

Telecommunications Consumer Advisory Group Welcomes the Quality of Service Draft Regulation

Saturday, 24 May 2008

In response to the recently issued draft Regulation on Quality of Service, the Consumer Advisory Group's Chairperson, Shaikha Haya bint Rashed Al-Khalifa, commented as follows: "I would like to praise the Telecommunications Regulatory Authority for taking the step to prepare the Quality of Service draft Regulation. This Regulation will help us the consumers to compare telecommunications services offered by different service providers and to make the best choice."

The Quality of Service Regulation will oblige licensed operators to measure and report the quality of services provided to consumers. The services to be measured include fixed, mobile, internet and Directory Enquiries (DQ). The quality of service indicators include the number of consumer complaints (e.g. billing, faults and disconnection), the resolution time (e.g. repair time) and the time taken to answer calls (e.g. DQ and fault reporting). Publishing such performance indicators will give consumers a better idea of what is on offer to them.

Shaikha Haya added: "The Quality of Service Regulation will empower consumers in Bahrain to choose telecoms services on the basis of qualitative and quantitative reports of the performance indicators of telecommunications services. As a result of the implementation of this regulation, operators will seek to improve the services offered to consumer and they will wish to see the number of complaints and faults decrease. I strongly encourage all consumers and consumers' representatives to provide their input on this Regulation to TRA and thus maximize the benefits to consumers".

The deadline for submitting feedback to TRA on the Quality of Service draft Regulation is 4:00 p.m. on 12 June 2008. The Quality of Service draft Regulation can be viewed on TRA's website www.tra.org.bh

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 the TRA. The Group is independent of the TRA, and while the TRA may offer its help on request, it is not involved in the recommendations made by the group.

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