



Press Release

TRA Leads Regional Working Group on Consumer Protection

Wednesday, 7 November 2007

On 25 October 2007, The Telecommunications Regulatory Authority (TRA) led and hosted the Arab Regulators Network's (AREGNET) working group meeting on consumer protection. The group aims to create a harmonized approach to consumer protection.

In their meeting, the members of the working group focused on how to protect consumers in the liberalized and competitive markets in the Arab countries. They discussed issues such as consumer rights to have access to telecom services and information, fair contracts, transparent marketing communications, empowering consumers and consumer groups and managing consumer complaints.

Participants in this group are representatives from TRA Oman, ICT Qatar, TRA United Arab Emirates and TRA Bahrain. A Contribution had also been made from Lebanon.

The group also listened to the International Telecommunications Union (ITU) expert in consumer protection Mrs. Rosalind Stevens-Strohmann, who presented international experience in protecting telecoms consumers.

Mrs. Stevens-Strohmann said: "Experience in the United Kingdom and the European Union has demonstrated the benefits of effective consultation and communication with consumer groups. Their invaluable knowledge and insight of consumers' needs helps to ensure that regulators develop appropriate consumer protection measures in a dynamic communications market."

Commenting on this workshop, the Telecommunications Regulatory Authority's General Director Mr. Alan Horne said: "We would like to thank Mrs. Rosalind Stevens-Strohmann and the countries who participated in this working group. This reflects their positive approach to protecting consumer interest. TRA will continue to work closely with AREGNET members and international experts in order to achieve a strong framework for protecting the interest of the consumers and encourage the telecom operators to provide them with more choice and better quality of service".

About TRA Bahrain

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