





## ROLE OF ICTQATAR'S CONSUMER AFFAIRS DEPARTMENT

ictQATAR is Qatar's independent telecommunications regulator, that balances the obligations of telecoms service providers with the rights of consumers.

The Consumer Affairs Department works toward ensuring that the benefits of competition are passed on to consumers and that consumers are informed about their rights and the obligations of service providers.

The Telecommunications Law, the Executive By-Law and the licenses issued to Qtel and Vodafone-Qatar contain provisions that protect you, the consumer, in your dealings with service providers by placing obligations on the service providers to be honest and deal fairly with you.

ictQATAR will assist you as a consumer to make informed decisions. If you have a problem or complaint, you should contact the service provider first to resolve your complaint, after which you may contact ictQATAR to help resolve the complaint.

## YOUR RIGHTS AS A TELECOMS CONSUMER

- To be treated fairly and honestly by your service provider
- To be informed about the obligation of service providers to you as a consumer
- To file a formal complaint with ictQATAR if you are not satisfied with your telecoms service

## CONTACT US

Call: 103

+974 44380000 (outside Qatar)

Email: [consumervoice@ict.gov.qa](mailto:consumervoice@ict.gov.qa)

Follow us: @ictQATARvoice

## TELECOMS CONSUMER COMPLAINTS HANDLING PROCESS

As a telecommunications consumer in Qatar and you have issues with your service provider, you have the right to file a formal complaint with ictQATAR if you are unable to come to an acceptable resolution with your service provider. These issues could include billing disputes or service quality problems, among others. ictQATAR will investigate any formal complaints received and help reach a satisfactory resolution.

If you have a complaint with your telecoms service provider, follow these steps:

### STEP 1

Contact your service provider.

If you are happy with the resolution service provider, the case is resolved.

### STEP 2

If your service provider does not resolve your complaint within 30 days or you are not happy with their resolution, then:

Contact ictQATAR by calling 103, emailing [consumervoice@ict.gov.qa](mailto:consumervoice@ict.gov.qa) or filling in a complaint form at [www.ictQATAR.qa](http://www.ictQATAR.qa)

ictQATAR will investigate your complaint, ask for relevant supporting information, and keep you updated throughout the investigation, through resolution.

If satisfied with ictQATAR's decision, the case is resolved.

### STEP 3

If you are not satisfied with ictQATAR's decision, you may take your own private legal action against the service provider through the relevant legal channels in Qatar.

## WHO ARE MY TELECOMS SERVICE PROVIDERS?

### → Qtel Qatar Q.S.C (Qtel)

Local enquiries from your Qtel phone: 111

Local enquiries from other operators: 44200700

Outside Qatar enquiries: +974 44380000

e-mail: [customer.service@qtel.com.qa](mailto:customer.service@qtel.com.qa)

### → Vodafone Qatar Q.S.C (Vodafone)

Local enquiries from your Vodafone phone: 111

Local enquiries from other operators: 8007111

Outside Qatar enquiries: +974 77007111

e-mail: [care.qa@vodafone.com](mailto:care.qa@vodafone.com)