

Carrier Pre-Selection



Keep asking!

What is Carrier Pre-Selection?

Carrier Pre-Selection or CPS allows you to choose a service provider to use for different types of calls (national calls, international calls or both national and international calls) without changing your telephone line number or getting extra equipment.

What type of calls can I make using CPS?

- National Calls
- International Calls
- Both National and International Calls

However you need to ask the service provider which of the above services are available.

Where can I find information about CPS service providers?

You can call the TRA on 17520044 or visit the TRA's website (www.tra.org.bh). You can contact the service providers themselves for details on the services they provide.

How can I subscribe to CPS?

You will need to fill in a subscriber application form related to CPS and you will be provided with the service you subscribed for within 10 working days, unless you were notified otherwise. In case of public holidays, the 10 working days might be extended accordingly.

Is there anything I need to do in order to use the service?

Once you have subscribed to CPS, the calls you choose (whether national, international or both) will be handled by the CPS service provider you have subscribed to. You will be making your calls in the normal way without dialing any extra numbers at the beginning.

Will I be able to make all my calls using CPS?

There are calls that you can only make through the service provider you rent your line from such as short code calls and emergency calls. Ask which calls will not be handled by the CPS service provider.

Will I still be able to make calls through the provider that provides me with my telephone line?

Yes, you can do this by dialing a special number first – also known as "short code" - and then dialing the phone number you want to call. Your CPS service provider should tell you what this "short code" is.

How many bills will I receive?

- You will receive bills from each service provider you take a service from. These bills will include the details of the calls and the charges, as per the contract you signed with each service provider.
- The service provider that provides your telephone line will send you bills that include the charges for line rental plus any calls you make using its network.

What else should I know about CPS?

The CPS Contract

The minimum period for contracts is 3 months for individual customers and 12 months for business customers, both of which are renewable. Read the contract carefully to find out if there are any penalties for ending the contract before the specified term.

Cooling-off Period

As a customer using the CPS service you are entitled to a "cooling-off period" which is a period of 10 working days starting from the date of your subscription to CPS, during which you can cancel your subscription, if you wish to do so. During that period:

- the service provider you chose to leave by selecting CPS, can call you only once to try to get you to change your mind. Remember this in case you start receiving more calls, as they would be illegal; and
- you can change your mind and cancel the contract with no penalty. You will only pay for any calls made using CPS during this period if you decide to cancel it.

Contacting the TRA

By mail: P.O. Box 10353 - Kingdom of Bahrain

By phone: 17520044 - By fax: 17532523

By email: consumer@tra.org.bh

Or via our website: www.tra.org.bh