

HOW CAN THE TRA HELP?

Has your telecommunications Service Provider ignored your complaints? Have you received an unclear bill? Have you been bombarded with unwanted or illegal SMS?

The TRA has joined forces with the Ministry of Economy and Trade (MoET) and is now receiving and handling all telecom complaints.



You can call us now at the
1739 hotline



or email us at
complaints@tra.gov.lb

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Regulatory Authority

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Protecting your rights



www.tra.gov.lb

supported by



WHAT IS THE TELECOMMUNICATIONS REGULATORY AUTHORITY (TRA)?

“The TRA is legally mandated to liberalize, regulate and develop the telecommunications market in Lebanon”

The Telecommunications Regulatory Authority (TRA) is an independent public institution established by Law 431/2002. The TRA is legally mandated to liberalize, regulate, and develop telecommunications in Lebanon, and to protect your rights as a consumer of telecommunications services.

Since its establishment, the TRA has been working on:

- **Protecting telecom consumers' rights** by intervening onsite where appropriate, and holding Service Providers accountable should they not abide by the TRA regulations;
- **Encouraging competition** to drive prices down and improve the quality of telecommunications services;
- **Setting the appropriate regulations** to develop the Lebanese telecommunications market in the interest of consumers.

WHAT ARE THE TRA MAIN ACTIONS?

The TRA aims at:

1 | IMPROVING THE QUALITY OF TELECOM SERVICES by:

- **Detecting interference and stopping several operators from using unlicensed frequencies** resulting in the deterioration of mobile and Internet services;
- **Improving the quality of service** by allocating frequencies to mobile operators to allow the necessary network upgrades;
- **Assuring service quality**, by holding Service Providers accountable should they not abide by the Quality of Service Regulation.



2 | DECREASING RATES AND TARIFFS by:

- **Stopping telecommunications black market activities** and gaps in the voucher distribution process resulting in high prices for consumers through:
 - a. Defining general distribution guidelines and measures to be adopted by mobile operators, and
 - b. Addressing the market's needs for new mobile numbers.
- **Monitoring the implementation of mobile tariffs reduction** on post-paid and prepaid cards and on recharge vouchers, as well as the billing accuracy;
- **Enhancing competition** by issuing regulations in line with international best-practice, which will directly lead to major rates and tariffs decrease as proven in various countries around the world and in the Arabic neighborhood.

“The TRA protects your rights as a telecommunications service consumer”

3 | PROTECTING TELECOM CONSUMERS by:

- **Guaranteeing consumers' rights protection** towards their telecommunications Service Provider by issuing a Consumer Affairs Regulation and applying a Code of Practice for Value Added Services;
- **Safeguarding consumers** from potential health effects of harmful radio frequency by issuing the Human Electromagnetic Exposure Limit Regulation (EMF) that sets national limits for an acceptable level of exposure;
- **Developing online protection tools for children** and giving parents monitoring tools to protect their children while surfing the Internet;
- **Facilitating access for people with disabilities** by encouraging Service Providers to offer Internet and ICT access for them;
- **Informing consumers of telecommunications services about their rights** through the publication of exhaustive information on the TRA website, intensive press coverage, and the organization of numerous workshops;
- **Setting a joint hotline with the Ministry of Economy and Trade** to receive and timely handle telecom consumers' complaints.