

Ministry of Communications and Information Technology

Complaint Form

Annex No. (1)

1. Prior to filling out this form, please submit a written complaint to the service provider giving a period of fifteen (15) days to resolve the complaint.

2. In case you submitted a complaint, and such complaint was not resolved or you are not satisfied with the resolution proposed by the **Service Provider** (after 15 days), please fill out the form and send it to us.

3. Are you the subscription contract holder for the telecommunications service: (The subscriber contract holder means the person who signed the service application form)

Yes (please complete the form)

No (Complete the complaint form provided that you are required to attach a valid legal power of attorney)

4. Personal information of the subscription contract holder:

Full name ----- ID card / Passport No.-----Date of issue / / Issuance authority -----

Address of residence ----- P.O. Box-----E-mail -----

Landline ----- Mobile -----Another phone number to contact-----

Subscriber Category: Individual Company If others please specify:

5. Details of telecommunications service /Internet service /Value-Added service:

Name of Service Provider/operator -----

The service complained: Landline Mobile Internet If others please specify:-----

6. The complaint reference number obtained from the **Service Provider** ()

7. Subscriber's number associated with the service: -----

8. Complaint details: Please explain your complaint (if you need more space, please use a separate sheet and attach it to the form)

How did the Service Provider handle your complaint?

How would you like the Service Provider to resolve your complaint? (your requests)

Please provide us with a copy of

- 1- A valid ID card or passport for non-Yemenis.
- 2- A copy of the official authorization or power of attorney if the complaint was submitted by someone who is not concerned with the subject matter of the complaint.
- 3- Evidence that you first submitted your complaint to the Service Provider (for example: a copy of the complaint letter or emails between you and the Provider).
- 4- Correspondence with the Service Provider, if any (for example: invoices, service application form, complaint letter, or electronic messages between you and the Provider).

9. Instructions for submitting the complaint to the Ministry:

1- Use one of the following addresses to send or deliver this form to us, bearing in mind that there are no fees for submitting a complaint to the Ministry:

Fax: (01 331473) P.O Box: (25237) E-mail: (complaints@mtit.gov.ye) 2- We will contact you within a maximum period of Seven (7) days and explain the next step.

3- If your complaint is urgent and highly time-sensitive, please contact the General Directorate of Telecommunications Regulatory, "Subscriber Affairs' Specialist".

10. Acknowledgment

This is to acknowledge that all details contained in the complaint form submitted to the Ministry are correct, and any violation thereof is subject to the provisions of violations and penalties in force in the Ministry.

Name -----Signature -----Date -----

For inquiries, please contact the following phone numbers:

Toll Free: 8000080

Tel: 01 331460