



*Press Statement*

## **TRA Statement on Blackberry Data Services Interruptions**

Seef District, Kingdom of Bahrain – Tuesday 18 October 2011

The Telecommunications Regulatory Authority (TRA) has been working over the past few days very closely with all stakeholders including Research in Motion (RIM), the Canadian Blackberry manufacturer, to identify the cause of the services interruptions faced by Blackberry users in Bahrain.

The problem, which was solved after three days, related to RIM's infrastructure and was affecting not only users in Bahrain but Europe, Africa and the rest of the Middle East region.

TRA is committed to protecting consumers' interests in terms of the availability and continuity of the telecommunications services provided in Bahrain. TRA continues to work with all stakeholders to develop plans and precautionary measures to avoid any interruptions to the services in future.

TRA is well aware of consumers' expectations for compensation over the interrupted Blackberry services, which are subject to the terms and conditions of the contract between the service provider and the consumer.

For more information, call TRA's Free call center on 88118.

### **About TRA**

Since its establishment in 2002, the Telecommunications Regulatory Authority of the Kingdom of Bahrain (TRA) has been working with government, consumers, operators and investors to develop a communications environment that enriches the social and commercial fabric of the Kingdom of Bahrain. As an exemplary Regulator for the region, TRA independently carries out its duties in a transparent and non-discriminatory manner. More information about TRA can be viewed at [www.tra.org.bh](http://www.tra.org.bh)