

The Bylaw of Customer Complaints

2020

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القائم المترجم



صفحة ١ من ٧

٢٠٢١/١٢/٠٧ (٦٦) م

Article (3): Objectives

- 1- Establishing clear mechanisms through which the **Subscriber** can submit his/her complaint via normal telephone /mobile/internet to the **Provider** and the Ministry regarding Telecommunication and internet services and the procedures for addressing and dealing with such complaints.
- 2- Developing a system for receiving and addressing **Subscribers'** complaints. It shall settle disputes arising between **Subscribers** and licensees and any other body related to the provision of Telecommunications Services, and take the appropriate actions accordingly.

Article (4): Scope

The provisions of this bylaw shall apply to complaints submitted by the **Subscribers** of normal telephone/ mobile and the **Subscribers** of Telecommunications Services, value-added services, and Internet services.

Article (5): Complaints verified by the Ministry

The Ministry shall have the right to verify any complaint related to all Telecommunications Services, value-added services, and Internet services, including, but not limited to, the complaints related to the following:

1. Billing (objection to financial claim lists).
2. Technical errors and the quality of service.
3. Delay in starting, restarting, or connecting the Service.
4. Promotional offers and misleading advertisements.
5. The difficulties that **Subscribers** face in the procedures for paying financial claims.
6. Violations of contractual clauses.
7. Any other complaints related to the provision of Telecommunications Services, value-added services, and Internet services.

Article (6) Obligations of the Subscriber (complainant)

The complainant shall:

1. Give accurate and correct information regarding the complaint.
2. Carefully read the terms of the contract before contracting with the **Service Provider**, and follow up on the amendments that may occur to the contract. **The complainant** shall comply with the instructions and regulations of the use of the service, and maintain the equipment.
3. Observe the health and technical conditions that must be provided and used in the equipment and means connected to Telecommunications Services, value-added services, and Internet services, including connected extensions of the service /terminal devices of the **Subscriber**.
4. Pay up the due amounts to the **Service Provider**.
5. Notify the **Service Provider** of any changes in his/her means of Telecommunication, such as the loss of the SIM Card, or modifications to the personal circumstances that affect the contract entered into with the **Service Provider**.
6. Preserve the service provision resources owned by the **Provider** and report any harmful acts therein.

Article (7): Mechanism and Procedures for Submitting a Complaint



Article (8): Procedures for handling the complaint by the Ministry:

The Ministry shall:

1. Verify the complainant's data on the basis of the identification documents (ID Card, Passport etc.).
2. Record and document the received complaints in the relevant records or systems and give the complainant a reference number of the complaint.
3. Ensure the adequacy of the documents and data to prove that the complaint has been registered with the **Service Provider** first.
4. Verify the complainant's interest in submitting such a complaint.
5. Get clarification and explanation from the entity concerned with the complaint about the circumstances of this complaint within a time limit to respond to its inquiries.
6. Verify all correspondence between the **Subscriber** and the **Service Provider** and the **Provider's** outcome of the complaint's handling.
7. Study the complaint and handle it according to applicable regulations, and decide accordingly.
8. In case the **Subscriber** or the **Service Provider** is late or unable to respond to the inquiries and correspondence related to the complaint, the Ministry may consider the complaint based on the available information.
9. The Ministry has the right to invite, when necessary, the concerned parties of the complaint to attend a hearing to verify the information related to this complaint.
10. The Ministry may determine, in certain cases, that one of the parties shall pay the amount of compensation to the other party, as it deems appropriate. The **Subscriber** shall not bear any fees and expenses related to the complaint unless it is confirmed that the complaint is malicious, abusive, or the complainant tried to deliberately distort the service or the **Service Provider**.
11. The Ministry shall notify the **Subscriber** and the **Service Provider** of its decision.
12. The Ministry's decision shall bind the concerned parties by Telecommunications Law, the applicable regulations and the licenses granted to **Service Providers**.
13. The Ministry shall not consider false complaints or complaints, which do not meet the necessary procedures and data.

Article (9) Obligations of the Service Provider While Dealing with Complaints:

First: The Service Provider's obligations in handling complaints submitted by **Subscribers**. The Service Provider shall:

1. Use an electronic system in which the complaint handling procedures shall be maintained and documented from the submission of the complaint until its closure.
2. Transparently handle all complaints submitted by **Subscribers** regarding the services provided.
3. Provide all available means to submit any complaint, whether through electronic means, direct contact, or in person, and shall not obligate the **Subscriber to one method only**.
4. Give the **Subscribers** a reference number for their complaints.





2. The Ministry shall implement several campaigns to raise awareness among the **Subscribers** by informing them of their rights and duties in the Telecommunication services provided to them, especially the procedures for submitting and addressing complaints, and contributing to the dissemination of information related to the receipt of complaints and inquiries from **Subscribers**.

Article (12) Final Provisions:

1. The provisions of this Bylaw shall be effective from the date of its issuance.
2. This Bylaw is subject to modification if necessary according to the market conditions and changes.

Issued by: The Headquarters of the Ministry of Telecommunications and Information Technology

**Dated:-----/-----/1441 Hijri
Correspondence to 08/02/2020**

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