



Press Release

Telecommunications' Consumer Advisory Group Raises Issues of Concern and Interest Directly to Batelco's Chief Executive

Sunday, 27 April 2008

On 14 April 2008, the Telecommunications Consumer Advisory Group met with Batelco's Chief Executive Mr. Peter Kaliaropoulos to discuss issues of concern to consumers of telecom services. Mr. Kaliaropoulos attended the meeting upon an invitation from the Group.

In the opening speech, the Chairperson of the Advisory Group Shaikha Haya bint Rashid Al- Khalifa said: "We would like to thank Batelco for accepting our invitation, for providing high class telecommunications services, and for its contribution to Bahrain's society. In this meeting we are aiming to get information directly from Batelco on a number of issues of interest to consumers that will help us formulate some recommendations to TRA as well as Batelco for the purpose of improving the prices and the quality of the services provided to consumers".

During the Meeting with Batelco's Chief Executive, members of the Advisory Group raised issues of concern and interest to consumers such as; electronic billing, subsidized and special packages for low income and special needs users, the speed of internet services and the cost of prepaid calls services.

Batelco's Chief Executive Mr. Kaliaropoulos agreed to take onboard all suggestions made by the group for study and consideration.

Commenting on this Meeting, TRA's General Director Mr. Alan Horne said: "I would like to praise the Consumer Advisory Group for the efforts they made to open direct channels of dialog with operators and understand the market offerings, such meetings are of great benefit in raising the voice of consumers and acting as a means to improve the services provided through the suggestions made by the group to operators and to TRA".

About the Consumer Advisory Group

In order to adopt an open-dialogue policy with the public and promote the interests of consumers, TRA has established the Permanent Consumer Advisory Group. The Group will enable consumers to take an active role in issues that affect them, through their recommendations and feedback to TRA. The Group is independent of TRA, and while TRA may offer its help on request, it is not involved in the recommendations made by the group.

About TRA

The Telecommunications Regulatory Authority (TRA) was established by Legislative Decree No. 48 of 2002 promulgating the Telecommunications Law. TRA is an independent body and its duties and powers include, among other things, protecting the interests of subscribers and users and promoting operators effective and fair competition among existing and new licensed. More information regarding TRA can be viewed at www.tra.org.bh

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