



News Release

For the Third Time Consumers and Business Users Meet with Telecommunications Companies and Raise Issues of Concerns

Manama, Kingdom of Bahrain - Wednesday 16 June 2010

The Telecommunications Regulatory Authority (TRA) hosted a meeting between the Consumers Advisory Group; the Bahrain Communications User Association (under foundation) and Telecommunications Licensed Operators. At the meeting issues of concerns to consumer and business telecommunications user were discussed in a round table dialogue with the Licensed Operators.

Amongst the many issues of interest discussed at the meeting included after sales support, marketing ethics, telecommunications services tariffs and roaming charges, customers services, and internet coverage, speed and charges.

The Chair of the meeting TRA's Deputy General Director Mr. Rob Middlehurst commented "I would like to thank the advisory groups and the licensed operators for coming together to discuss the main concerns of the users of telecommunications services in Bahrain. Since the formation of these groups in 2006 we have strongly encouraged meaningful dialogue between users and service providers, today's meeting marks another step towards a better informed customer base and licensed operators listening to the concerns of their subscribers. TRA remains of the belief that an open, direct and honest discussion between consumers' representatives and licensed operators will raise awareness and support the development of a creative, competitive market."

On the panel consumers were represented by Sheikha Haya bint Rashed Al Khalifa, Chair of the Consumer Advisory Group, and Mr. Ahmed bin Hindi, Head of founding committee of the Business Users Association.

Sheikha Haya thanked TRA and the service providers and said "We, as representatives of consumers in the telecommunications sector, believe that it is important to hold such meetings to diver views of the consumer to operators directly and we have noticed the cooperation of operators and their good attention to hear the concerns of consumers. We seek to work closely with TRA and operators to provide our views and thus improve the services provided to the public."

On the other hand, Mr. Ahmed Bin Hindi said "These meetings and this kind of gatherings would help develop and promote the telecommunications sector and increase consumer awareness as well as create opportunities for communication between consumers, operators and TRA. We, as

an Association (under foundation), encourage companies as users of telecommunications services to participate in the activities of the Association and contribute their views to the development of telecommunications services."

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 in 2006. 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.

Due to the different needs and concerns of business users as compared to individual consumers, Business Users Association was established to provide feedback from the business sector especially in this phase of market development, as business customers are having, in some areas, more choice in terms of service provider, prices and quality of service. The Business Advisory Group will be independent from TRA.

Senior representatives from each of the following Licensed Operators attended the meeting Batelco; Etisalcom; Kalaam; Kulacom Communications; Lightspeed Communications; Mena Telecom; Nuetel Communications;Orbit; Viva and Zain.



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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