



United Arab Emirates



Customer Charter

The Telecommunication Regulatory Authority is keen on to achieve excellence in service provision that not only attains your satisfaction but also exceeds your expectations.

OUR COMMITMENT TO YOU

- We will treat you with courtesy, respect and a smile
- You will receive high standards and fair service
- We will cater to your needs professionally and to the best of our ability
- We will provide our services through a helpful and knowledgeable team that is understanding and capable of answering your questions
- We will provide you with service requirements, realistic expectations and completion times for each service
- You will be attended to in a timely manner
- We will reduce the number of steps required to complete a service in the easiest and most efficient manner
- We will provide you with accurate information and error-free service
- We will provide you with a multi-channel service and ensure that we serve at your convenience, whenever possible
- We welcome your feedback and suggestions to serve you better

YOUR COMMITMENT TO US

- Appreciate efforts of the staff members at your service and treat them with mutual respect
- Provide identification documents when requested
- Provide the supporting documents required to complete a service
- Inform us immediately of any changes to information provided or in case of error
- Inform us immediately of any changes that may affect service provision
- Respond in a timely manner to queries of staff to ensure timely service and quality

CUSTOMER FEEDBACK AND SUGGESTION

Customer Service Center(s):	Working hours:	Fax:	Mail Box:	E-mail:
Abu Dhabi HO	Time: 7 :00 am _ 3 :00 pm Days: Sunday_ Thursday	02 6118 240	PO Box 26662	info@tra.gov.ae

“Our goal is your satisfaction, and it is our pleasure to reach out to you”

Feedback : suggestions@tra.gov.ae

Website: www.tra.gov.ae