

Consumer Handbook for Telecom and Postal services



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Introduction

This handbook has been developed by the Communications Regulatory Authority (CRA) to address frequently asked questions relating to consumers of Information and Communications Technology (ICT) and postal products and services in Qatar.

CRA is the Communications Regulator in the state of Qatar, established by virtue of Emiri Decree (42) of 2014. The CRA regulates the Telecommunications and Information Technology sector, the Postal sector and Access to Digital Media.

CRA encourages and supports an open and competitive environment that delivers advanced, innovative, and reliable telecommunications and postal services. Balancing the rights of consumers with the needs of service providers is central to CRA's regulatory mandate.

It is important that consumers are aware of CRA regulatory measures, so that they can effectively safeguard their rights and understand their responsibilities when using regulated services.

Scope of this Handbook

This handbook applies to consumers of telecommunications and postal services provided by licensed service providers in the State of Qatar, unless stated otherwise.

Telecommunications Services



Know Your Rights & Responsibilities



✓ You have the right to:

- Receive a clearly understandable contract in Arabic or English
- Receive accurate and understandable bills in a timely manner
- Receive SMS notifications related to your selected credit Limit
- Be made aware of details on how to resolve your complaints fairly
- Be made aware of all necessary information on the terms of the service before you enter into a contract with a service provider
- Obtain information and details on the service providers complaint process if needed
- Refuse to pay any fee for service or equipment that you did not subscribe to or request
- Get customized assistance and services if you have disabilities

! You are obliged to:

- Read and understand your contract and terms of service carefully before signing up for a service
- Keep your personal data updated with your service provider (name, Qatari ID, email address)
- Know and understand how credit limits work and select a suitable credit limit to avoid unexpectedly high bills
- Read and understand your bills and billing information carefully before making payment.
- Approach your service provider to resolve complaints before approaching CRA
- Not share your personal data (mobile number, Qatari ID, Full Name) unless you clearly understand how this information will be used, especially for direct marketing purposes

Complaint process



Not Satisfied with telecommunication services?

STEP 1

Lodge Your Complaint with Your Service Provider



STEP 2

Contact CRA



Fixed line unresolved **72 hrs.**



Other complaints unresolved **30 days.**



Fixed line application delay **10+ working days.**



Unresolved complaint from a customer with disabilities for **48 hours.**



Complaint not accepted



Mobile line unresolved **48 hrs.**



Call **103 (24/7 hotline)**



Email: consumervoice@cra.gov.qa



Fill the online complaint form on **CRA's website**



Social media: **CRAqatar**



Arsel app



What Happens Next?



- Receive Tracking Number →
- Follow-Up Call Within 1 Working Day →
- Investigating the complaint with the service provider and resolving the complaint.

Who Can Complain?



Any Telecom User in Qatar or Authorized Representative

Info You Need



- Complaint Reference Number
- Contact Details
- Qatari ID Number
- Details of Your Complaint
- Relevant Documents

Complaints to CRA are FREE of Charge



Frequently Asked Questions



How are consumers protected in the ICT market?



The CRA has put in place regulatory mechanisms that ensure that consumers are protected from unfair practices and have access to safe products and services. The regulations dealing with such protection are:

- Telecommunications Law No (34)2006 Amended Provision No. (17)2017
- The Executive By-Law for the Telecommunications Law No. (1) of 2009
- Communications Consumer Protection Policy & Regulation
- Retail Tariff Instruction
- CRA's formal Complaints Process
- Competition Policy
- Quality of Service Regulations Framework

What can I do when I am not satisfied with a telecommunication product or service?



Not satisfied with your telecommunication service?

Step 1

Contact Your Service Provider



- First lodge your complaint with your service provider and get a reference number for the complaint.

You may move to Step 2 in any of the following cases:

Service disconnection



- Your mobile service complaint remains open or unresolved for 48 hours, or
- Your fixed-line service complaint remains open or unresolved for 72 hours.

Other service-related complaints



- Your complaint is not related to a service disconnection and remains unresolved for 30 calendar days*, and/or
- You are dissatisfied with the resolution offered by the service provider.

New fixed-line service



- The service has not been delivered within 10 working days from the date of application, and
- Your complaint has remained open with the service provider for 48 hours with no alternative solution provided.

Complaint refusal



- The service provider refuses to register or accept your complaint.

Customers with disabilities



- Your complaint (disconnection or any other issue) remains unresolved for 48 hours.

STEP 2

Contact CRA



- Call 103 (24/7 hotline)
- Email: consumervoice@cra.gov.qa
- Fill the online complaint form on **CRA's website**



- Social media: **CRAqatar**
- **Arsel app**



What happens next?

How can I track the status of my complaint?

The complaint will be immediately filed and the consumer will receive a dedicated tracking reference number to follow-up on the complaint through the resolution process. Consumers will have the option of lodging their complaint in Arabic or English.

Within one working day, the consumer will receive a follow-up call from a consumer protection agent to obtain all necessary information required to investigate and resolve the complaint.

Who can make a telecom complaint?

Any person who uses any telecommunications services provided by the licensed service providers in the State of Qatar may file a complaint with the CRA. A complaint can be made on another person's behalf (such as on behalf of a family member) provided that they have the relevant authorization to lodge the complaint.



What information do I need when making a telecom complaint?

To ensure your complaint is handled efficiently, please provide as much information as possible, including:

- Your contact details (e.g. phone, email, residential / company address, etc.)
- The complaint “Reference Number” provided by your service provider.
- Your consent to disclose your complaint details to the service provider, if required.
- Copies of any documents relating to your complaint (e.g. bills, advertisements, receipts, etc.)
- A full description, details of your complaint, and any resolution offered to you by the service provider
- Your Qatari ID number as proof that you are the subscriber of the service related to the complaint

Do I have to pay for lodging a telecom complaint with the CRA?

No, lodging a telecom complaint with the CRA is free of charge.

Why must I try to resolve complaints with my service provider first?

It is the obligation of licensed service providers in Qatar to provide quality customer service and resolve customer complaints in a reasonable and mutually acceptable timeframe (if a complaint remains unresolved, the consumer can lodge a complaint with CRA after 48 hours for Mobile service disconnection and after 30 calendar days for complaints that aren't related to a service disconnection).

Can CRA award compensation for a telecom complaint?



CRA can instruct a service provider to provide a refund to a customer as a resolution to a complaint; however, the CRA has no power to award compensation.

I complained to my service provider, but my complaints have been ignored. Can the CRA assist me?

Yes. If your complaint has been ignored or not addressed appropriately, you may lodge a complaint through one of the CRA's official complaint channels. The CRA Consumer Affairs team will review your case and contact you as part of the resolution process.

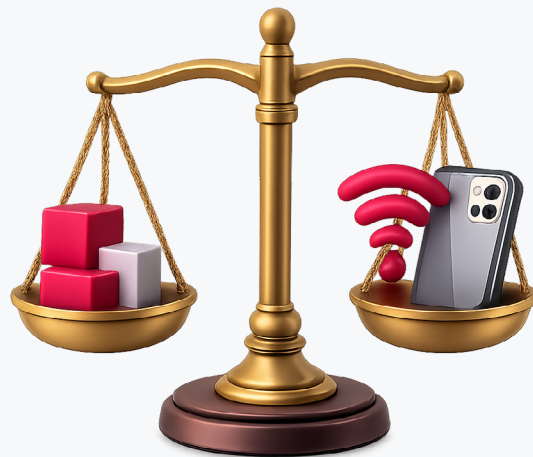
What should I do if I believe I have been misled by service provider advertising?

- Point out the statement or error and demand that the service provider match the claims made in the advertisement
- Lodge a complaint with your service provider so they give you a reference number for the complaint and investigation
- If you are not happy with the outcome of the complaint by the service provider you can report the misleading conduct of the service provider to the CRA for investigation and action

More information about the misleading advertising see the Communications Consumer Protection Policy and Regulation on the CRA website.

Does the CRA determine the prices for ICT services in Qatar?

CRA does not determine the prices for ICT services, but it evaluates prices provided by service providers.



Postal Services



Know Your Rights & Responsibilities



✓ You have the right to:

- Receive your contract in Arabic or English, at your choice.
- Obtain clear and accurate information on service terms, quality standards, and prices.
- Receive accurate billing in Arabic or English, reflecting only the services used and applicable charges.
- Lodge complaints free of charge and receive fair and timely resolutions.
- Receive compensation, where applicable, if a registered shipment is lost, damaged, or delayed, in accordance with applicable regulations.
- Have the privacy and confidentiality of your postal items protected.
- Access appropriate services if you are a registered customer with a disability.
- Receive clear information about the complaint-handling process.
- Escalate unresolved or refused complaints to the Communications Regulatory Authority (CRA).

! You are obliged to:

- Review the service terms and conditions before use.
- Read and understand your contract before signing.
- Check your bills before payment
- Keep shipment tracking numbers and receipts.
- Provide accurate and complete information when using postal services.
- Contact the service provider first before escalating a complaint to the Authority.

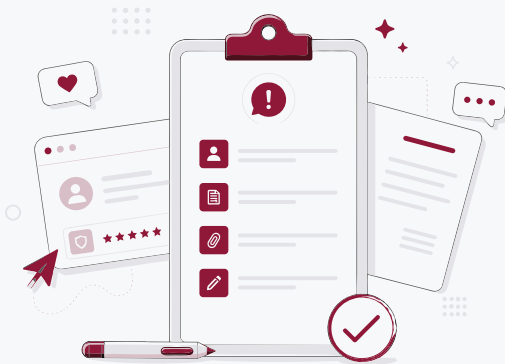
Complaint process



Not Satisfied with Postal Service?

STEP 1

Lodge Your Complaint with Your Service Provider



STEP 2

Contact CRA



Your complaint remains unresolved or open for more than **10 working days**.



Your postal service provider refused to register your complaint or did not provide a reference number.



You're a customer with a disability, and you are registered with the Qatar Society for the Rehabilitation of Special Needs, and your complaint remains unresolved or open for more than **8 working days**.



Your postal service provider closed your case without resolving the issue, or you are dissatisfied with the outcome.



Call 103 (24/7 hotline)



Email: consumervoice@cra.gov.qa



Fill the online complaint form on **CRA's website**



Social media: **CRAqatar**



Arsel app



What Happens Next?



- Receive Tracking Number →
- Follow-Up Call Within 1 Working Day →
- Investigating the complaint with the service provider and resolving the complaint.

Who Can Complain?



Any Postal User in Qatar or Authorized Representative

Info You Need



- Valid contact number.
- Postal service provider's name.
- Shipment tracking number (if available).
- Date, time & channel used to complain.
- QID, GCC ID or Passport number.
- Complaint reference number or explanation if not provided.
- Supporting evidence: screenshots, photos, documents.
- Details of the complaints and the response(s) from the service provider and the reasons for dissatisfaction with the service provider's resolution (if any).

Complaints to CRA are FREE of Charge



Frequently Asked Questions



How are consumers protected in the postal sector?



The CRA has established regulatory frameworks to ensure that postal service consumers are protected from unfair practices and have access to reliable, secure, and high-quality postal services. These regulations are designed to safeguard consumer rights, promote service quality, and ensure transparency and accountability within the postal sector. The key regulations that provide this protection include:

- Law No 15 of 2023 Promulgating the Law Regulating Postal Services Regulation of the Postal Licensing Application
- Postal Consumer Protection Regulation (PCPR)
- Consumer Protection Policy for the Postal Sector
- Regulation of Postal Quality of Service Provider Obligations
- Postal Tariff Regulation

What can I do when I am not satisfied with a postal product or service?



Not Satisfied with Postal Service?

Step 1

Contact Your Service Provider



- First lodge your complaint with your service provider and get a reference number for the complaint.

You may move to Step 2 in any of the following cases:

Unresolved complaint for 10 more days



- Your complaint remains unresolved or open for more than 10 working days.
- Your postal service provider closed your case without resolving the issue, or you are dissatisfied with the outcome.

Complaint refusal



- Your postal service provider refused to register your complaint or did not provide a reference number.

Customers with disabilities



- You're a customer with a disability and you are registered with the Qatar Society for the Rehabilitation of Special Needs, and your complaint remains unresolved or open for more than 8 working days.

STEP 2

Contact CRA



- Call 103 (24/7 hotline)
- Email: consumervoice@cra.gov.qa
- Fill the online complaint form on **CRA's website**



- Social media: **CRAqatar**
- **Arsel app**



What happens next?

How can I track the status of my complaint?

The complaint will be immediately filed and the consumer will receive a dedicated tracking reference number to follow-up on the complaint through the resolution process. Consumers will have the option of lodging their complaint in Arabic or English.

Within one working day, the consumer will receive a follow-up call from a consumer protection agent to obtain all the necessary information needed to investigate and resolve the complaint.

Who can make a postal complaint?

Any person who uses postal services provided by the licensed service providers in the State of Qatar may file a complaint with the CRA.

This includes the sender or recipient of a postal parcel that its weight does not exceed 30 kilograms and its dimensions comply with the specifications set by the Authority.

A complaint can be made on another person's behalf (such as on behalf of a family member) provided that they have the relevant authorization to lodge the complaint.



What information do I need when making a postal complaint?

- Valid contact number.
- Postal service provider's name.
- Shipment tracking number (if available).
- Date, time & channel used to complain.
- QID, GCC ID or Passport number.
- Complaint reference number or explanation if not provided.
- Supporting evidence: screenshots, photos, documents.
- Details of the complaints and the response(s) from the service provider and the reasons for dissatisfaction with the service provider's resolution (if any).



Do I have to pay to lodge a postal complaint with the CRA?

No, lodging a complaint with the CRA is free of charge

Can the CRA award compensation for postal complaints?

CRA can instruct a service provider to provide a refund to a customer as a resolution to a complaint; however, the CRA has no power to award compensation.

I complained to the postal service providers, but my complaint was ignored. Can the CRA assist me?



Yes. If your complaint has been ignored or not addressed appropriately, you may lodge a complaint through one of the CRA's official complaint channels. The CRA Consumer Affairs team will review your case and contact you as part of the resolution process.

Does the CRA regulate postal service prices?

CRA does not determine the prices for Postal services, but it evaluates prices provided by service providers.

Is a delivery service considered a postal service?

Can I complain about it to the CRA?

No. Only services provided by postal service providers licensed by the CRA fall under the Authority's jurisdiction.



Communications
Regulatory Authority
State of Qatar

هيئة تنظيم
الاتصالات
دولة قطر

Al Nasr Tower B, Corniche Street
PO Box 23404, Doha, Qatar



+974 4499 5535



@craqatar

Email: info@cra.gov.qa

To visit CRA website, scan the code below:



cra.gov.qa