

How to Make a CITC Complaint Mobily 2025: Proven 3-Step Fix

Last Updated: July 22, 2025

TL;DR - How to Make a CITC Complaint Mobily 2025

If Mobily hasn't resolved your issue like billing disputes, network drops, or support delays, you can file a CITC complaint in 3 steps.

First, contact Mobily via 1100 or their app to obtain your complaint number. If no response within 5 days, escalate via Nafath login on the CITC website. Most cases are resolved in 7-14 days, with refunds or service restoration.

What is the CITC Complaint Process for Mobily Users in 2025?

A CITC complaint lets Mobily users escalate unresolved problems through Saudi Arabia's telecom regulator. From data overcharges to signal failures, the Telecommunications Act protects your rights.

Mobily support can be hit or miss. Filing with CITC puts real pressure on them, and that's when things move fast.

Most Common Mobily Complaints in Saudi Arabia

- Excessive billing or double charges
- Dropped data connection during peak hours
- SIM activation delays
- Ignored support tickets

How to File a CITC Complaint Against Mobily in 3 Easy Steps?

1. Call 1100 or use the Mobily App to open a complaint
2. Save your complaint reference number
3. Log into the CITC portal via Nafath and file the complaint with supporting screenshots

What Happens After You File a CITC Complaint Against Mobily?

Mobily has 5 business days to resolve your issue. If they don't respond, CITC intervenes directly. Final results range from refunds to formal provider warnings.

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Complaint resolution timeline:

- Day 1: Log complaint via 1100 or app
- Day 5: Escalate to CITC
- Day 10-14: Case resolution and refund (if eligible)

Can I Reopen a Mobily Complaint If They Closed It Without Fixing It?

Yes, you can reopen a closed Mobily complaint within 180 days by resubmitting it to CITC with additional evidence.

Mobily might mark it resolved just to close it. Dont worry - CITC will hear your side if you follow up with proof.

Comparison - Mobily Complaint Method Effectiveness

Method	CITC Valid?	Avg. Response	Refund Chance
Call 1100	Yes	2-4 days	High
Mobily App	Yes	3-5 days	Moderate
Website Portal	Sometimes	4-6 days	Low-Moderate
Social Media	No	Varies	Low

Pro Tips to Strengthen Your CITC Complaint Against Mobily

Attach invoices, chat logs, and screenshots of support messages. Mention your rights under the Saudi Telecommunications Act to show you know the process.

Dozens of users have won refunds this way. Just dont send blurry or cropped images-they slow everything down.

FAQs - Mobily CITC Complaints 2025

Q: How do I complain to Mobily customer service?

A: Call 1100 or use the Mobily app. Be sure to get a complaint reference number.

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Q: Can I escalate a Mobily issue directly to CITC?

A: Yes, after waiting 5 business days. Use your Nafath login on CITC.gov.sa.

Q: What proof should I submit for my complaint?

A: Screenshots of chats, billing issues, complaint ID, and app logs.

Q: Is social media complaint valid for escalation?

A: No. CITC does not accept complaints made through social platforms.

Q: Can I reopen a case that was marked resolved?

A: Yes, within 180 days using the same reference number with added evidence.

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Page Link: <https://prayertimesksa.com/citc-complaint-mobily/>

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