



telecom regulator app

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As a digital transformation enabler, pulse by solutions has developed an app to support telecom regulators in their digital transformation journeys and help them shift their services to become more customer-centric.

The App was developed to enhance operational excellence, resolve pain points faced by users, and increase customer satisfaction

app benefits

- Reduces the time needed for users to get services, by electronically providing services through the app
- Provides a wide range of integrated telecom services to end users and corporations
- Provides a number of interactive services eliminating the need to contact the call center or make personal visits to operator branches
- Enhances communication with users
- Increases user satisfaction

key features of app

mobile number portability (mnp)

Through integration with the regulator's MNP system, this feature allows user to directly track the status of their requests to switch service from one operator to another, while keeping the mobile number.

complaint system

Integrating with the regulator's existing complaint system, this feature allows users to escalate their complaints to the regulator in case their complaints could not be resolved with the telecom operator. It also enables users to check and track the status of their complaints.

internet speed test

Allows users to check the speed of internet services provided on mobile phones, whether through WiFi or mobile data.

operator quality map

Based on regulator's mapping of operators' service, this feature enables users to assess the quality of voice and data services within an area, so as to be able to get the best service possible based on their location.

my tariff

Users can manage their subscriptions to mobile entertainment services and check all packages and systems

my lines

By inputting their National ID, users can directly see how many mobile lines are registered under their names across all mobile operators, as well as the actual mobile numbers.

This service reduces fraudulent operations and protects the privacy of subscribers.

additional resources

Users can access other resources like guides on telecom user rights, or important numbers and hotlines, or locations of operator outlets.

corporate services

To consolidate all procedures for telecom licenses, custom clearance and regulator's e-services such as type approval, issuance of licenses to import telecom equipment, as well as the ability to track the status of requests submitted.

the app supports Arabic and English languages. It is available on both Android and IOS platforms.