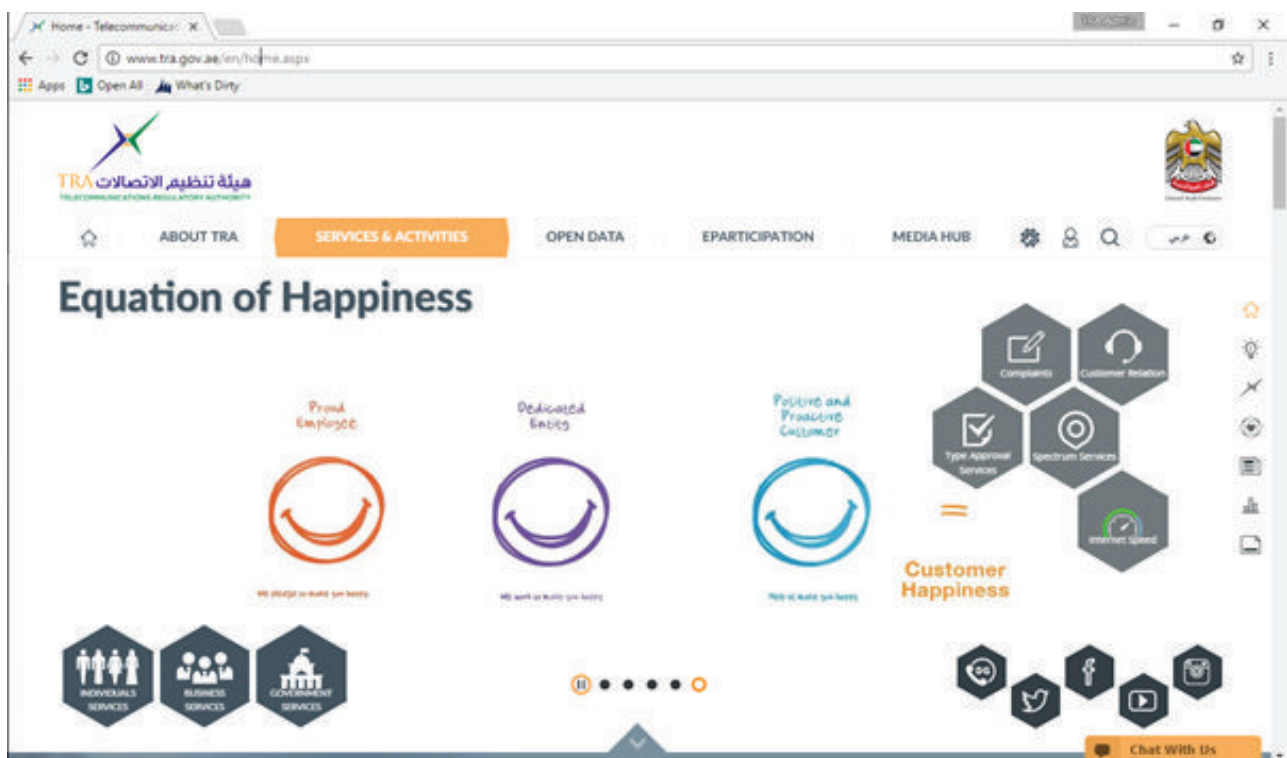
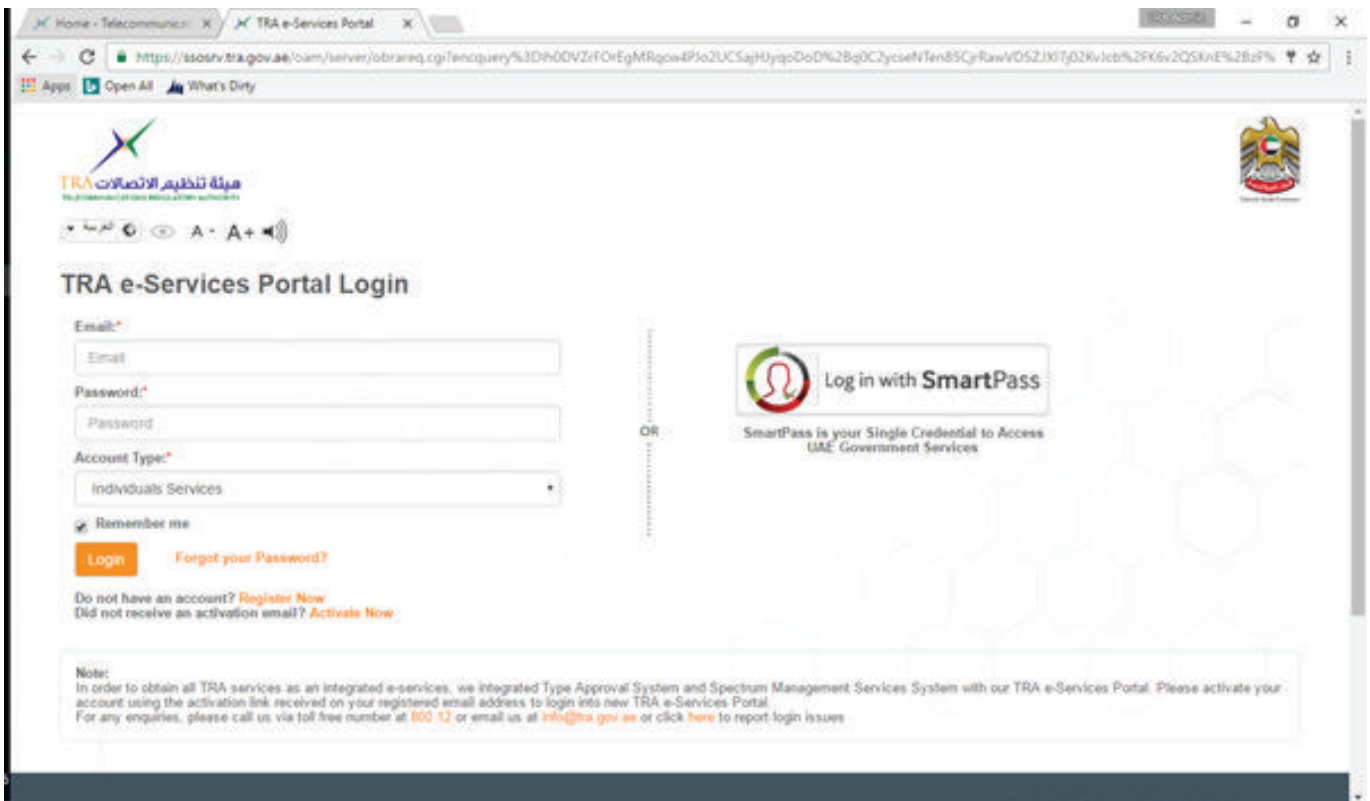


Complaint about TRA

- 1- Go to www.tra.gov.ae
- 2- Click Login Icon



3- Enter your email, password and account type to login



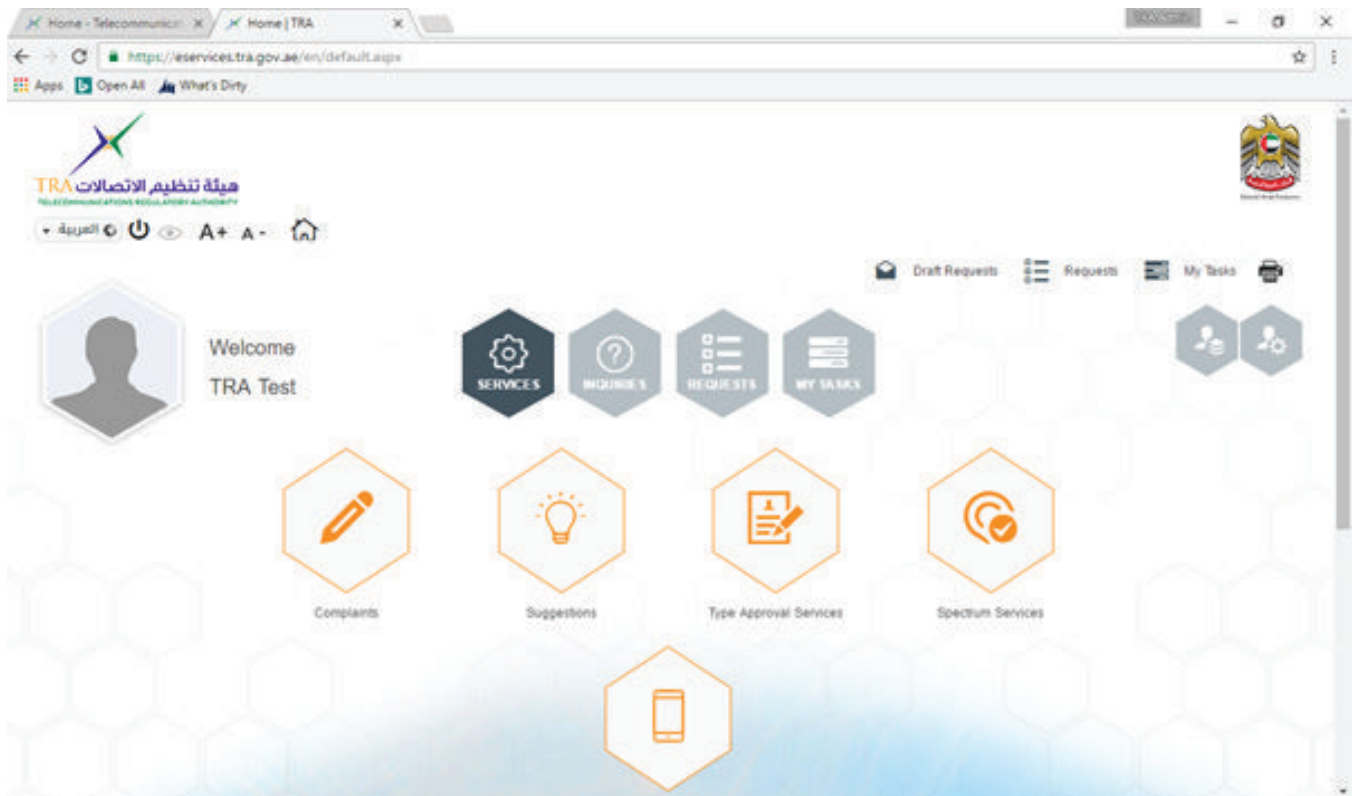
The screenshot shows the TRA e-Services Portal Login page. The page features a header with the TRA logo and the United Arab Emirates coat of arms. The main content area is titled "TRA e-Services Portal Login" and contains a login form with the following fields:

- Email:** A text input field with a placeholder "Email".
- Password:** A text input field with a placeholder "Password".
- Account Type:** A dropdown menu with "Individuals Services" selected.
- Remember me:** A checkbox.
- Login:** An orange button.
- Forgot your Password?:** A link.

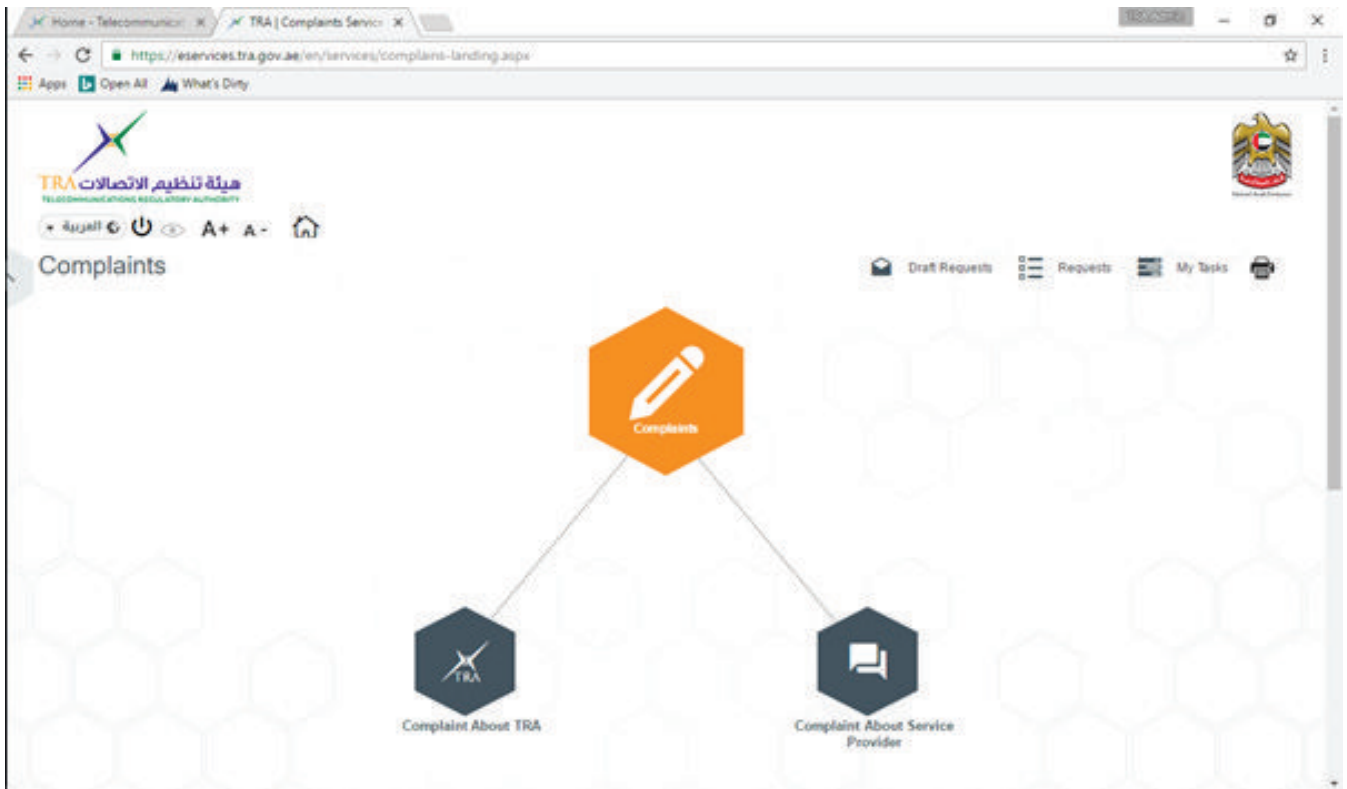
Below the form, there are links for "Do not have an account? Register Now" and "Did not receive an activation email? Activate Now". To the right of the form, there is a "Log in with SmartPass" button and a note: "SmartPass is your Single Credential to Access UAE Government Services".

Note:
In order to obtain all TRA services as an integrated e-services, we integrated Type Approval System and Spectrum Management Services System with our TRA e-Services Portal. Please activate your account using the activation link received on your registered email address to login into new TRA e-Services Portal.
For any enquiries, please call us via toll free number at 800 12 or email us at info@tra.gov.ae or click [here](#) to report login issues.

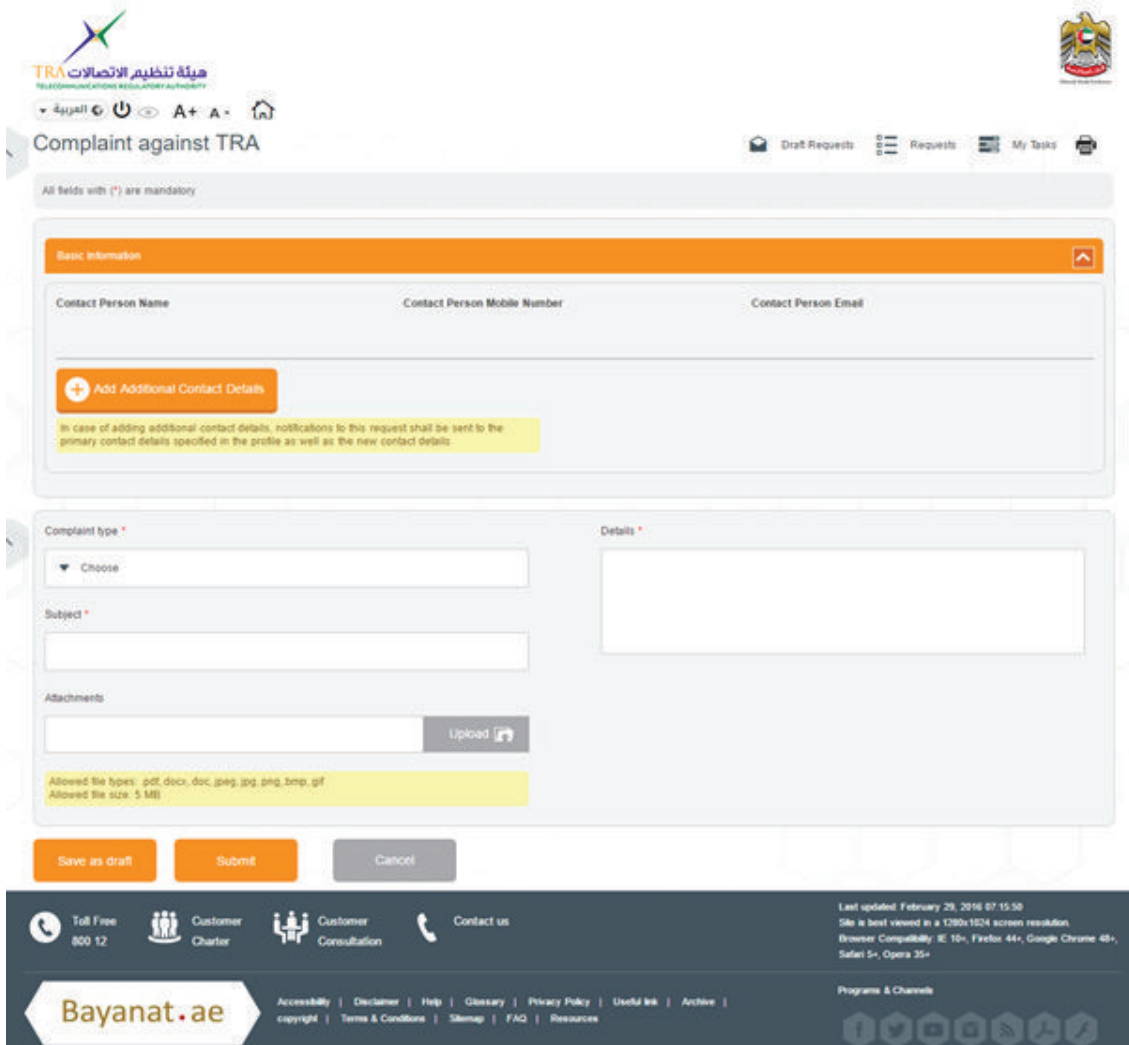
4- Click on Complaints icon



5- Click on Complaint about TRA

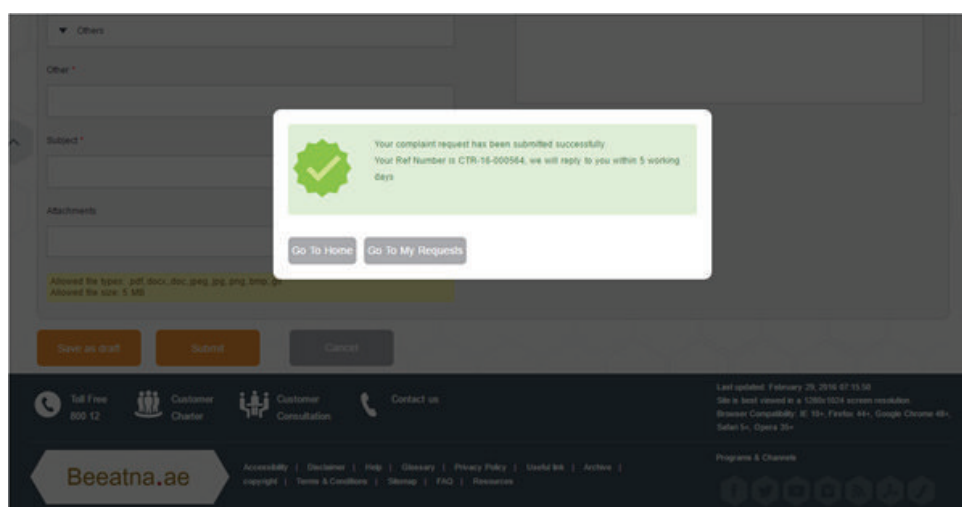
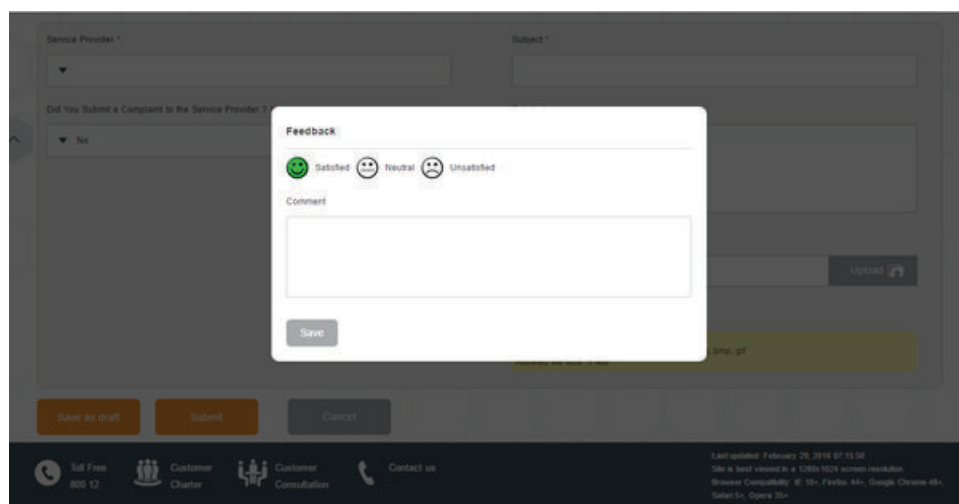


6- Enter the details for your request then press submit



The screenshot shows the 'Complaint against TRA' form on the TRA website. The form is titled 'Complaint against TRA' and includes a navigation bar with 'Draft Requests', 'Requests', and 'My Tasks'. A note states 'All fields with (*) are mandatory'. The form is divided into sections: 'Basic Information' with fields for 'Contact Person Name', 'Contact Person Mobile Number', and 'Contact Person Email'; 'Complaint type' with a dropdown menu; 'Subject' with a text input field; and 'Attachments' with an 'Upload' button. A yellow box provides file type and size restrictions: 'Allowed file types: pdf, docx, doc, jpeg, jpg, png, bmp, gif. Allowed file size: 5 MB'. At the bottom, there are 'Save as draft', 'Submit', and 'Cancel' buttons. The footer contains contact information, a disclaimer, and social media links.

7- Finally after submission a pop up window will be shown to ask you about feedback and your request number.

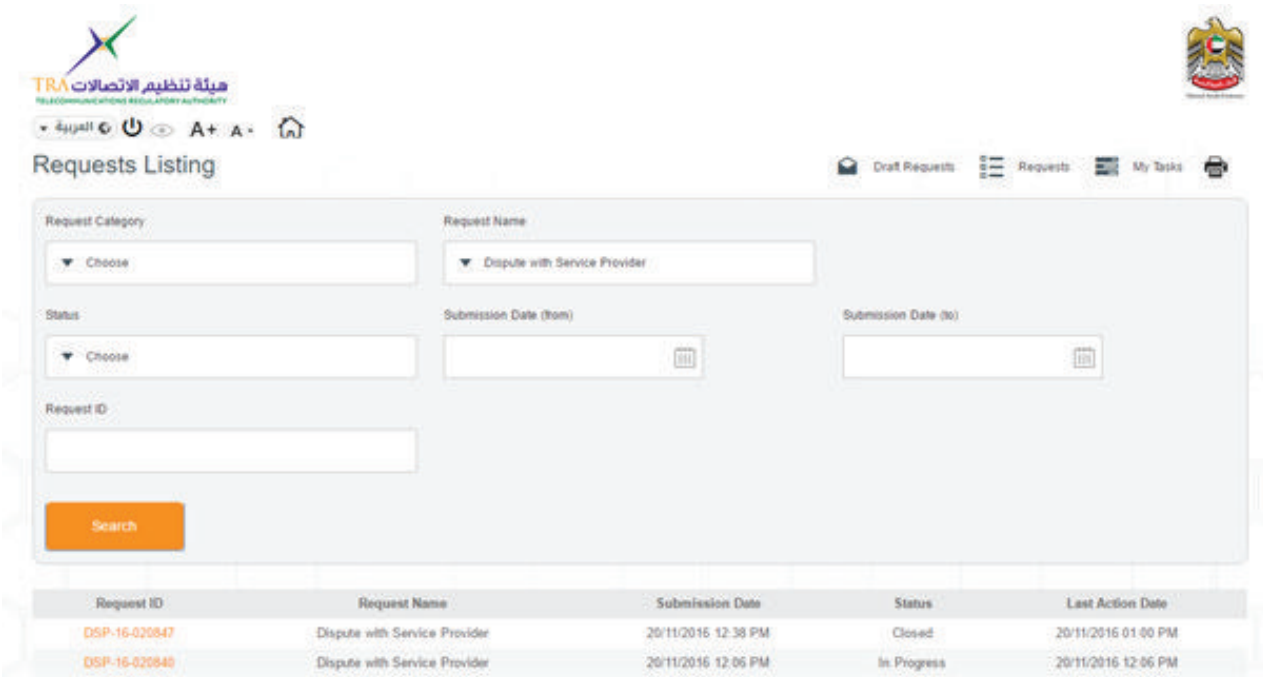


View Requests



The screenshot shows the TRA portal interface. At the top left is the TRA logo and the text 'هيئة تنظيم الاتصالات TELECOMMUNICATIONS REGULATORY AUTHORITY'. Below this are navigation links for 'العربية', a power icon, a refresh icon, 'A+', 'A-', and a home icon. On the right side of the header, there is a 'Draft Requests' link, a 'Requests' link (highlighted with a red box), and a 'My Tasks' link. Below the header, there are four main service categories: 'SERVICES', 'INQUIRIES', 'REQUESTS' (highlighted with a red box), and 'MY TASKS'. Underneath these are five service icons: 'Complaints', 'Suggestions', 'Type Approval Services', 'Spectrum Services', and a mobile phone icon.

1- Enter your search criteria then click search button



The screenshot shows the 'Requests Listing' interface. It features a search form with the following fields:

- Request Category:** A dropdown menu with 'Choose' selected.
- Request Name:** A text input field containing 'Dispute with Service Provider'.
- Status:** A dropdown menu with 'Choose' selected.
- Submission Date (from):** A date input field.
- Submission Date (to):** A date input field.
- Request ID:** A text input field.

A 'Search' button is located below the form. Below the form is a table with the following data:

Request ID	Request Name	Submission Date	Status	Last Action Date
DSP-16-020847	Dispute with Service Provider	20/11/2016 12:38 PM	Closed	20/11/2016 01:00 PM
DSP-16-020848	Dispute with Service Provider	20/11/2016 12:06 PM	In Progress	20/11/2016 12:06 PM