

An Introduction to VIVA

VIVA Bahrain BSC is a licensed Telecommunication Company registered in the Kingdom of Bahrain. At VIVA, we provide our customers, both business and personal with a full range of innovative services delivered based on quality, reliability and value for money.

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 VIVA website or it's store.

For more details, please [visit viva.com.bh](http://viva.com.bh).

Product Portfolio

1. Mobile Services.
2. Internet Services including Broadband and Dedicated Services.
3. Value Added Services.

You may purchase VIVA's services by visiting any VIVA store or any of our distributors and resellers across the Kingdom.

Customer Inquiries

Please feel welcome 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:

Call Centre

Local calls from VIVA and other operators are free of charge, international calls charged at applicable roaming rates.

1. Customer Care: Call us on:
 - a. 124 for local calls; or
 - b. (+973) 33124124 for local and international calls
2. Business Customer Care: Call us on 128 or 34128128.

Email

customercare@viva.com.bh

Online Chat

Discuss your queries on Live Chat on VIVA website www.viva.com.bh

Other online Tools

Contact us on WhatsApp every day from 10am to 10pm. You can reach our agents on 34124124 for English support and 35124124 for Arabic support.

You can also contact us on our Twitter account @VIVASupport, VIVA.Bahrain Facebook account or on VIVA_BH Instagram account.

Mailing address

VIVA Tower,
Block 428, Building 15, Road 68,
Seef District, Manama,
Kingdom of Bahrain

Store Locations

You can also visit any VIVA store, of which locations and opening hours are as follows.

Store Name	Store Location	Timings
Al Jazeera Supermarket	Zinj	09:00 to 22:00 Daily
Al Murjan Complex	Juffair	09:00 to 22:00 Daily
Bahrain Mall	Sanabis	10:00 to 22:00 (Sat - Wed), 10:00 to 23:00 (Thu - Fri)
Isa Town Mall	Isa Town	08:00 to 21:00, 14:00 to 21:00 (Friday)
Lulu Mall	East Riffa	09:00 to 22:00 Daily
Ramli Mall	Aali	10:00 to 22:00, 10:00 to 23:00 (Thurs - Fri)
Seef Mall	Seef District	10:00 to 22:00, 10:00 to 23:00 (Thurs - Fri)
The Center Mall	Sanad	09:00 to 22:00 Daily
Bahrain City Center	Seef District	10:00 to 22:00 (Sat -Wed), 10:00 to 00:00 (Thurs - Fri)
Oasis Center	Muharraq	10:00 to 22:00, 10:00 to 23:00 (Thurs - Fri)
GOSI Complex	Hooraa	08:00 to 21:00, 16:00 to 20:00 (Friday)
Sitra Mall	Sitra	09:00 to 21:00 Daily
Bahrain International Airport	Muharraq	24 Hours Daily
Yateem Center	Manama	09:30 to 21:30 (Sat - Thurs), 15:00 to 21:30 (Fri)
Enma Mall	East Rifaa	10:00 to 22:00, 10:00 to 23:00 (Thurs - Fri)
Lulu Hypermarket (Hidd)	Muharraq	10:00 to 22:00, 10:00 to 23:00 (Thurs - Fri)
Saar Mall	Saar	10:00 to 22:00 Daily
Hamad Town – Souq Waqif	Hamad Town	08:00 to 21:00 (Sat - Wed), 08:00 to 22:00 (Thursday), 16:00 to 22:00 (Friday)
Seef Mall Muharraq	Muharraq	10:00 to 22:00, 10:00 to 23:00 (Thurs - Fri)

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, VIVA 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.

VIVA does not guarantee that the services will be available in all areas of the country with the same quality at all times. In addition, VIVA 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 VIVA by visiting any VIVA store and filling in and signing the relevant Service Application Form. At this stage VIVA will proceed to suspend your services for two weeks and a retention process will be initiated to retain you as a Valued Customer. VIVA will entirely terminate/suspend the Service requested by you after 90 days from the date upon which you have signed the Application Form set out in this paragraph. Should you accept the retention offer and accept to resume the use of our services, your cancellation request will be considered void. However, if you reject the retention offer, we will then proceed with the disconnection order as per your notification to cancel your service with VIVA.

VIVA will issue a last bill for you up to the date of the cancellation request comprising any due charges/subscription fees in addition to the applicable termination fees. Keep in mind that roaming charges might occur after the cancellation date due to the roaming agreements, VIVA will notify you of any applicable charges by issuing a new bill containing all roaming charges that occur after cancellation date.

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.viva.com.bh, or stores or contact us on the Customer Care Centre on 124.

Billing and Payment Methods

Your bill will be available online by registering and logging into our self-care portal. A printed copy containing summary bill will be available only upon your request at BHD 1. VIVA provides many payment methods which you can use. You can pay your bills by using the following methods:

1. Online through VIVA's website: You can make your payment through Quick Pay service or by accessing your self-care portal account. We accept VISA credit cards, MasterCard, Amex and Debit cards from all leading banks.

2. By visiting any VIVA store: You can make your payment using VIVA Express Machines available in the stores or immediate adjacent areas.
3. Call our Customer Care: Dial (124) and follow the simple automated voice instructions. We accept all major Credit Cards (Visa, MasterCard and Amex)
4. SADAD Machines: Access any SADAD Self Service Machines conveniently located across the Kingdom of Bahrain.
5. Through our mobile app: Manage your VIVA account with ease while you're on the go. You can also make payments through the VIVA App.
6. Online payment: We accept payments through the websites of all major banks such as Ahli United Bank, Ithmaar Bank, the Bank of Bahrain and Kuwait, the eGovernment portal and Kuwait Finance House.
7. UAE Exchange and BFC branches.
8. VIVA may ask you to pay a deposit amount upon signing the agreements for certain services. However, VIVA reserves the right to revise the deposit amount whenever required.

Disconnection Procedure:

Your bills are generated either on 1st, 10th or 20th of each month with 28 days to make a payment.

If your bill is issued on the 1st of the month, you will receive two payment reminder text messages on 24th and 27th of the same month if the payment is not yet made. If your bill is issued on the 10th of the month, you will receive two payment reminder text messages on 3rd and 6th of next month if the payment is not yet made. If your bill is issued on the 20th of the month, you will receive two payment reminder text messages on 13th and 16th of next month if the payment is not yet made.

We recommend you to arrange your payment before the due date on either 7th, 17th or 28th according to your bill 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 outgoing calls service including both local and international calls will be interrupted by 29th of the same month if your bill is issued on 1st or on 8th if your bill is issued on 10th or on 18th if your bill is issued on 20th. If the bill of the following month is generated and no payment is yet made to your account, the outgoing and incoming calls service including both local and international calls will be interrupted. If the payment is not made for three consecutive months, your account will be automatically terminated due to non-payment.

Reconnection Procedure

To reconnect your interrupted services, all you will need to do is to make a payment equivalent to your overdue bill amount. Once payment is made, we shall restore your services within the shortest time possible. When outgoing & incoming services are interrupted, a reconnection fee of BD2 might be applied once the service is restored. The reconnection fee will be included in your next month bill.

Complaints

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

1. Initial contact by complainant : Contact the VIVA Customer Care Centre on 124 (free of charge, available 24x7); or visit any VIVA store to discuss your complaint with our Customer Care Representative during the business hours as specified on <http://www.viva.com.bh/personal/help-support/find-VIVA-store>. 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.

Additionally, you may also register your complaint via www.viva.com.bh or via VIVA BH mobile app. You can also submit your complaint in writing to us via VIVA mailing address or via an e-mail enquiry to customercare@viva.com.bh

2. Acknowledgement of the complaint: Once the complaint is logged, you will be notified within (2) days about the expected resolution timeframe below via the same means by which the customer lodged the complaint as well as by SMS if your mobile number is provided.
 - a. Billing tickets: 5 working days with no disconnection while an ongoing dispute is unresolved, provided you have paid the undisputed amount of your bill.
 - b. Standard Subscriber Agreement: 10 working days
 - c. Number Portability: 2 working days
 - d. Prices and Tariffs: 10 working days
 - e. Quality of Service: 10 working days
 - f. Fraud or Theft – Shortest time possible, if you request disconnection of the service to stop any abuse then that request will be addressed immediately and will not exceed 1 working day.
 - g. Roaming: 20 working days
 - h. Other: 10 working days
 - i. Installation: 10 working days
3. Investigation of the complaint and notification of outcome: The ticket will be investigated and you will be notified of the resolution once your issue is resolved. You will be also kept informed at regular intervals of the progress of the complaint to investigate and resolve the complaint within the expected resolution timeframe as stated above.
4. Internal escalation: The ticket will be escalated internally to VIVA's Customer Care management team if you are not satisfied with the resolution provided. The target time for a response to a customer on an escalated case will not exceed two (2) working days.
5. If for any reason, we are not able to resolve your issue within the communicated resolution timeframe, you will be notified accordingly.
6. External escalation: If you are not satisfied with the resolution, you have the right to contact Telecommunication Regularity Authority (www.tra.org.bh). Please refer to Escalation Procedure section for the contact details.

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 through SMS 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

VIVA is committed to not disclosing your private information. However VIVA 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.

VIVA 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.

VIVA 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 customercare@viva.com.bh.

VIVA'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. VIVA reserves the right to revise this Code of Practice at any time.