



News Release

TRA Remind Consumers of the Directory Inquiry Charges Following the removal of the pre recorded message of the tariff when calling 181 and 188 by Batelco

Manama, Kingdom of Bahrain - Wednesday December 23, 2009

The Telecommunications Regulatory Authority (TRA) following a request from Batelco has approved starting from Yesterday December 23rd 2009 the removal of the pre recorded message that informed costumers of the cost associated with the use of 181 and 188 (Directory Inquiry (DQ)).

TRA would like to remind consumers that the removal of the voice recorded message on the DQ does not mean that consumer will not incur any cost. Consumers calling DQ will still incur a charge of 150 fils for calls originated from a fixed and 160 fils for calls from a mobile for each DQ query.

TRA's approval to Batelco's request was subject to some conditions, Batelco was requested to communicate the DQ charges through the services terms and conditions, the shops and Batelco website. Roaming customers entering the kingdom of Bahrain will still be informed through a recorded message about DQ charges.

TRA encourage consumers to educate themselves as to the costs and tariffs of each and every telecommunications service they use. This can be easily done by visiting their service provider website.

TRA also encouraging the industry to provide comprehensive DQ service that include all the subscribers of all the different competing service providers.

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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