

# Telecom Services Complaint Form



Before filling out this form, kindly try to resolve your complaint directly with your service provider by filing an official complaint with them and allow them (15) days to resolve your complaint.

If you have submitted a complaint to your service provider and feel that the solution is unsatisfactory, you may complete the below form and send to:

**Call Center:** 800 000 00  
**Fax:** +968 24 222 000

**E-mail:** [consumer@tra.gov.om](mailto:consumer@tra.gov.om)  
**TRA Building Location:** TRA Building  
(opposite the Muscat International Airport)  
Al Seeb, Muscat

Are you the account holder* of the telecommunication service? *The account holder is the person who signed the service form and is legally responsible for all issues related to the service/account If: Yes, please complete the form below. No, you may complete the form but the account holder must complete Section 5.				
<b>1. Account Holder Information</b>				
Name				
Address	City		Village	
	P.O. Box		Post Code	
Contact No			Other contact No	
Email				
Consumer type	<input type="checkbox"/> Residential	<input type="checkbox"/> Business	Other-what type?	
<b>2. Details of telecom service</b>				
Name of the service provider				
What kind of service is your complaint about	<input type="checkbox"/> Landline	<input type="checkbox"/> Internet	<input type="checkbox"/> Mobile	<input type="checkbox"/> Other-Specify
Phone Number or Contract Number				

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## 3. Details of the complaint

Please explain your complaint (if you need more space please attach a separate sheet)

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How has the service provider responded to your complaint?

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How do you prefer that the service provider to resolve your complaint? (Requests)

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Please provide us with a copy of the account holder's ID Card/Resident Card and the relevant correspondence with the service provider/  
Example: billing, service request form or letter of complaint and e-mails between the account holder and the service provider.

## 4. Next Steps

- After submitting this form through one of the contact channels mentioned above a TRA representative will contact you within approximately (7) working days and advise you of the way forward.
- If your complaint is urgent, please call our Call Center on 800 000 00
- For more information please visit the TRA website ( [www.tra.gov.om](http://www.tra.gov.om) )

<b>Signature</b>	<b>Date</b>
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