

## Request to resolve interconnection disputes between Licensees

### About the Service/Feature

Resolving disputes related to interconnection or access to the network between licensees in a sequential and clear manner to settle disputes between them

### Service steps

- Step 1** → Submit an official request to TDRA to resolve the dispute between the licensees
- Step 2** → Provide the necessary documents, if any.
- Step 3** → A specialized team from TDRA will review and study the application
- Step 4** → Obtaining TDRA's decision on the dispute

Category	Variation
Type	Non Transactional
Expected Time	60 working days
Fees	Free of charge
Audience	Business
About	Resolving disputes related to interconnection or access to the network between licensees in a sequential and clear manner to settle disputes between them
Channels	Mobile Application TDRA Website
Payment Channels	Not Available
Terms & conditions	Submitting an official request to TDRA to resolve a dispute between licensees after proving the expiration of the period specified for resolving disputes amicably between the parties.
Required Documents	Documents related to the dispute
Results Require Office Visit	No

<b>Service package</b>	None
<b>Service Complexity Level</b>	Complex
<b>Service Outcome</b>	TDRA's decision concerning the dispute
<b>Service Connectivity With Other Services</b>	None
<b>Service Limitation</b>	This service is available to UAE telecom service providers only
<b>Service Remark</b>	None