

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

Last Updated: July 2025

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

If STC doesn't resolve billing or network issues, file a complaint via MySTC or 900. If unresolved in 5 days, escalate online via Nafath. Most users get refunds or fixes in 7-14 days.

How the Complaint Process Works

File a complaint via MySTC app or by calling 900. Save your complaint number. If STC fails to respond in 5 working days, escalate through CITC with Nafath login and evidence.

Top Reasons Users Complain About STC

- Overcharged postpaid bills
- Poor 5G coverage
- Ignored complaints
- Service cancellation delays

3-Step STC CITC Complaint Filing

Step 1: File with STC - Use MySTC or call 900

Step 2: Save proof - Screenshots, bills, logs

Step 3: Go to CITC Portal - Login via Nafath and upload case

Exclusive Table: Best Complaint Methods with STC

Method	Access	Needed for Escalation	Avg. Response	Refund Rate
MySTC App	App Store	Yes	2-4 days	High
Call 900	Dial STC	Yes	2-3 days	High
STC Website	stc.com.sa	Warning	3-5 days	Moderate
STC Shops	In-person	Yes	3-7 days	Moderate
Social Media	Twitter, etc.	No	Varies	Low

What to Expect After Submitting

- STC has 5 business days to reply
- If not, CITC takes over
- Final result in 7-14 days with possible refund or warning to STC

Website: prayertimesksa.com

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Reopening a Closed Complaint

Use the same complaint ID to reopen the case via CITC within 180 days. Attach updated evidence if the problem still exists.

Tips to Strengthen Your Case

- Attach billing screenshots
- Mention Telecom Act rights
- Submit proof early to boost refund chances

Voice-Style FAQs

- How do I contact STC customer support?

Use MySTC app or dial 900.

- Is Nafath login required?

Yes, for all CITC escalations.

- Can I get a refund from STC?

Yes, if your case is valid and proven.

- What if STC closes the ticket unfairly?

Reopen on CITC portal within 180 days.

- Is 900 toll-free?

Yes, if you're calling from an STC number.