



News Release

Consumers Raise Issues of Concern Directly to Licensed Telecom Operators

Manama, Kingdom of Bahrain - Sunday 25 October 2009

The Telecommunications Regulatory Authority (TRA) hosted last week a meeting between consumer groups, consumers and licensed telecommunications operators to discuss issues of concern to consumers. A panel of service providers and consumers' representatives addressed the consumers' issues and views on services being offered in the market.

The meeting covered a wide range of topics, including consumer rights, customer services, ethics of product advertisement, billing and invoicing issues. Consumers had the opportunity to question their service providers directly and honestly.

The Chair of the meeting, TRA's General Director Mr. Alan Horne, commented: "I would like to thank the consumer panel and the licensed operators for coming together to debate issues of interest to the telecommunications users in Bahrain. We strongly encourage consumers to voice their concerns directly to their service providers. Through this interaction we aim to raise awareness among consumers, as we believe that better-informed consumers always support the development of a competitive market."

Mr. Horne added: "In a very competitive market such as Bahrain, licensed operators are keen to hear consumers' complaints and work to resolve them rather than see their customers leave for another operator."

On the panel consumers were represented by Sheikha Haya bint Rashed Al Khalifa, Chair of the Consumer Advisory Group, Mr. Ahmed bin Hindi, Head of founding committee of the Business Users Association, Mr. Raed AlSamahiji and Mr. Faisal Abdulla, founding members of the Business Users Association, and Mr. Abdulbasit AlMahmood, Vice Chairperson of the Consumer Advisory Group.

The Industry panel that attended the meeting consisted of representatives of Batelco, Zain, Lightspeed Communications, Mena Telecom, Nuetel Communications and Kalam Telecom.



Consumers' and Operators' panel discussing consumers' issues

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 the Kingdom of Bahrain into the region's most modern communications hub and to facilitate the growth of the market. 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

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