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Palestinian Social Movements Documentation Form



Enough, Telecom Companies Movement
(Bikaffi ya Sharikat al-Ittisalat)

1. Name of the Movement: Enough, Telecom Companies Movement (Bikaffi ya Sharikat al-Ittisalat)
2. Year of Establishment: 2017
3. Geographic Location/Spread: Ramallah and Al-Bireh Governorate - Occupied West Bank
4. Nature of the Movement (can select more than one):
 - Human rights
 - Labor-related
 - Economic
5. Does the movement have an official name or logo?
 - Yes

Section two: Background and Establishment

6. Motivations and Context Behind the Movement (Event/Crisis/Issue/Demand):

The "Enough, Telecom Companies" movement emerged as a grassroots reaction to the state of the telecommunications sector in Palestine, characterized by high prices, poor service quality, and lack of competition, along with the widespread use of Israeli SIM cards in Area C due to their lower cost compared to local services.

It began through social media calls by activists and youth expressing their rejection of the dominance of Palestinian telecom companies and the high costs of services relative to local incomes. These calls quickly turned into an active grassroots movement that organized protests, popular boycott campaigns, and civil pressure actions aimed at achieving economic justice and consumer protection.

Core Demands:

- Open the telecom market to competition to end the monopoly.
 - Reduce prices of telecom and internet services to match the economic realities of citizens.
 - Improve service quality.
 - Increase transparency and accountability in the relationship between telecom companies and the Palestinian Authority.
1. Founding Entity or Groups Involved (Independents, Activists, Unions, Institu-

tions...):

2. Activists, unionists, and citizens.
3. Organizational Structure (Leadership, Coordination, Committees...):
4. There is no vertical structure; the movement is based on a horizontal network. A coordinator helps shape and facilitate positions adopted by the movement.
5. Decision-Making Mechanism:

The movement uses a participatory, horizontal decision-making process. Initiatives are proposed openly by members and discussed collectively. If consensus or majority support is reached, the initiative is adopted.

The general coordinator oversees implementation, ensuring alignment with the movement's vision and relevant laws, but holds no exclusive decision-making powers, reflecting a spirit of collective action and independence.

6. Is the movement officially registered?

No, the movement is not officially registered. It is an independent grassroots initiative deriving legitimacy from its just and legitimate demands. It deliberately chose not to register to avoid co-optation or administrative/political restrictions that could compromise its independence and popular nature.

Section three: Goals and vision

1. Short-Term Goals:

2. Stop the influx of Israeli telecom services into the Palestinian market due to their threat to digital sovereignty and damage to local businesses and citizen privacy.
3. Immediately lower telecom and internet service prices to reflect the income levels of Palestinian citizens.
4. Improve service quality, including internet speed, network stability, and coverage.
5. Strengthen consumer protection by activating official oversight bodies, raising awareness of consumer rights, and enabling effective complaint mechanisms.

6. Long-Term Goals:

7. Fundamentally change the policies of Palestinian telecom companies to prioritize citizen welfare over profit, ensuring fair pricing, contracts, and service quality.
8. Promote transparency and accountability between telecom companies and the Palestinian Authority by demanding disclosure of agreements and regulatory mechanisms.
9. Open the telecom sector to fair competition by ending monopolies and en-

abling new providers committed to consumer protection.

10. Reform the legal and regulatory framework governing telecommunications to better align with international standards and protect digital/economic rights.
11. Embed a culture of digital rights and economic justice through community education and mobilization.
12. Movement's Mission/Vision:

Mission: The movement defends Palestinian consumer rights in the telecom sector by exposing monopolistic practices and legal violations by companies. It advocates for better services and fair prices through public awareness, peaceful pressure, and legal action, holding companies and authorities accountable.

Vision: A fair, transparent, and competitive Palestinian telecom sector that guarantees social and economic justice, operates under democratic governance, and prioritizes public interest over commercial monopolies.

13. Target Groups (Youth, Women, Workers, Marginalized Areas...):
General public

Section four: Activities and Impact

14. Main Types of Activities:

- Protest rallies
- Media campaigns
- Community meetings
- Advocacy and lobbying
- Correspondence with relevant institutions
- Legal follow-up

15. Key Activities Executed:

- a. Over 80 protest rallies across different governorates to raise consumer awareness and demand service improvements.
- b. Utilizing social media for open communication with the public, addressing complaints, and highlighting consumer issues.
- c. Offering free legal services in cooperation with "Lawyers for Justice" to pursue legal cases against telecom companies.
- d. Submitting formal complaints supported by legal documentation to relevant

authorities to address pricing and service violations.

16. Impact (Local, National, Media, Legal...):

The movement played a significant role in raising public awareness, prompting individuals to confront companies about service issues and protest against illegal practices.

17. Major Achievements / Realized Changes:

Successfully raised public awareness and mobilized sentiment against telecom company policies.

Section five: Challenges and Sustainability

18. Main Obstacles Faced by the Movement:

- Security interference: Constant summons and threats by Palestinian Authority security forces, including ongoing surveillance of activists.
- Financial constraints: No financial infrastructure; all activities funded by individual members.
- Legal harassment: Arrests and trials of activists related to their advocacy activities, ongoing since 2020.
- Low field participation: Fear of legal/political retaliation hinders in-person engagement, although social media engagement remains strong.

19. Is the movement still active?

- Yes

20. Are there efforts to revive or institutionalize it?

- The movement has consistently operated since its inception, launching varied campaigns to raise awareness on monopoly and economic exploitation and promote wider community involvement. It continues to connect economic justice with political and social conditions despite the restrictive environment.

Section six: Relationships and Support

22. Does the movement have partnerships with local/international institutions?

No formal partnerships, though it has contacted several entities, including the International Telecommunication Union, to raise concerns over non-compliance by Palestinian telecom companies.

22. Has the movement received any support (financial/moral/technical)?

- No

24. Has the movement faced rejection or attacks from certain parties?

Yes, including:

- Defamation and discrediting campaigns in the media and on social platforms.
- Security harassment and threats targeting activists.
- Lack of official response or willingness from telecom companies to engage in serious dialogue.

These challenges reflect the difficult environment for civil activism, while also emphasizing the movement's role in exposing monopolistic power and advocating for economic justice.

Section seven: Additional Information

25. Name of the form filler: Izzedin Ismail Ahmed Zaool

26. Role in the Movement: Activist and telecommunications expert

27. Contact Information (Optional):

- Email: izzedin.zaool@gmail.com
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