



**THE TRA INVITES THE PUBLIC TO ATTEND THE HEARING ON  
THE CONSUMER CONSULTATION ON 26 FEBRUARY, AND  
EXTENDS THE COMMENTS PERIOD TO MID-MARCH**

**MANAMA – 19 February 2006-** The Telecommunications Regulatory Authority (TRA) announced today that the public hearing for the Consumer Protection Consultation will be held at 3.30 p.m. on Sunday, 26 February 2006, at the Bahrain Engineering Society in Juffair.

This is the first public hearing organised by the TRA in relation to consumer protection issues. The purpose of the hearing is to provide the public, and especially consumers, with the opportunity to voice their concerns and views on the topics of the consumer consultation to the TRA in an open forum. The public hearing is open for any member of the public and the industry to attend.

During the public hearing, the TRA will highlight the main questions raised in the consultation and seek input from the attendees on these questions. The public will also have the opportunity to raise any other issues related to the consultation topics during the public hearing. The TRA will take into consideration all the feedback received during the public hearing, as well as the written comments received on the consultation in the usual manner from respondents.

The consultation in question was issued in January 2006 and sought public feedback on consumer protection issues related to bulk SMS, prepaid services and disconnection of services due to non-payment. The TRA is also issuing a simplified version of the consultation prior to the public hearing, which is designed to explain the issues in a less complicated manner.

At the same time, the TRA is extending the comments period for the consultation to 15 March 2006, in order to obtain as much public feedback as possible on these three issues. The TRA hopes that with the publication of the simplified document and the holding of the public hearing, consumers will take the initiative to provide their feedback to the TRA on this consultation.

The consultation document is available on the TRA's website in Arabic and English. In addition, the TRA will be happy to provide hard copies of the consultation document for interested parties who do not have access to the Internet. The TRA is also happy to provide copies in Braille or large print upon request and free of charge. The TRA can be contacted on telephone number 17 52 0044.

### About the TRA

The Telecommunications Regulatory Authority (TRA) was established by Legislative Decree No. 48 of 2002 promulgating the Telecommunications Law. The TRA is an independent body and its duties and powers include protecting the interests of subscribers and users, and promoting effective and fair competition among established and new licensed operators. More information regarding the TRA can be viewed at [www.tra.org.bh](http://www.tra.org.bh)