

# CITC Complaint Saudi Arabia 2025: Fix STC, Mobily & Zain Problems Fast

Last Updated: July 2025

## TL;DR - CITC Complaint Saudi Arabia 2025

If you're facing network issues, billing errors, or poor service from STC, Zain, or Mobily, you're legally protected. Complain first via their apps, then escalate online through CITC using Nafath if not resolved in 5 days.

## What is a CITC Complaint?

A formal telecom complaint escalated to Saudi Arabia's CITC. Used when STC, Mobily, or Zain fails to resolve issues like billing, data, or disconnections within 5 business days.

## Step-by-Step: How to File a Complaint

1. Contact your provider (STC: 900, Mobily: 1100, Zain: 959).
2. Save the complaint number and proof (screenshots, receipts).
3. Visit CITC portal, login via Nafath, submit your case.

## Complaint Response Time by Provider (2025)

Provider | Channel | Response Time | Refund Likelihood

-----|-----|-----|-----

STC | 900 / MySTC App | 2-4 days | High

Mobily | 1100 / Mobily App | 3-5 days | Moderate

Zain | 959 / Zain Portal | 5-6 days | Varies

## Tips to Increase Your Refund Success

- Always attach payment screenshots.
- Mention Telecom Act clauses.
- Submit within 60 days of the issue.
- Join CITC WhatsApp or Telegram groups for updates.

## Voice-Search FAQs

- How to raise a CITC complaint?

Login to the CITC portal via Nafath and upload your case.

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- Can expats submit complaints?

Yes, with Iqama and active SIM in their name.

- What if my complaint is ignored?

Call CITC directly at 966114618000.

- Deadline to file complaints?

Within 60 days of the incident.

- What proof is needed?

Receipts, call logs, screenshots of failed recharges or weak signals.