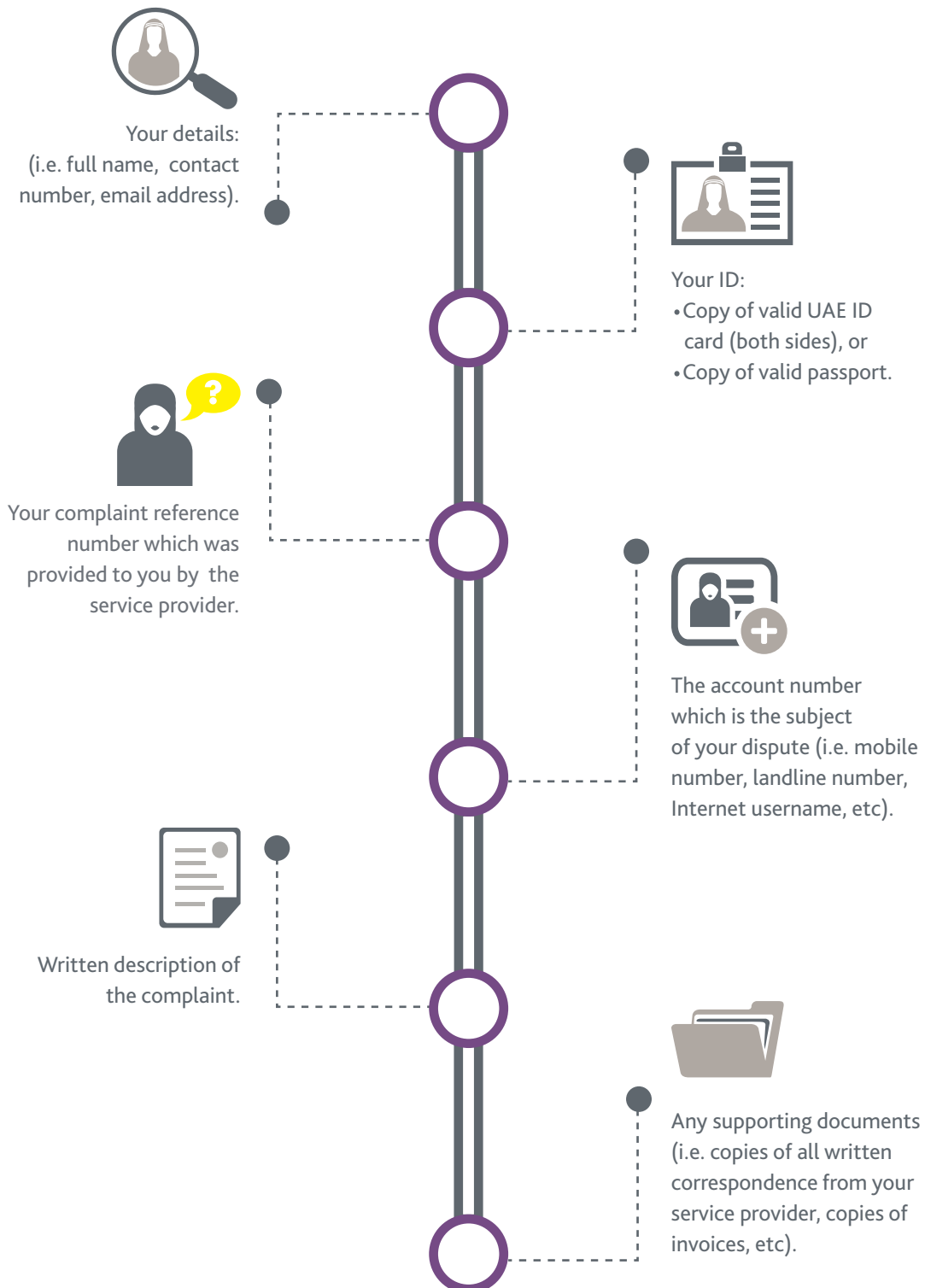
In person at the TRA's office  
in Abu Dhabi or in Dubai.



Toll free: 80012

# WHAT INFORMATION AND OR DOCUMENTS ARE REQUIRED FROM YOU TO APPLY FOR THE SERVICE?

You will need to provide us with:





## HOW LONG DOES THE TRA TAKE TO DELIVER THIS SERVICE?

We deliver this service as quickly as we can. We aim to resolve your dispute within 7 days but depending on the complexity of your case and our investigations and the amount of other cases, the case resolution timescale may take up to 23 days

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## WHAT TYPE OF DISPUTES ARE COVERED?

Customers can use the Consumer Dispute Resolution service for all types of complaints regarding a UAE telecommunications service provider. If you have any questions, please contact us for assistance.

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## WHAT TYPE OF DISPUTES ARE NOT COVERED?

**You cannot use this service for:**

- complaints about service providers in other countries;
- complaints about devices (telephones, tablets, routers, dongles, etc) purchased from independent shops;
- complaints about advertising, nuisance or fraudulent calls or messages etc;
- complaints about cyber-crime including hacking;
- complaints regarding 'special numbers' which you might have purchased from independent vendors of numbers.

# HOW DO I APPLY FOR THE CONSUMER DISPUTE RESOLUTION SERVICE?

To assist our customers, we provide many channels for the service.  
You can apply for the service.

www.tra.gov.ae:  
by accessing the consumer portal  
(<https://crm.tra.gov.ae/>).



Toll free:  
80012



TRA offices  
(Abu Dhabi - Dubai)



The P.O. Box 26662,  
Abu Dhabi, UAE;



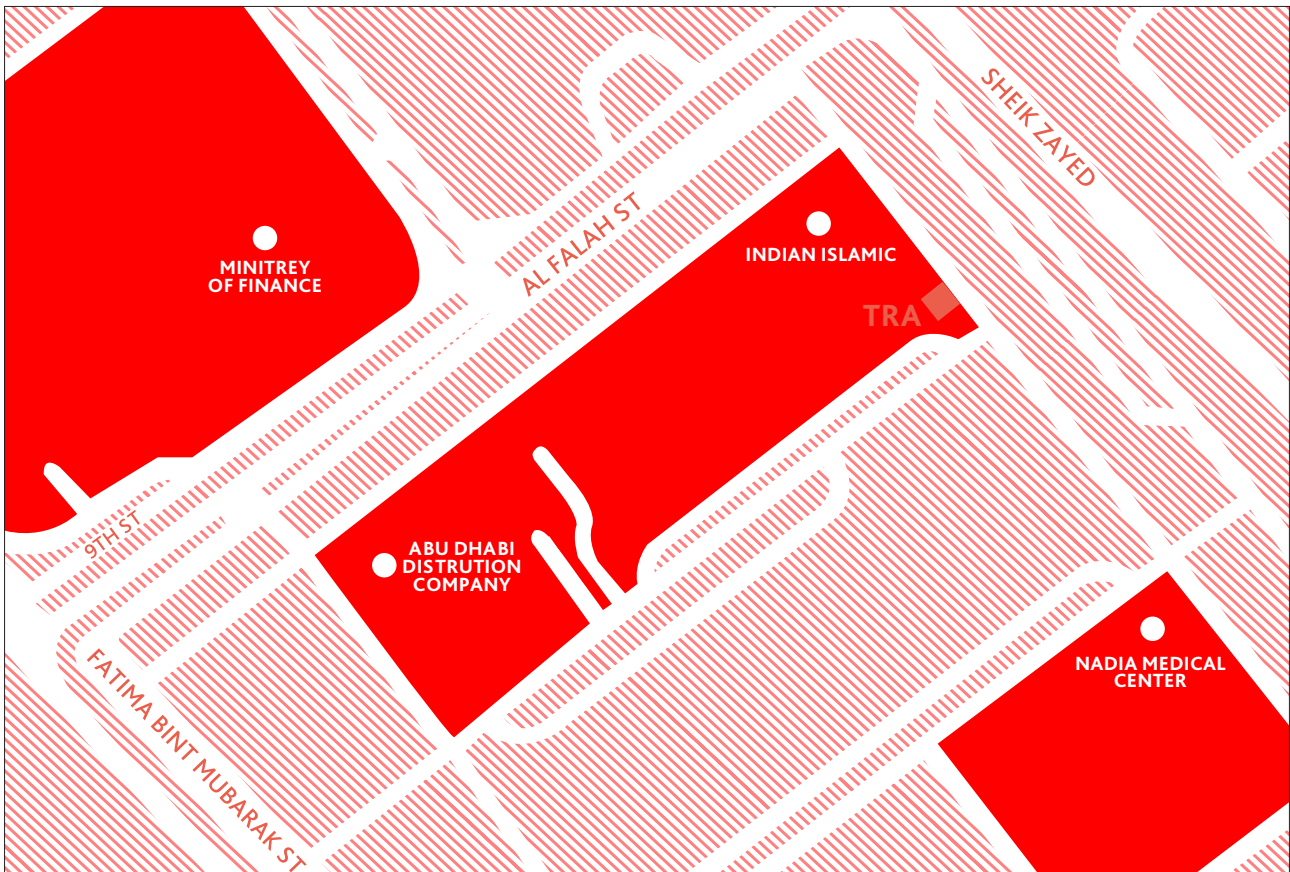
**FAX**

02 611 8240





# WHERE IS THE TRA OFFICE IN ABU DHABI?



Telecommunications Regulatory Authority (TRA)

Salam Street, Abu Dhabi

P.O.Box 26662

Toll free: 80012

F: +971 2 611 8240

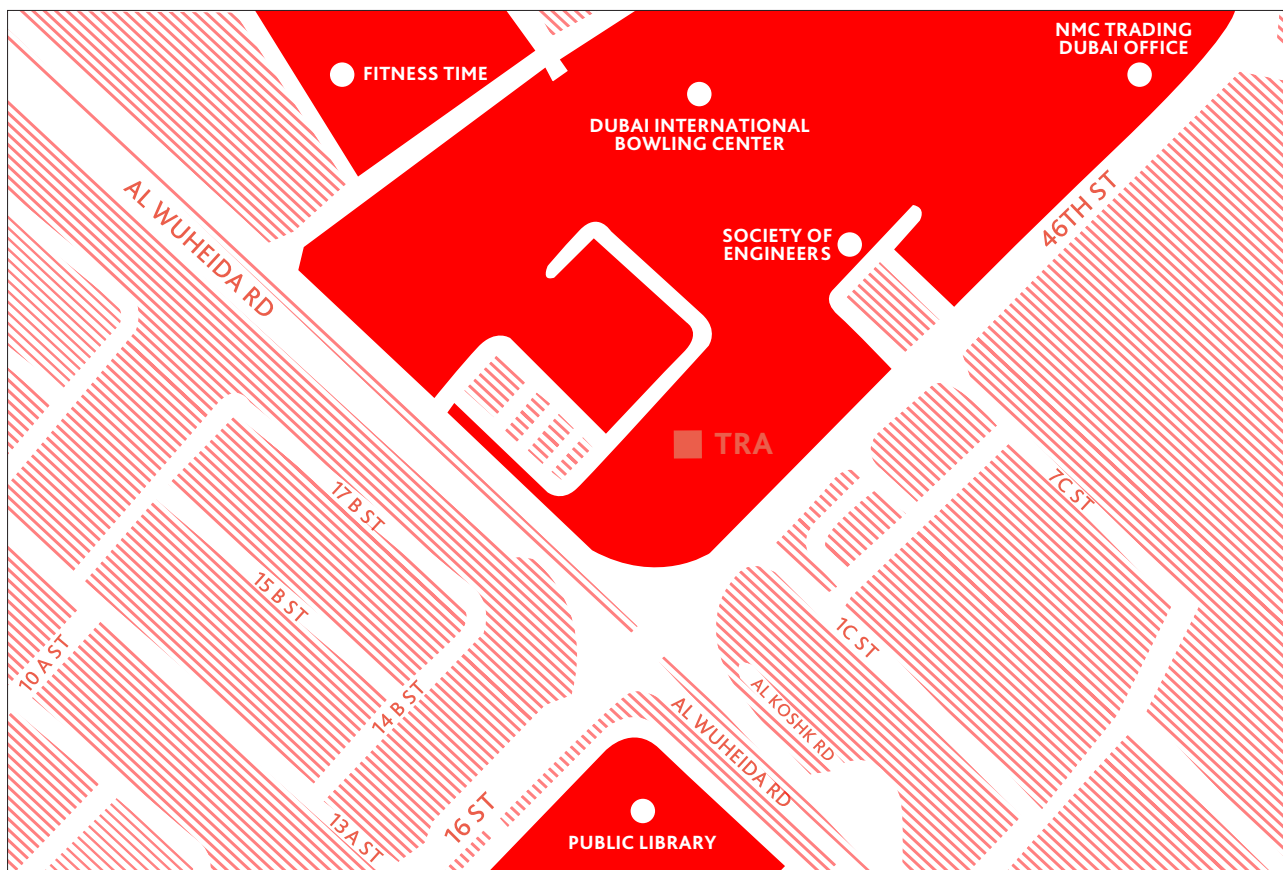
## WORKING HOURS

**Customer Service Working Hours:**  
7:30 AM - 2:30 PM

**Call center:**  
8:00 AM - 4:00 PM

**Live chat:**  
8:00 AM - 4:00 PM

# WHERE IS THE TRA OFFICE IN DUBAI?



Telecommunications Regulatory Authority (TRA)

Al Mamzar, Dubai

P.O. Box 116688

Toll free: 80012

F: +971 2 611 8240

## WORKING HOURS

**Customer Service Working Hours:**  
7:30 AM - 2:30 PM

**Call center:**  
8:00 AM - 4:00 PM

**Live chat:**  
8:00 AM - 4:00 PM

هيئة اتحادية  
Federal Authority



@THEUAETRA  
www.tra.gov.ae