

Your Guide to Making a Complaint

Complaints

This leaflet sets out our policy for complaints handling. It explains:

- What is a complaint
- Who can make a complaint
- How to make a complaint
- What information to provide
- The complaints process
- Confidentiality
- Equitability
- What if you are not satisfied with our response

What is a complaint?

A complaint is:

"An expression of dissatisfaction made to Saudi Telecom, related to its services, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected".

Who can make a complaint?

Any individual, company, organisation or association may make a complaint about Saudi Telecom, whether they are a customer of Saudi Telecom or not.

How to make a complaint

If you wish to complain about Saudi Telecom or our services, you may contact us as follows:

STC online

You can contact us via the Internet at www.stc.com.sa or email us at:

eCare@stc.com.sa

Freephone

You can call us free on our dedicated complaints line, Saturday to Wednesday, 8am to 10pm:

800-2444455

By Post

If you prefer to put your complaint in writing, please address it to:

The Complaints Manager,

Saudi Telecom Company,

PO Box 87912

Riyadh 11652

What we need from you

Please provide us with the following information- it will speed up our investigation into your complaint:

- Your name
- A contact phone number and, if possible, an email address
- Details of your complaint, including the date the problem occurred
- The remedy you are requesting, if applicable
- Any documents you believe will help us to resolve your problem

The complaints process

We will

- Immediately acknowledge receipt of your complaint and provide you with a Complaint Reference Number.
- Carry out a detailed investigation into your complaint.
- Offer you a suitable response.

Prioritisation of complaints

Complaints received are prioritised as follows:

priority	Definition	Response time
1	Immediate threat to health and safety.	24 hours
2	Not life threatening but pose an existing or potential impact on the environment or public health.	3 days
3	Routine complaints.	5 days

The status of your complaint

If at any stage you wish to know the status of your complaint, please contact us using any of the methods described above, quoting your Complaint Reference Number.

Confidentiality

All complaints are treated in confidence. Your personal information will only be made available for the purposes of addressing your complaint within Saudi Telecom and will be actively protected from disclosure.

Equitability

We aim to address each complaint in an equitable, objective and unbiased manner giving equal treatment to all complainants.

Taking further action

If you are not satisfied with the response to your complaint, you may file a complaint with the Communications and Information Technology Commission (CITC) for resolution. CITC is the independent regulatory body for communications industries in the Kingdom of Saudi Arabia.

You may contact CITC as follows:

Communications and IT Commission
 King Fahd Road
 P.O. Box 75606
 Riyadh 11588
 Kingdom of Saudi Arabia

Phone: (01) 4618000
 Website: www.citc.gov.sa

However, we believe that it is in the interest of both Saudi Telecom and our customers to try to resolve any dispute without outside assistance.