

Consumers Satisfaction with CRA's Services- Survey Report

April 2025

TABLE OF CONTENTS

1. Introduction	4
1.1. About the survey	
1.2. About the sample	4
2. survey Results	4
2.1. General about CRA services	4
2.1.1. Are you aware of the Communications Regulatory Authority services?	4
2.1.2. What CRA services have you previously experienced?	5
2.1.3. Why did you not use any of CRA's services?	5
2.2. Telecom Consumer Complaint	6
2.2.1. Have you filed a complaint with CRA about any issue related to telecom services?	6
2.2.2. which communication channel did you use to file your complaints?	6
2.2.3. Have you faced any issues when you complained to CRA?	7
2.2.4. How satisfied are you with CRA regarding handling your complaint?	8
2.3. Spectrum Licensing	9
2.3.1. Did you get a spectrum license/ Authorization from CRA?	9
2.3.2. Which channel did you use to submit your spectrum license request?	9
2.3.3. Have you faced any issues while obtaining the spectrum license?	10
2.3.4. How satisfied are you with issuing spectrum licenses service?	11

2.4.Type approval for radio and telecom terminal equipment	11
2.4.1. Did you obtain a type approval certificate for radio and telecom terminal equipment?	12
2.4.2. Have you faced any issues when you obtained a type of approval for radio and telecom terminal equipment?	12
2.4.3. How satisfied are you with issuing the type approval for radio and telecom terminal equipment?	13
2.5.Domain Registration	13
2.5.1. Have you registered a Qatari domain?	14
2.5.2. Have you faced any issues when you register a domain?	14
2.5.3. Have you filed a complaint with CRA about any issue related to domain registration?	15
2.5.4.Which channel did you use to file your complaint?	15
2.5.5. How satisfied are you with the domain registration service?	16
2.6. Do you have any other suggestions regarding the services provided by CRA?	16
3. Conclusion	17

1. Introduction

1.1 About the survey

The Communications Regulatory Authority (CRA) conducted a bi-lingual in Arabic and English social media survey to collect consumers' feedback on their awareness of CRA and its services.

This survey was published from October 27, 2024- January 2, 2025, and was completed by 154 respondents.

1.2. About the sample

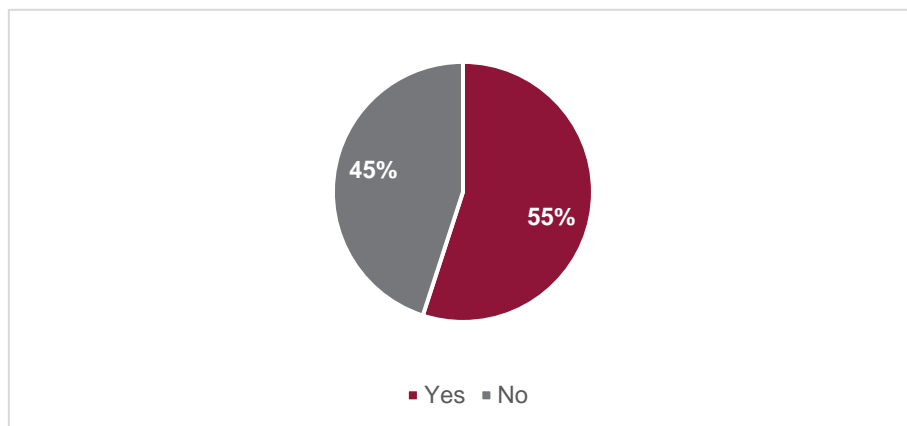
The sample consisted of randomly selected consumers reached through CRA's social media channels. Additionally, we also reached out to consumers who had previously submitted complaints to CRA via email.

2. Survey Results

2.1. General about CRA services

This section is a general about CRA services, it aims to assess the level of awareness of authority and its services, The questions were presented to respondents based on the services they have used.

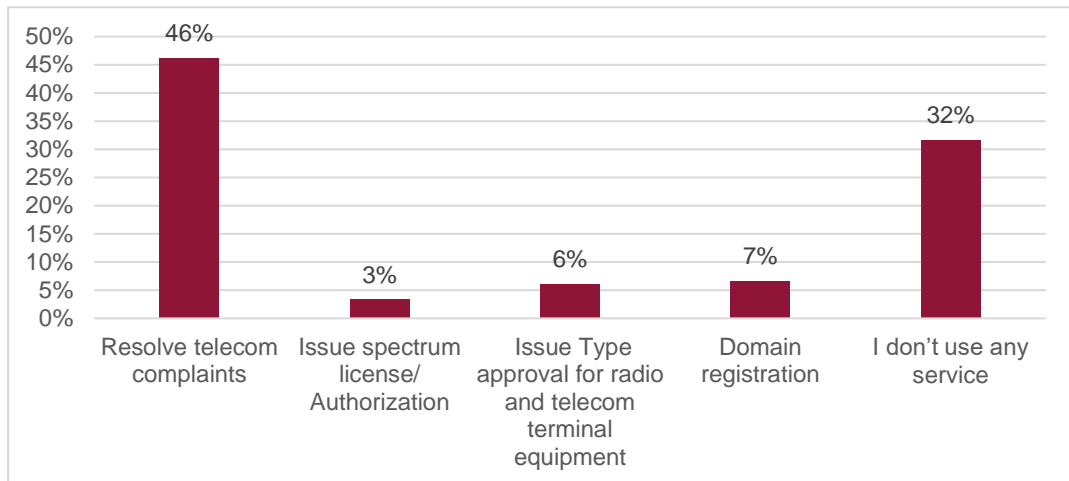
2.1.1. Are you aware of the Communications Regulatory Authority services?



The survey results show that 55% of respondents are aware of the Communications Regulatory Authority (CRA) and its services. This indicates that more than half of the respondents are aware

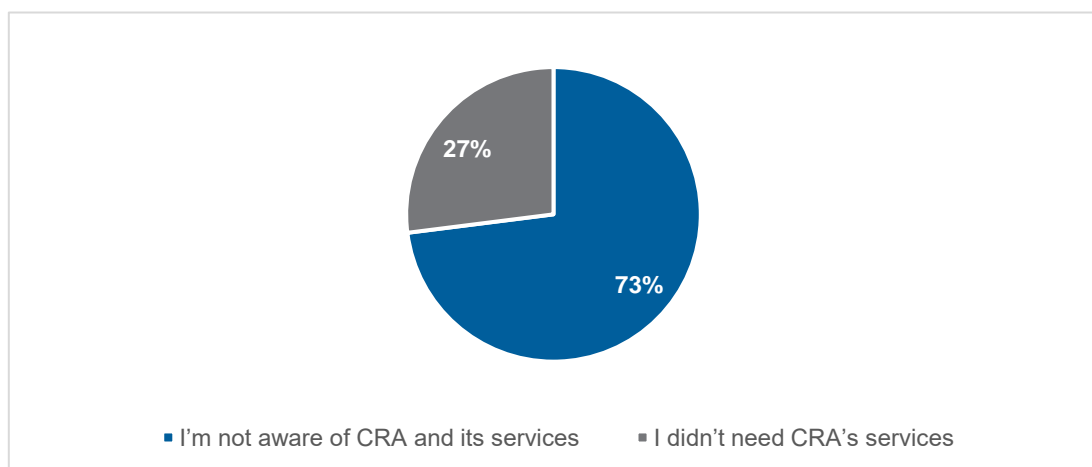
of CRA's. However, 45% of respondents are unaware of CRA.

2.1.2. What CRA services have you previously experienced?



The survey results indicate the types of Communications Regulatory Authority (CRA) services that respondents have previously used. A significant 46% of respondents reported using CRA to resolve telecom complaints, confirming CRA's crucial role in addressing consumer issues. Additionally, 3% of respondents reported using CRA services for issuing spectrum licenses or authorizations, 6% for issuing type approval for radio and telecom terminal equipment, and 7% for domain registration. Meanwhile, 32% of respondents stated that they do not use any CRA services.

2.1.3. Why did you not use any of CRA's services?



This question appears was shown only to respondents who chose in question 2.1.2 that they had

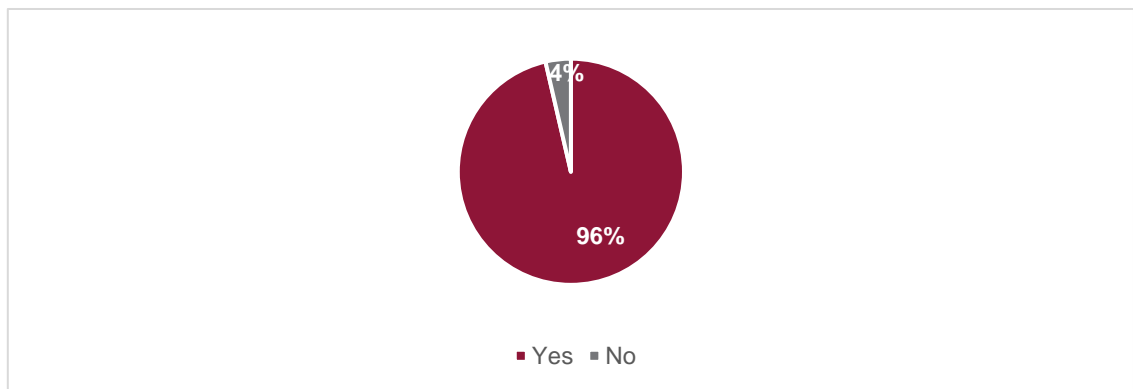
not used any CRA services.

The survey results show that 73% of respondents did not use any CRA services because they were unaware of CRA and its services. Additionally, 27% of respondents stated they didn't need CRA services, suggesting that the services may not be relevant for everyone.

2.2. Telecom Consumer complaints

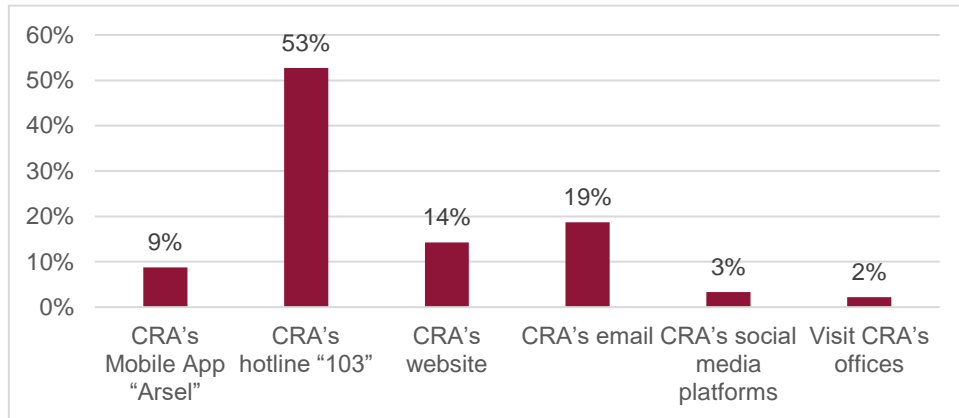
This section focuses on the 46% of respondents who reported using CRA's telecom complaint services in question 2.1.2. It aims to further evaluate their experience with this service.

2.2.1. Have you filed a complaint with CRA about any issue related to telecom services?



The survey results show that 96% of respondents have filed a complaint with CRA regarding telecom services, and only 4% have.

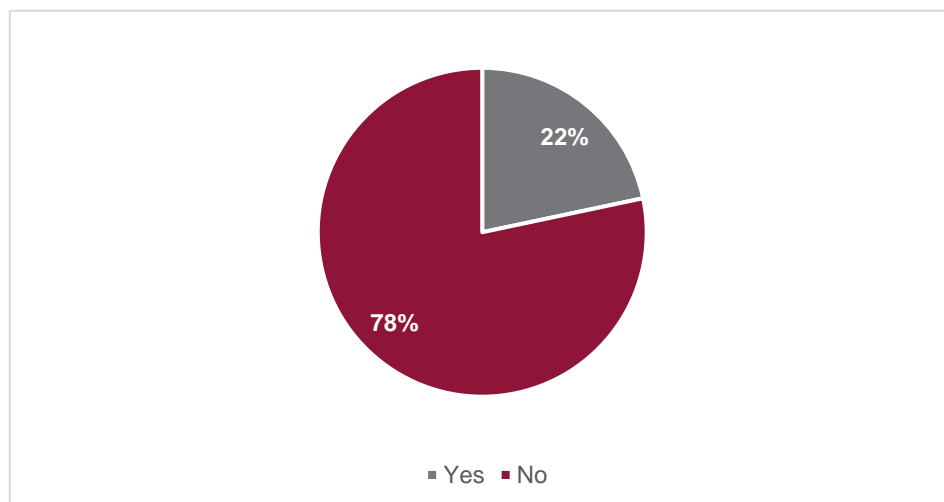
2.2.2. Which communication channel did you use to file your complaints?



This question follows question 2.2.1 and was shown only to respondents who indicated that they had filed a complaint with CRA.

The most used channel was CRA's hotline "103," with 53% of respondents. Email was the second most used channel at 19%, followed by CRA website at 14%. The mobile app "Arsel" was used by 9% while 3% of respondents filed their complaints through CRA's social media platforms. Only 2% of respondents visited CRA's offices in person.

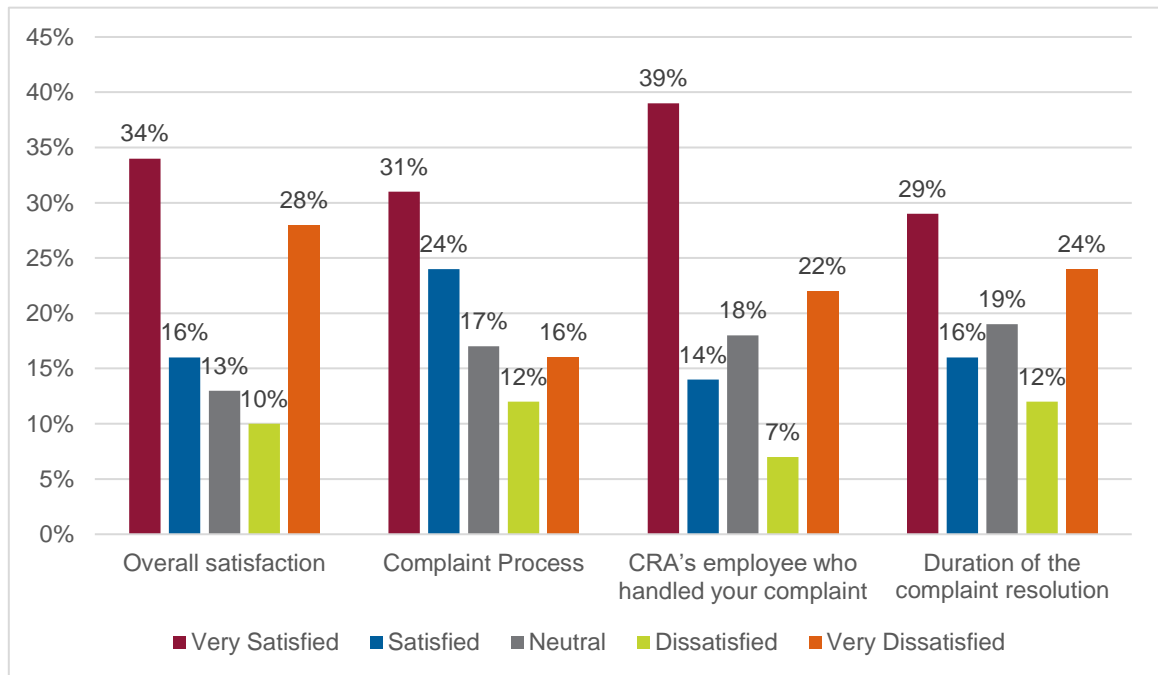
2.2.3. Have you faced any issues when you complained to CRA?



The survey results show that 78% of respondents reported not encountering any problems during

the complaints process. highlighting the effectiveness of CRA's complaint resolution process for most users. In contrast, 22% of respondents faced issues, such as delays and unsatisfactory solutions, when filing complaints with CRA regarding telecom services.

2.2.4. How satisfied are you with CRA regarding handling your complaint?



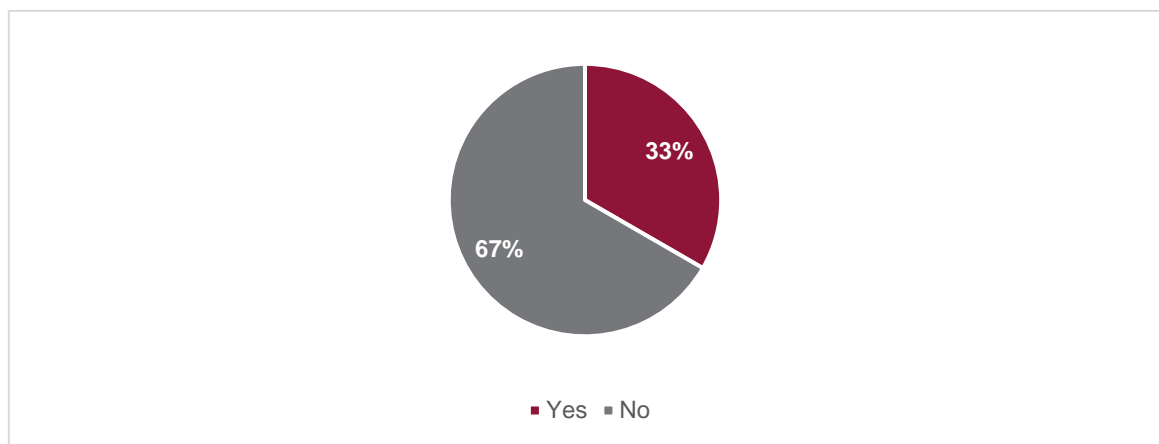
The survey indicates varying levels of satisfaction with CRA's handling of complaints across four areas:

- **Overall satisfaction:** 34% of respondents were very satisfied, 16% were satisfied and 13% remained neutral. However, 10% were dissatisfied, and 28% were very dissatisfied.
- **Complaint process:** 31% were very satisfied, 24% were satisfied, and 17% were neutral. Meanwhile, 12% were dissatisfied, and 16% were very dissatisfied.
- **CRA's employees who handled the complaint:** 39% were very satisfied with the assistance they received, 14% were satisfied, while 18% were neutral, 7% were dissatisfied, and 22% were very dissatisfied, indicating variability in employee performance.
- **Duration of the complaint's resolution:** 29% of respondents were very satisfied with the time taken to resolve their complaints, 16% were satisfied and 19% remained neutral. However, 12% were dissatisfied and 24% were very dissatisfied.

2.3. Spectrum licensing

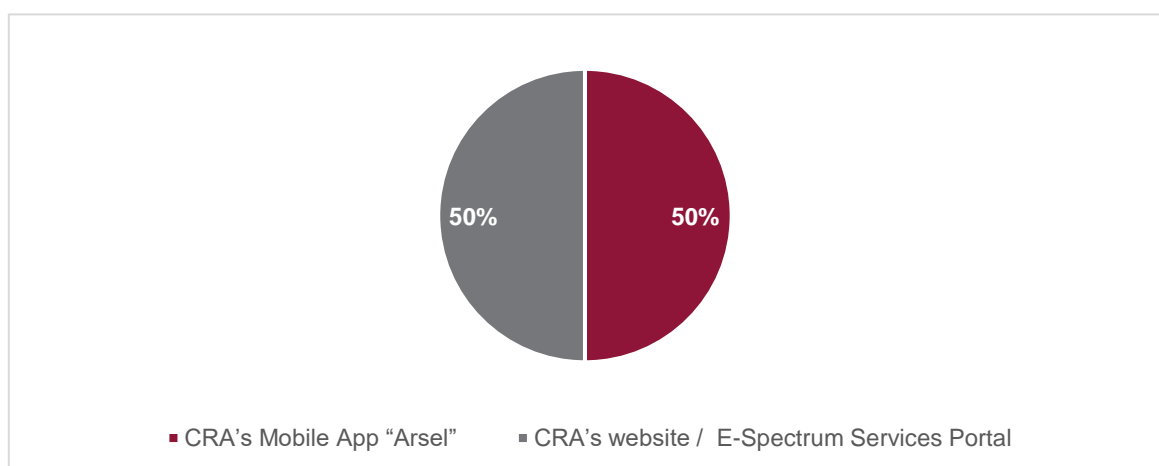
This section focuses on the 3% of respondents who indicated in question 2.1.2 that they have used CRA's spectrum licensing services. It provides a further evaluation of their experience with this service.

2.3.1. Did you get a spectrum license/ Authorization from CRA?



The results of the survey indicate that 33% of respondents have obtained a spectrum license or authorization from CRA, while 67%, have not. This indicates that a majority of respondents have not gone through the process of obtaining a spectrum license from CRA.

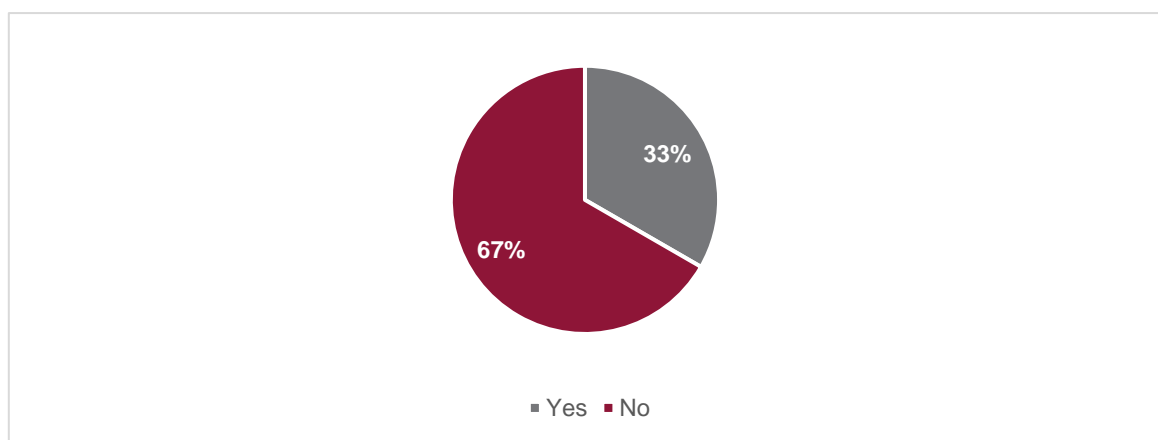
2.3.2. Which channel did you use to submit your spectrum license request?



This question follows 2.3.1 question and is shown only to respondents who indicated that they have applied for a spectrum license.

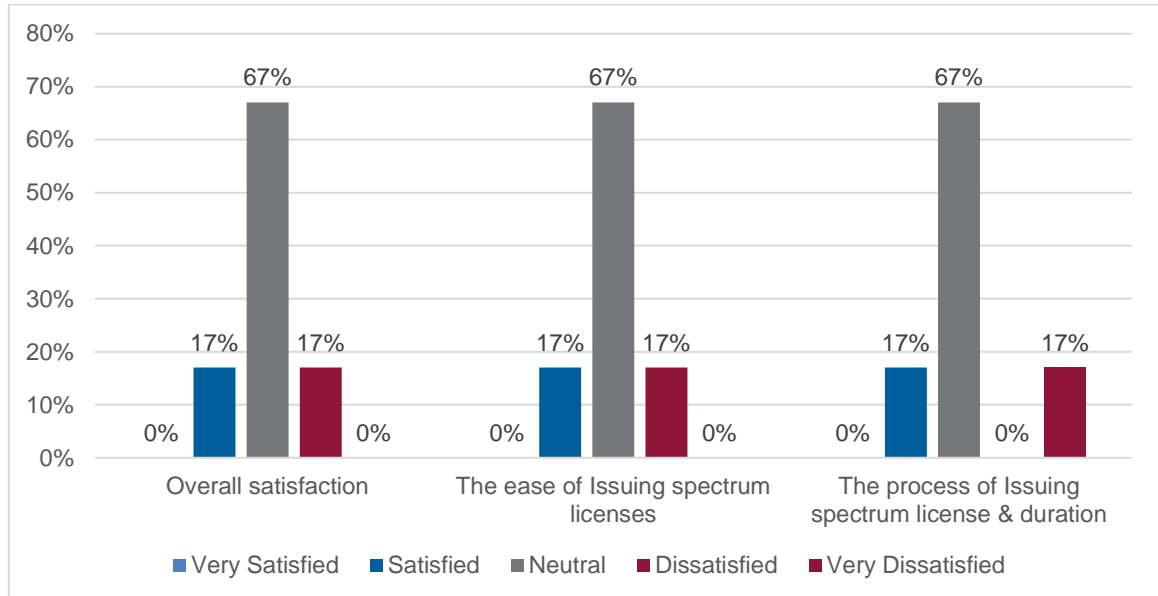
The survey results reveal that the respondents were evenly split in their choice of submission channels. **50%** used CRA's mobile app, "Arsel," while the remaining **50%** submitted their requests through CRA's website (E-Spectrum Services Portal).

2.3.3. Have you faced any issues while obtaining the spectrum license?



The survey results indicate that 33% of respondents faced issues while obtaining their spectrum license. The main challenges reported were delays and postpones in responding to inquiries related to issuing licenses. There is difficulty in obtaining Frequency trade (FT) numbers and challenges with payment processing and uploading attachments after renewal. Meanwhile, the majority, 67%, did not face any issues during the process.

2.3.4. How satisfied are you with issuing spectrum licenses service?



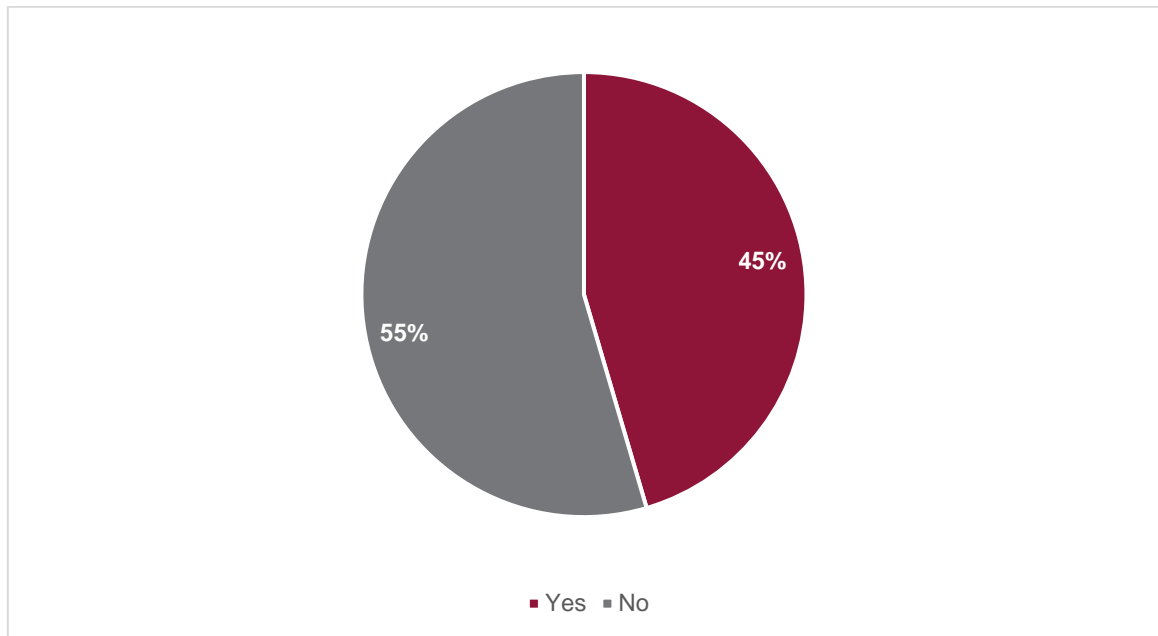
The survey results on satisfaction with the spectrum license issuance service were as follows:

- **Overall Satisfaction:** 17% of respondents were satisfied, while 67% remained neutral, and 17% were dissatisfied. No respondents reported being very satisfied or very dissatisfied.
- **Ease of Issuing Spectrum Licenses:** 17% of respondents were satisfied with the ease of issuing spectrum licenses, while 67% were neutral. and 17% were dissatisfied. Again, no respondents reported being very satisfied or very dissatisfied.
- **Process and Duration of Issuing Spectrum Licenses:** The results were similar. 17% were satisfied with the process and duration, 67% were neutral, and 17% were very dissatisfied. No respondents indicated being very satisfied or dissatisfied.

2.4.Type approval for radio and telecom terminal equipment

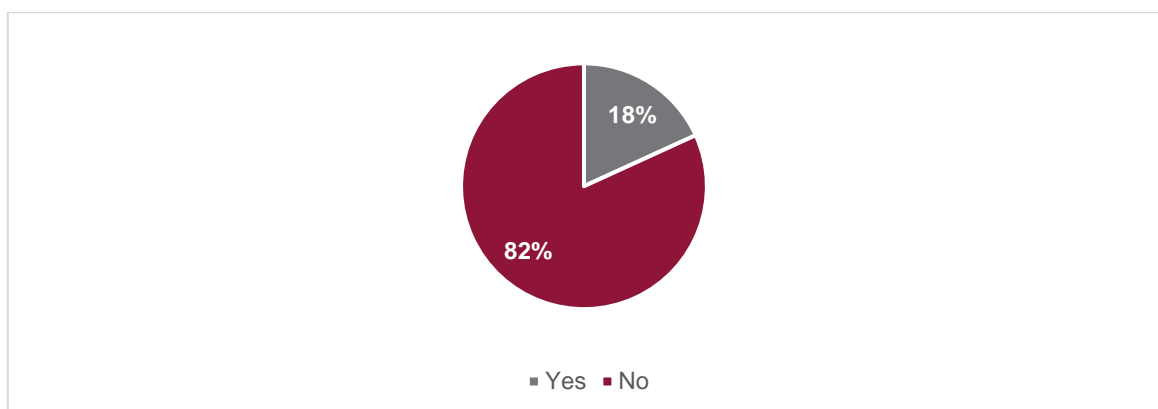
This section focuses on the 6% of respondents who have used type approval certificates for radio and telecom terminal equipment, as indicated in question 2.1.2. These respondents were presented with further questions to evaluate this service.

2.4.1. Did you obtain a type approval certificate for radio and telecom terminal equipment?



The survey results show that 45% of respondents obtained a type approval certificate for radio and telecom terminal equipment, while 55% did not. This indicates that a slight majority of respondents have not gone through the type approval certificate process, while almost half have.

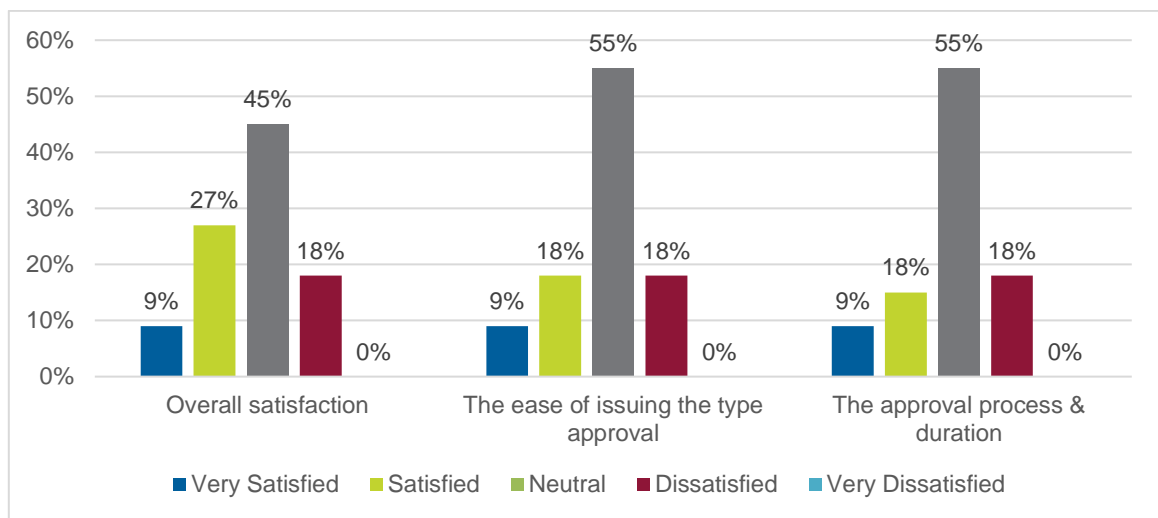
2.4.2. Have you faced any issues when you obtained a type of approval for radio and telecom terminal equipment?



This question follows 2.4.1 and is shown only to respondents who indicated that they had obtained a type approval certificate for radio and telecom terminal equipment.

Survey results show that 18% of respondents faced issues when obtaining a type of approval certificate due to long delays and a lack of response to email communications. However, a significant majority, 82%, reported no issues.

2.4.3. How satisfied are you with issuing the type approval for radio and telecom terminal equipment?



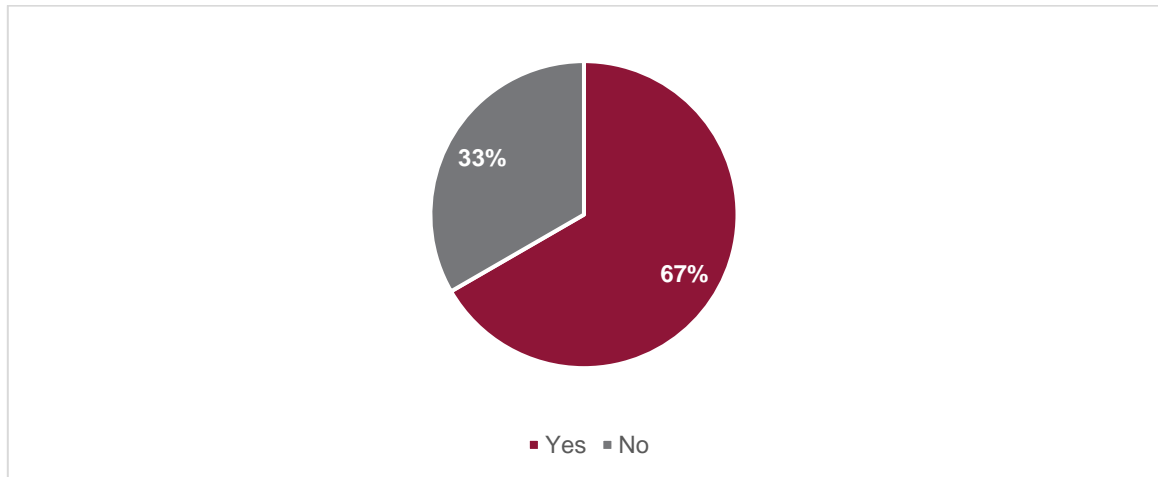
The survey results regarding satisfaction with the issuance of the type approval for radio and telecom terminal equipment are as follows:

- **Overall Satisfaction:** 9% of respondents were very satisfied, 27% were satisfied, 45% were neutral, and 18% were dissatisfied. No respondents reported being very dissatisfied.
- **Ease of Issuing the Type Approval:** 9% were very satisfied, 18% were satisfied, 55% were neutral, and 18% were dissatisfied. Again, no respondents reported being very dissatisfied.
- **Approval Process & Duration:** 9% were very satisfied, 18% were satisfied, 55% were neutral, and 18% were dissatisfied. No respondents reported being very dissatisfied.

2.5. Domains Registration

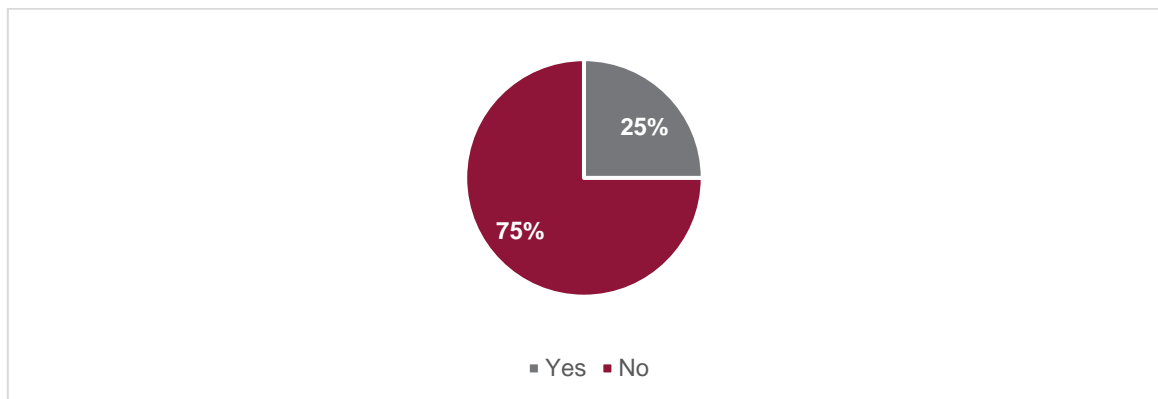
This section focuses on the 7% indicated in question 2.1.2 that have used domain registration services with CRA. It aims to further evaluate their experience with this service.

2.5.1. Have you registered a Qatari domain?



Survey results show that 67% of respondents have registered a Qatari domain, while 33% have not.

2.5.2. Have you faced any issues when you register a domain?



This question follows 2.5.1 and is shown only to respondents who indicated that they have registered a Qatari domain.

Survey results show that **75%** of respondents successfully registered their domain without any issues, reflecting a smooth process for the majority.

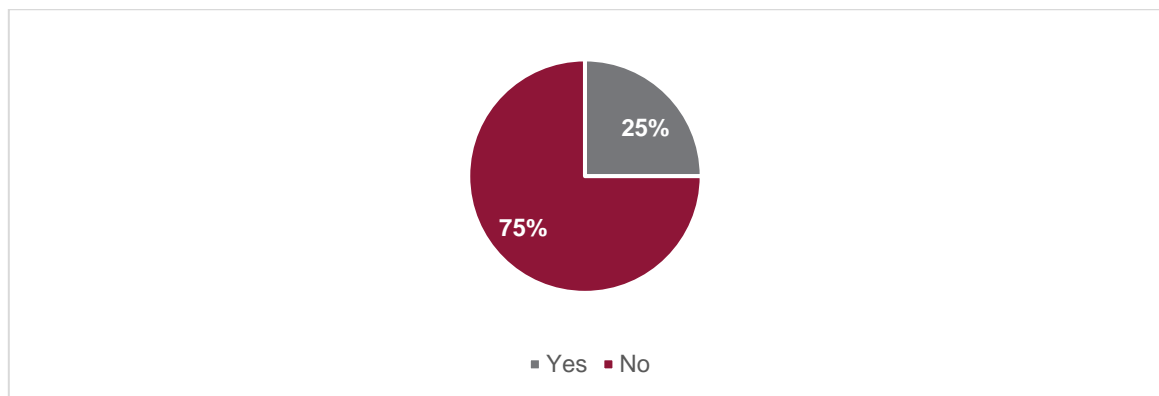
Among the **25%** who faced challenges, the most common concerns included:

- a complicated registration process.

- Suspension of .gov.qa domains due to administrative payment delays.
- Difficulties with domain registration, linking the domain to email, activating the website, and managing invoices.

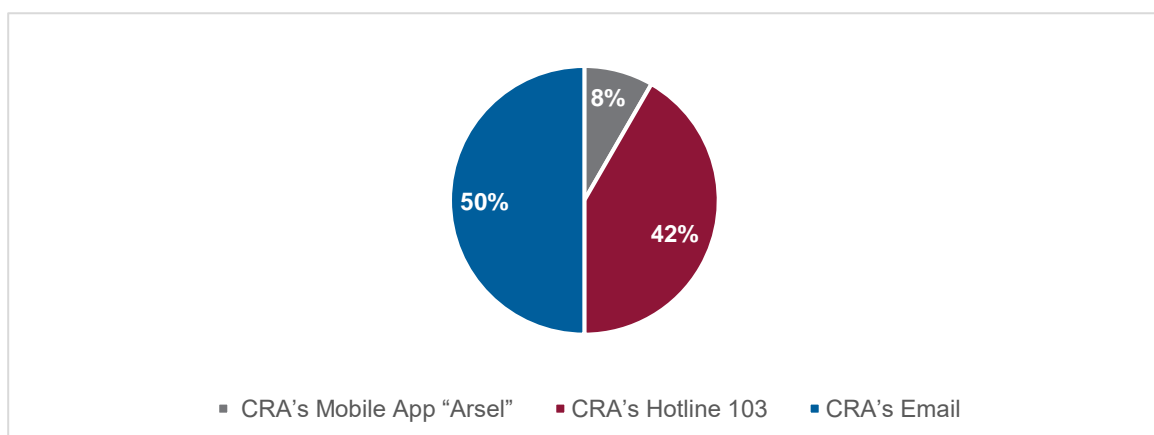
Overall, these insights highlight opportunities for further enhancing the domain registration experience.

2.5.3. Have you filed a complaint with CRA about any issue related to domain registration?



The survey results show that 25% of respondents have filed a complaint with CRA regarding a domain registration issue, while 75% have not.

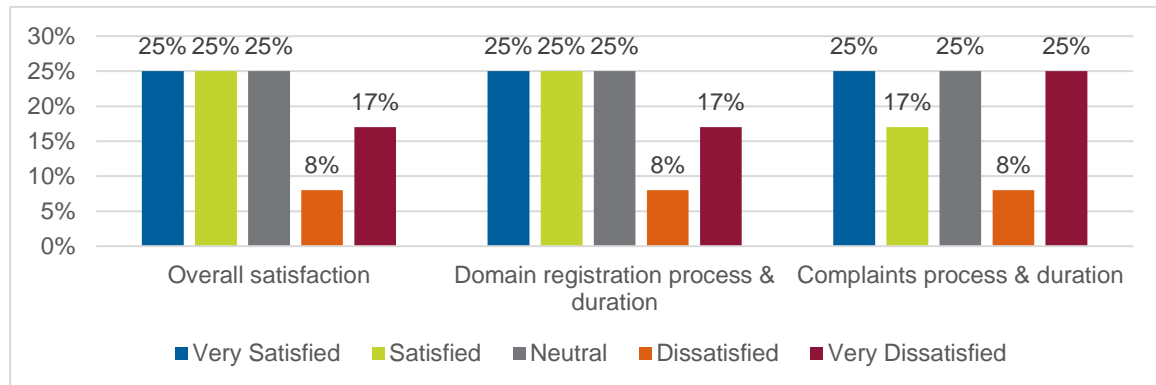
2.5.4. Which channel did you use to file your complaint?



This question follows 2.5.3 and is displayed only to respondents who indicated that they have filed

a complaint with CRA regarding a domain registration issue. The results show that among the respondents who filed a complaint, 8% used CRA's mobile app "Arsel," 42% contacted CRA's hotline at 103, and 50% filed their complaint via email.

2.5.5. How satisfied are you with the domain registration service?



The survey results regarding satisfaction with the domain registration service are as follows:

- **Overall Satisfaction:** 25% of respondents were very satisfied, 25% were satisfied, and 25% were neutral, 8% were dissatisfied, and 17% were very dissatisfied.
- **Domain Registration Process & Duration:** 25% of respondents were very satisfied, 25% were satisfied, and 25% were neutral, 8% were dissatisfied, and 17% were very dissatisfied.
- **Complaints Process & Duration:** 25% of respondents were very satisfied, 17% were satisfied, 25% were neutral, 8% were dissatisfied, and 25% were very dissatisfied.

2.6. Do you have any other suggestions regarding the services provided by CRA?

The feedback provided in this question highlights valuable insights and suggestions related to CRA services, particularly in areas like domain registration, customer service, and complaints handling.

For domain registration, some respondents suggested better communication and faster responses from CRA, as some of the respondents have difficulty with the employees handling domain registrations and modifications, and slow times. Many felt frustrated by unhelpful staff, unreasonably suspended domains, and lack of support after business hours.

On a positive note, some customers appreciated the assistance they received from CRA when filing complaints, particularly in cases involving billing disputes with telecom companies. However, there were also concerns about the effectiveness of CRA's investigations.

3. Conclusion

In summary, the majority of the respondents are aware of CRA indicating that there may be an opportunity for CRA to improve its outreach and communication strategies to engage a larger portion of the community in Qatar.

Regarding CRA services in general in section 2.1, the results reflect varying levels of engagement, with the highest usage seen in CRA's role in resolving telecom complaints. This highlights the significant importance of CRA in addressing customer concerns within the telecom sector.

When it comes to filing complaints in section 2.2, the preferred channels are the hotline (**103**) and digital platforms, with in-person visits being the least common option. Most respondents did not encounter issues when filing complaints, and the majority expressed satisfaction with CRA's services. However, a considerable portion of respondents were very dissatisfied, particularly with the complaint process and resolution duration.

For spectrum licenses in section 2.3, a smaller portion of respondents applied for and received a spectrum license or authorization, with a balanced preference between the mobile app and the online portal for submitting spectrum license requests. This suggests that, for most individuals, obtaining a spectrum license was a smooth experience, although some faced challenges. Satisfaction levels regarding the spectrum license service were generally neutral, with a smaller portion expressing either satisfaction or dissatisfaction.

In section 2.4, regarding type approval for radio and telecom terminal equipment, over half of the respondents had not gone through the process of obtaining the certificate. Among those who did, the experience was largely smooth, though a small portion faced challenges. The majority of respondents felt neutral about the process and ease of obtaining the type approval, with a small proportion expressing satisfaction, while a notable portion indicated dissatisfaction.

For domain registration in section 2.5, the majority of respondents successfully completed the registration process, although a smaller portion did not. Most individuals had a smooth experience, but a quarter of the respondents encountered difficulties. Among those who filed complaints, email was the preferred method of communication, followed by the hotline. Satisfaction levels with the domain registration process were mixed, with a significant number of respondents expressing dissatisfaction, particularly with the complaints process and resolution duration.