

Introduction

Etisalcom Bahrain Company W.L.L is a licensed Telecommunication Company registered in the Kingdom of Bahrain offering value-added and innovative telecom and IT services for residential and corporate customers.

The purpose of this Code of Practice is to inform you about our products, services and customer care policies. This Code of Practice has been prepared in accordance with the Telecom Law and the Guidelines published by the Telecommunication Regulatory Authority, Kingdom of Bahrain ("TRA") which can be accessed by customers by visiting Etisalcom website or its office.

For more details, please visit www.etisalcom.com

Product Portfolio

1. Data Services
2. Voice Services
3. SMS Services

You may purchase Etisalcom's services by visiting Etisalcom office in the Kingdom of Bahrain.

Customer Inquiries

Please feel free to contact us if you need advice, information, or assistance with any matter including general information, accounts, payments, complaints and sales.

You may contact us using the following channels:

1. Call Centre
 - a) If calling from Bahrain: 13301330
 - b) If calling from outside Bahrain: +97313301330
 - c) For enterprise customers, you can call on 13322331
2. Email
cc@etisalcom.com .
3. Other electronic channels:

Contact us on WhatsApp every day from 8am to 5pm. You can reach our agents in Arabic and English on +97313301330

Mailing address :

Al-Ezz Tower,
1st Floor, Building No. 371, Road No. 1912, Block No. 319,
Manama, Kingdom of Bahrain

Customers may visit the office at the mentioned address above from Sunday to Thursday between 8:00 AM – 5:00PM.

Quality of the Service

We aim to offer our customers an acceptable level of service quality on a 24/7 basis in accordance with the provisions of the Quality of Service Regulation issued by the TRA.

Should any interruption or breakdown occur in the provisioned services, Etisalcom will notify you if it is able to identify those customers impacted and will immediately take necessary steps to remedy such interruption or breakdown and improve the quality of the affected service as soon as acceptably possible, after it becomes aware of the occurrence.

Etisalcom does not guarantee that the services will be available in all areas of the country with the same quality at all times. In addition, Etisalcom does not guarantee that the Services will be free of interruptions or interferences that could occur as a result of factors beyond our control.

Cancellations

You may cancel, terminate or suspend any Service provided to you by Etisalcom by visiting Etisalcom office and filling in and signing the relevant Service Application Form. At this stage Etisalcom will initiate cancellation procedure which may take up to a month. Simultaneously, Etisalcom will try to contact the customer in order to retain the valued customer by addressing customer's concerns or offering new services. In case the customer accepts that, Etisalcom will return the service to the customer, otherwise, if the customer regrets to continue, the company will continue the process of service termination within one month and the company will produce last bill till the date of the termination including any extra charges based on the terms of agreement.

Price List (Tariffs)

For our the price list and to get the up-to-date promotional prices for our services, please visit our website www.etisalcom.com, or our office or contact us on the Customer Care Centre on +97313301330.

Billing and Payment Methods

All bills can be generated electronically and sent by email to the customer. Also, billed hard copies can be generated upon the customer request without any extra charges. Etisalcom is offering different methods to pay your bill as follows:

- a) By visiting Etisalcom office and paying directly
- b) Through Etisalcom website: www.etisalcom.com. We accept all major credit cards (visa, mastercard and amex) and debit cards
- c) By calling Etisalcom call center on +97313301330 and follow the instructions

Disconnection Procedure:

Your bills are generated on the beginning of each month and you will be required to pay by the due date which will be mentioned clearly on the bill of each month. You will also be receiving a reminder by SMS before the due date. We recommend you arrange your payment before the due date by using our range of payment options to avoid any service disruption. If you fail to make the payment by the due date and if outstanding is greater than or equal to BHD 5, your service will be temporarily disconnected till you have cleared your dues. If the bill of the following month is generated and no payment is yet made to your account, your account will be automatically terminated due to non-payment. To re-connect, all you will need to do is to make a payment equivalent to your overdue bill amount and the re-activation service charge if applicable. We shall restore your services within the shortest time possible.

Complaints

Should you have a complaint about our service, please follow the complaint-handling process as outlined in the following stages:

- a) Initial contact by complainant: Contact the Etisalcom Contact Centre on +97313301330; or visit our office to discuss your complaint with our Customer Care Representative during the business hours as mentioned earlier. Accordingly, you will be asked about the nature of your complaint and the advisor will seek to resolve the problem. However, if your complaint is not resolved, our Customer Care Representative will inform you about the actions to be taken and a case ticket will be logged on the system.
- b) You may also register your complaint via an e-mail enquiry to support@etisalcom.com. Once the complaint is lodged, you will be notified within two working days about the expected resolution timeframe.
- c) If for any reason, we are not able to resolve your issue within the communicated resolution timeframe, you will be notified accordingly.
- d) If you are not satisfied with the resolution, you have the right to contact Telecommunication Regularity Authority (www.tra.org.bh).

Escalation Procedure

Internal escalation: As stated above, if you're not satisfied with the resolution provided, the ticket will be escalated internally with the target time with an expected resolution time of 2 working days. You will be notified of the new expected resolution time and will be contacted by one of our customer care representatives.

External escalation: You may escalate a complaint to the TRA after sixty (60) days period has lapsed since the initial submission of the complaint where both parties have failed to reach a resolution to the dispute for whatever reason(s). You may also escalate a complaint to the TRA before the expiration of sixty (60) days period if a resolution is provided, inclusive of the outcome of the internal escalation that is not up to the customer's satisfactory.

You can contact the Telecommunications Regulatory Authority by using their contact details mentioned below:

Telecommunications Regulatory Authority
P.O.Box 10353
Manama, Kingdom of Bahrain
Address: 5th Floor, Building No. 852,
Road No. 3618, Seef 436
Telephone: 81188
Fax: +973 17532523
E-mail: consumer@tra.org.bh

Data Protection

Etisalcom is committed to not disclosing your private information. However, Etisalcom may disclose any information including your details, the content of your communications for law commitment purposes or because of official legal requests issued by the official authorities of the Kingdom of Bahrain.

Etisalcom will protect the privacy of the information and may have to ask you certain questions to confirm that we are speaking to the right person.

Etisalcom will retain all records relating to complaints for at least one (1) year following the resolution of a complaint.

We Value Your Feedback

We take pride in ensuring that our customers remain important to us and we value your feedback. For any suggestion or questions about anything please email us at cc@etisalcom.com

Etisalcom's terms and conditions for each service and Code of Practice for the provision of our services can be subject to change due to the regulatory, legal or commercial developments. Etisalcom reserves the right to revise this Code of Practice at any time.