TDRA

هيئة تنظيم الاتصالات والحكومة الرقمية
**TELECOMMUNICATIONS AND DIGITAL
GOVERNMENT REGULATORY AUTHORITY**

United Arab Emirates

Service Guide

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Introduction

The Telecommunications and Digital Government Regulatory Authority (TDRA) of the United Arab Emirates (UAE) was established as per the UAE Federal Law by Decree No. 3 of 2003 (Telecom Law) on regulating the telecommunications sector in the UAE. Since its establishment, TDRA has exceeded expectations by achieving its projected goals in record time.

TDRA's role focuses on two areas: regulating the telecommunications sector, and enabling government entities in the field of digital transformation.

1. Regulating the telecommunications sector in the UAE
   This vital role is derived from the Telecom Law and its Executive Regulation. The objectives of TDRA in this context include: ensuring adequate provision of telecommunications services throughout the UAE; developing services in terms of quality and variety; ensuring quality of services by adherence to terms of licenses by licensees; encouraging ICT services in the UAE; promoting and enhancing the ICT sector within the UAE through training and development and the establishment of training institutions related to the sector; resolving disputes between the licensed operators; establishing and implementing a regulatory and policy framework; promoting new technologies; developing the country´s human capital; encouraging research and development to ensure that the UAE has a leading regional position the ICT sector.

2. Regulating the telecommunications sector in the UAE
   Law No. 3 of 2011 entrusted TDRA with the federal e-Government. In May 2013, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, UAE Prime Minister and Ruler of Dubai launched the mGovernment Initiative. Later on, The Supreme Committee was formed and assigned the implementation of the mGovernment Initiative to TDRA, funded by ICT Fund.

Since then, TDRA's enablement role has been enhanced as it became responsible for the overall digital infrastructure in the country. This was reflected in the Federal Electronic Network (FedNet) and its integration with local networks of Abu Dhabi and Dubai. This role is also demonstrated in other projects such as managing the UAE Government official portal (u.ae), the development of the Government Service Bus (GSB), UAE Pass, the monitoring and measurement of the mGovernment enablers and many others.

TDRA is entrusted with several responsibilities related to the ICT sector within the UAE and abroad. TDRA represents the UAE in several international forums. It was elected to the UN ITU Council from 2006 to 2010, in addition to its membership in the Telecommunications Regulatory Authorities of the Arab Network (AREGNET), the Arab Spectrum Management Group, and the GCC Technical Committee.

Purpose of the guide

TDRA is committed to enhance its customers' experience by hearing their opinions and suggestions in order to develop and improve the quality, efficiency and type of services. It also provided the customers with several communication channels designated for this purpose.

TDRA issued a service guide designed in line with the requirements of leadership levels in the Global Star Rating System for Services. It includes information that guides the customer throughout the process of obtaining any of its services. This guide describes the types of services provided by TDRA and explains the requirements and steps necessary to obtain them.

This guide is an embodiment of TDRA's services strategy, which stems from its constant endeavor to ensure the trust of its customers and enhance its partnership with the public and private sectors in an environment of innovation and leadership.

TDRA Strategic directions

❯ **Our Vision:**

The UAE is a global leading country in ICT.

❯ **Mission:**

We strive to be a leading organization in the ICT sector in United Arab Emirates, committed to maintaining positive competition to protect the interests of the subscribers, and promoting electronic transformation of the federal agencies and their services, by relying on national competencies to apply the best international standards and practices in supervision of the sector´s and to encourage innovation and investment.

❯ **Our values:**

❯ Collaboration
❯ Commitment
❯ Customer happiness
❯ Empowerment
❯ Pioneering
❯ Sustainability

❯ **Our Goals:**

• Develop a fair regulatory environment for the ICT sector in the UAE, to enhance competitiveness and effective sustainability.
• Develop the quality of provided ICT services in the UAE, to ensure keeping pace with technological development in the ICT sector.
• Enhance the smart lifestyle in the UA.E
• Ensure the provision of all administrative services in accordance with the standards of quality, efficiency and transparency.
• Establish a culture of innovation in the institutional work environment.
• Leadership in smart technological infrastructure in the UAE.

Strategic Directions in service provision

TDRA follows strategic directions to provide digital services, in line with the wise directions of the UAE Government. The UAE Government Charter for Future Services Initiative was launched with the aim of highlighting the main principles of design and provision of UAE Government services.

The main principles of the UAE Government Charter for Future Services, based on which TDRA provides its services to the community, are:

Human Centered Services 1	**Digital Services by Default** 2	**One-time Data Provision** 3	**Safe Data and Guaranteed Privacy** 4
Integrated, Varied and Consistent Service Channels 5	**Seamless and Proactive Experience** 6	**Listening to Customer's Voice** 7	**Value Added Services** 8

Terms and Definitions

The definitions of the guide key terms are the following:

Service

A series of activities and processes conducted by TDRA or other entities on its behalf in order to meet the needs of its customers.

Service structure

Determining the category of the service, whether it is main, variation, or auxiliary service.

Service type

Determining the nature of the service, whether informational, transactional, commercial, community or Seizural.

Service package

The process of combining several services from one or more government entities, based on the customers' expectations and needs, and then providing them to the customer through one channel.

Service complication level

Determining the complexity of the processes associated with the service and the time required to complete it. The services that need less than one working day are classified as express services, the services that need one to five working days are classified as normal services, and the services that need more than five working days are complex services.

Service channels

The means of communication between customers and TDRA, through which services could be obtained.

Service expected time

The time needed to complete the requirements for obtaining the service starting from the date of submitting all the required documents.

Service fees

The amount of money to be paid by the customer to obtain the final service.

Telecom service providers

The companies licensed in the UAE to provide telecommunications services, such as du and Etisalat.

Customer Communication Channels

TDRA has more than one channel of communication with its customers, including channels for completing transactions and obtaining services, and others for inquiries, complaints and observations.

These channels include self- and non-self-channels as follows:

Website, smart application, Toll-free number, customer happiness centers, social media channels, e-mail

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Live Chat   Deaf version

Main service: Customer Relations

TDRA Customers Classification

Individual
- Childern
- Emirati youth
- Arab youth
- Asian youth
- Foreign youth
- Senior citizens

Business
- International companies
- Local companies
- Telecom servise provider

Government
- Federal government entintis
- Local government entintis
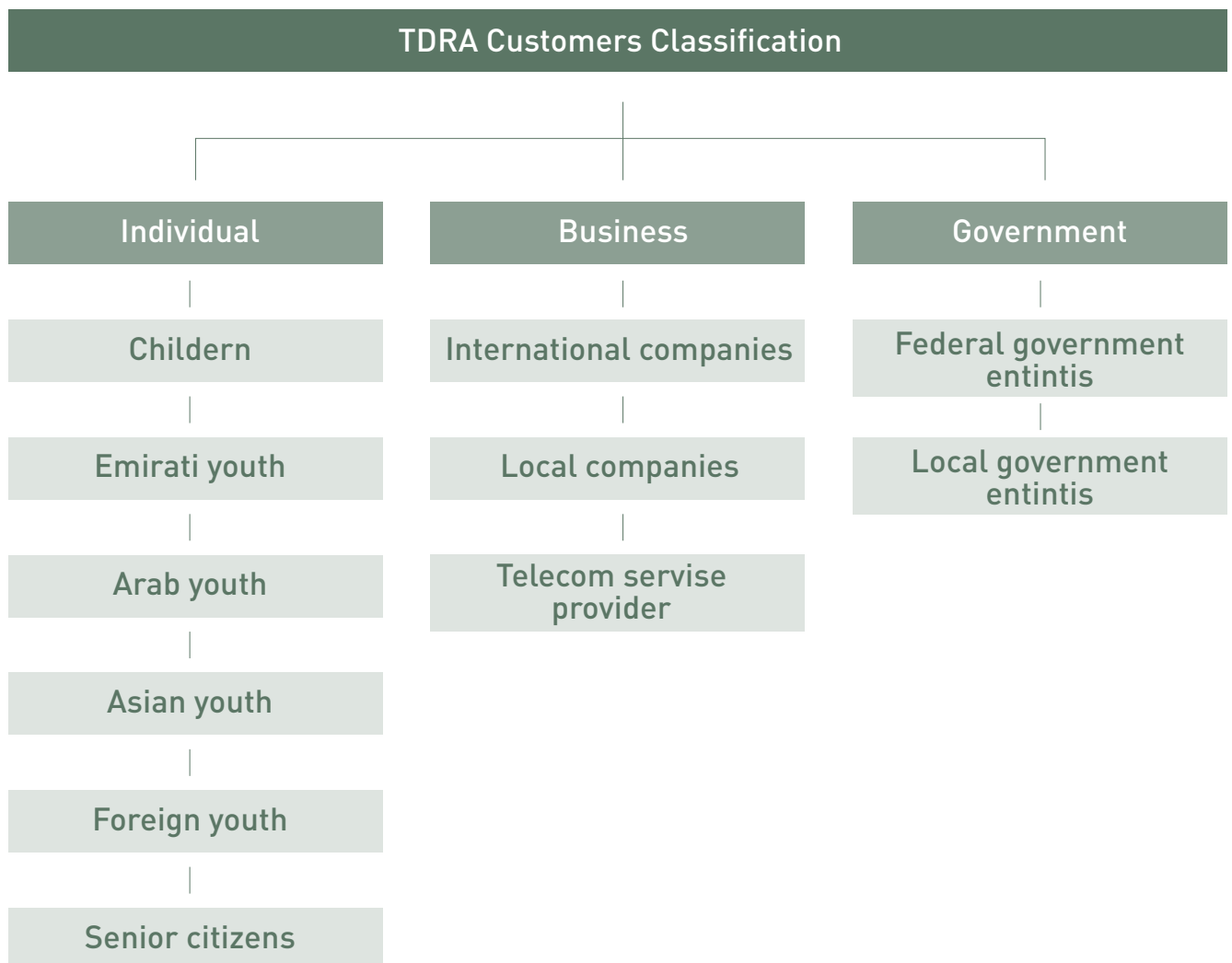
Services for all categories of customers

Main service: Customer Relations

Service Name	Complaint About Telecom Providers
Service Description	A service available to consumers of telecommunication services in the UAE, aims to support them in settling any dispute that may arise between them and the telecom service providers licensed by TDRA in accordance with the laws and regulations applicable in the UAE.
Service Package	none
Service Category/Type	Variation – Transactional
Complication Level	Complex
Service Outcome	Dispute resolution between the customer and telecom service providers
Service Conditions	Initially, the customer (the applicant) must submit a complaint to the service provider, and if the customer is not satisfied with the resolution of the complaint, he/she can apply for this service
Expected Time	5 – 20 working days (If the complaint is classified as complex; the service may need more working days)
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Individuals, business, government entities
Service Channels	Customer happiness center, call center, website and App.
Required Documents	• Emirates ID • Trade license (for business) • Supportive documents (if available)
Service Steps	• Submit a request through the available channels • Provide the required documents • TDRA will review the request with the service provider and take the appropriate decision according to the UAE applicable laws • TDRA will send the response regarding the complaint to the customer and resolve the dispute • Assessment of the customer's satisfaction with complaint resolution
Fees	Free of charge
Service Remark	Please note that this service is related to complaints against telecom service providers and not TDRA. Another service for complaints about TDRA is available in "page no. 16"

Main service: Customer Relations

Service Name	Inquiry
Service Description	TDRA provides customers with the ability to inquire about its services, initiatives, or events, or to inquire about the status of a current request already submitted by the customer, or any other inquiries.
Service Package	none
Service Category/Type	Variation – Informational
Complication Level	Normal
Service Outcome	Responding to the customer's inquiry
Service Conditions	None
Expected Time	One working day
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Individuals, business, government entities
Service Channels	Customer happiness center, call center, website and App.
Required Documents	Supportive documents (if available)
Service Steps	• Log in using UAE Pass (for digital channels) • Fill-in the required information and attach the supportive documents (if available) • A specialized team from TDRA will review the inquiry • Receive TDRA's response
Fees	Free of charge
Service Remark	None

Main service: Customer Relations

Service Name	Complaint About TDRA
Service Description	A service that allows customers to complain against any of the procedures or services provided by the Telecommunications and Digital Government Regulatory Authority (TDRA).
Service Package	none
Service Category/Type	Variation – Informational
Complication Level	Normal
Service Outcome	Resolution of the customer's complaint
Service Conditions	None
Expected Time	One working day
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Individuals, business, government entities
Service Channels	Customer happiness center, call center, website and App.
Required Documents	Supportive Documents (if available)
Service Steps	• Log in using UAE Pass (for digital channels) • Fill-in the required information and attach the supportive documents (if available) • TDRA will study the complaint • The customer will receive TDRA's response, and will be asked to submit his/her satisfaction level with the resolution
Fees	Free of charge
Service Remark	Please note that this service is related to complaints against TDRA and not to the telecom service providers. Another service for complaints about telecom service providers is available in "page no. 12"

Main service: Customer Relations

Service Name	Submit a Suggestions
Service Description	TDRA provides customers with the ability to submit suggestions regarding its services, initiatives and events to develop the work procedures.
Service Package	none
Service Category/Type	Variation – Informational
Complication Level	Complex
Service Outcome	The outcome of the suggestion evaluation
Service Conditions	None
Expected Time	One working day
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Individuals, business, government entities
Service Channels	Customer happiness center, call center, website and App.
Required Documents	Supportive documents (if available)
Service Steps	• Log in using UAE Pass (for digital channels) • Fill-in the required information and attach the supportive documents (if available) • TDRA will study the suggestion • The customer will receive TDRA's response
Fees	Free of charge
Service Remark	None

Main Service: Telecom equipment supplier services

Service Name	Custom Release Permit for Telecom Devices
Service Description	Through this service, TDRA issues custom release permits for telecommunications equipment in the UAE.
Service Package	none
Service Category/Type	Variation – Transactional
Complication Level	Express
Service Outcome	Issuing custom release permit
Service Conditions	• For individuals: Device is compatible with the technical requirements approved by TDRA and published on its website • For companies: the company must be registered with TDRA and the device is approved by TDRA
Expected Time	One working hour
Linkage to Other Services	For companies: Register telecom supplier/Equipment Registration
Service Limitation	service may be requested by: • Individuals who are interested in importing telecommunications equipment for personal use. • Manufacturers and suppliers of telecommunications equipment in the UAE registered with TDRA. • International and local companies attending exhibitions in the UAE
Targeted Audience	Individuals, business, government entities
Service Channels	TDRA website and App. **For individuals:** • Customs documents for the shipment. • Technical specifications of the devices **For companies:** • Type Approval under the company profile. • Customs Declaration. • Bill of landing • Packing list or invoice. International or local companies attending exhibitions in UAE should submit the following documents to TDRA: • A letter from the organizer stating the company concerned will participate in the exhibition, including the name, date, location of the exhibition, and the stand number of the company.

Required Documents	• A letter of undertaking from the company addressed to TDRA stating that the devices will be returned to their source after the end of the exhibition
Service Steps	• Log in using UAE Pass • Fill-in the form and attach the required documents • TDRA will review the application • Receive the custom release permit
Fees	Free of charge
Service Remark	FAQs: What are the types of custom release permits? • Customs release permit for commercial purposes • Temporary customs release permit • Customs release permit for telecommunication equipment imported for personal (non-commercial) use. • Permanent customs release permit.

Main Service: Wireless Services Authorizations

Service Name	Issue Wireless Authorizations
Service Description	Through this service, TDRA issues wireless services authorizations to government, business and individuals
Service Package	none
Service Category/Type	Variation – Transactional
Complication Level	Complex
Service Outcome	Issuing new wireless authorization
Service Conditions	Wireless device must be approved by TDRA (For all categories)
Expected Time	9 working days
Linkage to Other Services	Telecom equipment registration and approval
Service Limitation	TDRA will cancel the application 30 days after the date of issuing the invoice if the invoice has not been paid
Targeted Audience	Individuals, business, government entities
Service Channels	TDRA website and App.
Required Documents	• Maritime or air navigation proof document (for maritime and air navigation uses) • Amateur wireless authorization (for amateurs)
Service Steps	• Log in using UAE Pass • Fill-in the wireless authorization form • Pay the fees according to the invoice within the specified period according to the Spectrum Fees Regulation • TDRA will issue the wireless authorization and send it to the applicant electronically
Fees	According to the Spectrum Fees Regulation "available on the website, and provided to the customer upon applying to the service"
Service Remark	• Service fees and time vary based on technical requirements • Security approval might be required in some cases

Main Service: Wireless Services Authorizations

Service Name	Renew Wireless Authorization
Service Description	Through this service, TDRA renews wireless services authorizations to government, business and individuals
Service Package	none
Service Category/Type	Auxiliary– Transactional
Complication Level	Complex
Service Outcome	Renewed wireless authorization
Service Conditions	Wireless device must be approved by TDRA (For all categories)
Expected Time	9 working days
Linkage to Other Services	This service is linked to "issue wireless authorization" service
Service Limitation	Security approvals are required in some cases
Targeted Audience	Individuals, business, government entities
Service Channels	TDRA website and App.
Required Documents	• Maritime or air navigation proof document (for maritime and air navigation uses) • Amateur wireless authorization (for amateurs)
Service Steps	• Log in using UAE Pass • Fill-in the wireless authorization renewal form • Pay the fees according to the invoice within the specified period according to the Spectrum Fees Regulation • TDRA will renew the wireless authorization and send it to the applicant electronically
Fees	According to the Spectrum Fees Regulation "available on the website, and provided to the customer upon applying to the service"
Service Remark	• All annual wireless service authorizations are renewable • The renewal process can be started 30 days before the expiry date and up to 30 days after the expiry date • The smart renewal process is activated on the day of expiration date, which results in the issuance of an invoice that will be available on the online portal for payment • The applicant may apply for cancellation if he does not wish to renew the authorization • TDRA will cancel the authorization 30 days after the expiry date of the authorization if the fees are not paid or the cancellation request is not submitted.

Main Service: Wireless Services Authorizations

Service Name	Modify Wireless Authorization
Service Description	Through this service, TDRA modifies wireless services authorizations to government, business and individuals
Service Package	none
Service Category/Type	Auxiliary– Transactional
Complication Level	Complex
Service Outcome	Wireless authorization is modified
Service Conditions	None
Expected Time	9 working days
Linkage to Other Services	This service is linked to "issue wireless authorization" service
Service Limitation	None
Targeted Audience	Individuals, business, government entities
Service Channels	TDRA website and App.
Required Documents	None
Service Steps	• Log in using UAE Pass • Fill-in the wireless authorization modification form • Pay the fees according to the invoice within the specified period according to the Spectrum Fees Regulation • TDRA will modify the wireless authorization and send it to the applicant electronically
Fees	According to the Spectrum Fees Regulation "available on the website, and provided to the customer upon applying to the service"
Service Remark	None

Main Service: Wireless Services Authorizations

Service Name	Cancel Wireless Authorization
Service Description	Through this service, TDRA cancels wireless services authorizations
Service Package	none
Service Category/Type	Auxiliary– Transactional
Complication Level	Express
Service Outcome	Cancelling wireless authorization
Service Conditions	None
Expected Time	Immediately upon submitting the request
Linkage to Other Services	This service is linked to "issue wireless authorization" service
Service Limitation	The applicant can submit a request to cancel the authorization at any time during the validity period and up to 30 days after the expiry date.
Targeted Audience	Individuals, business, government entities
Service Channels	TDRA website and App.
Required Documents	None
Service Steps	• Log in using UAE Pass • Fill-in the wireless authorization cancellation form • TDRA cancels the permit immediately upon receiving the request
Fees	Free of charge
Service Remark	Cancellation of wireless authorization is an automated process that takes place immediately after the request has been submitted, and it's free of charge.

Main Service: Internet Access Management

Service Name	Block or Unblock Websites
Service Description	The service allows customers to request that service providers block or unblock websites violating UAE laws.
Service Package	none
Service Category/Type	Variation – Transactional
Complication Level	Complex
Service Outcome	Approving to block or unblock websites
Service Conditions	None
Expected Time	3 – 10 working days
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Individuals, business, government entities
Service Channels	TDRA website and App.
Required Documents	**Individuals and businesses:** • A list of violating links that should be blocked or unblocked (specific section link or the whole website link). • A short summary about the nature of the violating content or the reason for the request to block or unblock the content. • Specifying the required action "block or unblock" **Government entities:** The requesting entity has to send an official letter, including the following: • A list of violating links that should be blocked or unblocked (specific section link or the whole website link) • A reference copy of the violating content • A short summary about the nature of violating content or the reason for the request to block or unblock the content. • The legal reference that the content violates, in Arabic and English. • Specifying the required action "block or unblock"

Service Steps	• Log in using UAE Pass
	• Fill-in the form
	• Attach all the required documents
	• TDRA will review the request and inspect the content
	• TDRA will respond to the customer regarding the action taken
Fees	Free of charge
Service Remark	Customers can apply for this service through the telecom service providers in the UAE

Main Service: Internet Activities approval

Service Name	NOC for Practicing E-Activity
Service Description	TDRA provides NOC for practicing e-activity to individuals and businesses that wish to practice an activity of an economic nature on the Internet in the UAE, through websites, applications or social media accounts.
Service Package	none
Service Category/Type	Variation – Transactional
Complication Level	Normal
Service Outcome	NOC for practicing e-activity
Service Conditions	If the activity will be conducted through a website, a national domain name (.ae) must be provided
Expected Time	2 working days
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Individuals, business
Service Channels	TDRA website and App.
Required Documents	• If the activity will be conducted through a website, a national domain name (.ae) must be provided • If the activity will be conducted on social media (twitter, Facebook, Instagram, or other), the name and the link of the account must be provided. In case of changing the account name in the future, a new application must be submitted. • If the activity will be conducted on a smart App that is available on an App store (Apple IOS and Google play), you must provide: • Name and link of the App (if available), or • If the application is still under development, provide the website link, App description and main interface images.
Service Steps	• Log in using UAE Pass • Fill-in the application form • Attach the required documents • TDRA will review the application • Receive the NOC
Fees	Free of charge
Service Remark	None

Services for Business
(Local and international companies)

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Main Service: SIM Card Point of Sale Registration Services

Service Name	SIM Card Point of Sale Registration Services
Service Description	This service facilitates registration of SIM cards Points of Sale (PoS) in the UAE
Service Package	When adding the activity of selling SIM cards with the Department of Economic Development - Abu Dhabi, a certificate of registration as a Point of Sale (PoS) is obtained within the same service request.
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	SIM Cards PoS Registration Certificate, with 2-year validity.
Service Conditions	A valid trade license that include the activity of selling SIM cards must be provided.
Expected Time	One working day
Linkage to Other Services	None
Service Limitation	For the commercial activity issued by the Department of Economic Development in the Abu Dhabi, this service is obtained through DED Abu Dhabi only.
Targeted Audience	Business
Service Channels	TDRA website and App.
Required Documents	• Trade License that includes the activity of SIM cards sale • Authorization letter • Shop location map • NOC issued by the respective telecom licensee • Sellers' Emirates ID • Evidence of CCTV Camera installation in the PoS
Service Steps	• Log in using UAE Pass • Fill-in the application form • Attach all the required documents • Pay the fees of the service • TDRA will review the application • Receive the SIM Card PoS Registration Certificate
Fees	AED 2500
Service Remark	None

Main Service: SIM Card Point of Sale Registration Services

Service Name	Renew SIM Card Point of Sale Registration
Service Description	Through this service, the applicant can renew SIM Card Point of Sale Registration in the UAE
Service Package	None
Service Category/Type	Auxiliary - Transactional
Complication Level	Normal
Service Outcome	SIM Card Point of Sale Registration is renewed
Service Conditions	None
Expected Time	One working day
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Business
Service Channels	TDRA website and App.
Required Documents	• Valid trade license with telecommunication activity • External and initial approvals
Service Steps	• Log in using UAE Pass • Fill-in the application form • Attach the required documents • Pay the service fees • TDRA will review the application • Receive the renewed certificate
Fees	AED 2500
Service Remark	None

Main Service: SIM Card Point of Sale Registration Services

Service Name	Modify SIM Card Point of Sale Registration
Service Description	Through this service, the applicant can modify the details of SIM Card Point of Sale registration in the UAE.
Service Package	None
Service Category/Type	Auxiliary - Transactional
Complication Level	Normal
Service Outcome	Modification of data in TDRA's system, or an updated SIM card PoS certificate, if the amendment is a trade name or geographical location
Service Conditions	None
Expected Time	One working day
Linkage to Other Services	None
Service Limitation	For the commercial activity issued by the Department of Economic Development in Abu Dhabi, the service can be obtained through it only.
Targeted Audience	Business
Service Channels	TDRA website and App.
Required Documents	• Valid trade license with SIM cards selling activity • External and initial approvals • NOC from the licensee
Service Steps	• Log in to the business account using UAE Pass • Fill in the application form • Attach all the required documents • Pay the service fees, if needed • TDRA will review the application • Modification of data at TDRA's system, or receiving a new certificate if the modification is relevant to trade name or location (address)
Fees	If the modification is relevant to the trade name or geographical location (address), modification fees apply: AED 100
Service Remark	If the modification is applicable without the need to re-issue a new certificate, the service would be free of charge.

Main Service: SIM Card PoS Registration Services

Service Name	Cancel SIM Card PoS Registration
Service Description	Through this service, the applicant can cancel SIM Card PoS registration in the UAE
Service Package	None
Service Category/Type	Auxiliary - Transactional
Complication Level	Normal
Service Outcome	• Cancelling SIM Card PoS registration at TDRA • NOC from TDRA
Service Conditions	None
Expected Time	One working day
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Business
Service Channels	Customer happiness centers, TDRA website and app.
Required Documents	• Valid trade license • A letter from the Economic Department stating the cancellation of the activity or license • A letter from the company stating the cancellation of the activity or license
Service Steps	• Log in to the business account using UAE Pass • Fill-in the application form • Attach all the required documents • TDRA will review the application • Receive the NOC
Fees	Free of charge
Service Remark	None

Main Service: Telecom Equipment Supplier Services

Service Name	Register Telecom Supplier
Service Description	Registration of manufacturers and suppliers wishing to trade in telecommunications equipment in the UAE
Service Package	When adding commercial activities related to the telecommunications regulation sector with the Department of Economic Development - Abu Dhabi, a certificate of registration as a manufacturer or supplier is obtained through the same service request
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Telecom Supplier Registration Certificate "valid for 5 years"
Service Conditions	A valid trade license with a telecom activity or initial approvals issued by economic departments / free zones must be available
Expected Time	One working day
Linkage to Other Services	None
Service Limitation	For commercial activities issued by the Department of Economic Development in Abu Dhabi, the application for obtaining the service is submitted through it only
Targeted Audience	Business
Service Channels	TDRA website and app
Required Documents	• Valid Trade License with telecommunication activity or initial approvals from local department of economy or free zone • Power of attorney letter from the company
Service Steps	• Log in using UAE Pass • Fill-in the application form • Attach all the required documents • Pay the service fees • TDRA will review the request • Receive the registration certificate
Fees	AED 5500
Service Remark	The service can be obtained from outside the UAE, without the need to attach a valid trade license

Main Service: Telecom Equipment Supplier Services

Service Name	Renew Registration of Telecom Supplier
Service Description	Renew registration of telecom equipment suppliers and manufacturers in the UAE
Service Package	None
Service Category/Type	Auxiliary - Transactional
Complication Level	Normal
Service Outcome	Renewed Telecom Supplier Registration Certificate
Service Conditions	Valid Trade License with telecommunication activity
Expected Time	One working day
Linkage to Other Services	Register telecom supplier
Service Limitation	None
Targeted Audience	Business
Service Channels	TDRA website and app
Required Documents	Valid Trade License with telecommunication activity
Service Steps	• Log in with UAE Pass to the company's account • Fill-in the application form • Attach all the required documents • Pay the service fees • TDRA will review the application • Receive the renewed certificate
Fees	AED 5100
Service Remark	Service request may be submitted one month before the expiry date of the certificate or within 15 days after its expiry date

Main Service: Telecom Equipment Supplier Services

Service Name	Modify Registration of Telecom Supplier
Service Description	Modify registration of telecom equipment suppliers and manufacturers in the UAE
Service Package	None
Service Category/Type	Auxiliary - Transactional
Complication Level	Normal
Service Outcome	Modification of the registration data in TDRA's system and/or updated registration certificate if the modification is related to the brand name or address
Service Conditions	None
Expected Time	One working day
Linkage to Other Services	Register telecom supplier
Service Limitation	None
Targeted Audience	Business
Service Channels	TDRA website and app
Required Documents	If the trade name or geographical location is modified, external approvals must be provided from the competent authorities for the modification
Service Steps	• Log in using UAE Pass to the company's account • Fill-in the application form • Attach the required documents • Pay the service fees (if applicable) • TDRA will review the application • Modification of data in TDRA's system and/or receive an updated certificate if the modification is related to brand name or location
Fees	If the modification is related to trade name or address, modification fees apply: AED 100
Service Remark	If the supplier's data is modified without the need to re-issue a new certificate, the service would be free of charge

Main Service: Telecom Equipment Supplier Services

Service Name	Cancel Telecom Supplier
Service Description	Cancel registration of telecom equipment suppliers and manufacturers in the UAE
Service Package	None
Service Category/Type	Auxiliary - Transactional
Complication Level	Normal
Service Outcome	• Cancelling registration of telecom supplier at TDRA's system • NOC from TDRA
Service Conditions	None
Expected Time	One working day
Linkage to Other Services	Register telecom supplier
Service Limitation	None
Targeted Audience	Business
Service Channels	Customer happiness centers , TDRA website and App
Required Documents	• A letter from the Economic Department stating the cancellation of the activity or license • A letter from the company indicating the cancellation of the activity or license
Service Steps	• Log in using UAE Pass to the company's account • Fill-in the application from • Attach all the required documents • TDRA will review the application • Receive the NOC
Fees	Free of charge
Service Remark	None

Main Service: Telecom Equipment Supplier Services

Service Name	Equipment Registration
Service Description	This service involves registering and approving telecom equipment in the UAE before offering and selling them in the UAE market, through submitting the required information and documents in the Type Approval System. The service requirements vary based on the scheme of the registered device. Moreover, the types of devices are specified for each scheme according to their risk level and divided into three schemes as follows: • Scheme 1: Lowest risk, does not require technical test • Scheme 2: medium risk, requires technical test sometimes • Scheme 2: highest risk, requires technical test The types of telecommunications devices according to their schemes can be viewed in the "Service Privacy" section.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Type approval certificate
Service Conditions	Valid certificate as Telecommunications equipment supplier at TDRA
Expected Time	(1) working day for scheme 1 , (5) working days for scheme 2 , (10) working days for scheme 3
Linkage to Other Services	Register telecom supplier
Service Limitation	The service is for companies and manufacturers registered as telecom equipment suppliers only
Targeted Audience	Business
Service Channels	TDRA website and app
Required Documents	• Official technical datasheet for all levels. • Test report for Radio, Electromagnetic field standards, Safety standards issued by a recognized test lab (International Laboratory Accreditation Cooperation (ILAC). For 2 & 3 schemes • International Mobile Equipment Identity (IMEI) Certificate for all mobile devices. • Technical test certificates for the devices (if required by TDRA) • Providing samples

Required Documents	• One sample for the following equipment type: 　• Wireless LANs (WLANs) or Wi-Fi 　• Analogue Private Mobile Radio (PMR) Equipment 　• Maritime services radio 　• Amateur Radio 　• TETRA • Two samples for the following equipment type: 　• Mobile phone Note: Customers can request devices technical test by TDRA for a charge (check service fees)
Service Steps	• Log in using UAE Pass • Fill-in the application form • Attach all the required documents • Pay service fees • TDRA will review the request and approve it • Pay certificate fees • Receive type approval certificate
Fees	• Application Review: AED 500 • Issuing Certificate: AED 200 • Testing depends on the device type (as per the applicant's request): 　• Emergency Broadcast Test AED 2100 　• Amateur, small boat & PMR Test AED 1400 　• Wi-Fi AED 8100 　• Mobile Phone (3G) AED 2600 　• Mobile Phone (4G) AED 2600 　• Bluetooth AED 2700 　• Performance (IOP) AED 2100 　• eCall 6100 AED 　• ISM band & SRD/LPD AED 1400 　• NB-IOT AED 3800 　• Advance Mobile Location AED 2800 　• Calling Name Presentation AED 1700
Service Remark	Telecom equipment are classified according to their risk level to: • Scheme 1 "Lowest risk" 　• power Devices 　• Bluetooth 　• NFC 　• RFID 　• Tablet (With Wi-Fi Only) 　• GNSS Receiver 　• Radio beacons 　• VSAT

Service Remark	

	• BGAN
	• GMPCS
	• DECT (ETSI) - 1881.792 - 1897.344 (10 RF Carriers)
	• DECT - 2.4Ghz
	• DECT - 5 Ghz
	• PHS 1895.00 – 1898.75 (Channel 1 to 12)
	• Group A - 46 MHz/ 49 MHz
	• Group B - 31 MHz/ 40 MHz
	
	• Scheme 2 "Medium risk"
	   • GPS - Tracking Device
	   • Amateur Radio
	   • Analogue Private Mobile Radio (PMR) Equipment
	   • PSME
	   • Maritime services radio
	   • TETRA
	   • Radio with SIM
	   • Wireless LANs (WLANs) or Wi-Fi
	   • Fixed point-to-point radio systems
	   • Point-to-multipoint radio systems
	   • USB data modem
	   • Mobile hotspot
	   • GSM modules
	   • Tablet / PC
	   • Telematics Control Unit -TCU
	   • Pager
	   • Radars
	   • Landline/Fixed-line Telephone
	   • Fax Machine
	   • Modem (specify type)
	   • PABX
	   • xDSL modem
	
	• Scheme 3 "Highest risk"
	   • Mobile Phones

Main Service: Telecom Equipment Suppliers Services

Service Name	Renewal of Registration of Telecommunications Equipment
Service Description	Renew the registration and approval of telecommunications equipment in the UAE. It should be requested one month before expiry date of the certificate, or within 15 days of the expiry.
Service Package	None
Service Category/Type	Auxiliary - Transactional
Complication Level	Express service
Service Outcome	Renewed Type Approval Certificate
Service Conditions	None
Expected Time	Instantly after applying to the service
Linkage to Other Services	Equipment Registration
Service Limitation	• This service is for companies and manufacturers registered as suppliers of telecommunications equipment only • A penalty of AED 100 will be charged monthly after 30 days from the certificate expiration date, after 6 months application will be cancelled
Targeted Audience	Business
Service Channels	TDRA website and App
Required Documents	None
Service Steps	• Log in using UAE Pass • Fill-in the application form • Pay service fees • Receive the renewed type approval certificate instantly
Fees	• Application review fees: AED 100 • Issuing the certificate fees: AED 200
Service Remark	Companies or manufacturers may start the renewal process one month before the certificate expiration date, or within 15 days of its expiry date.

Main Service: Telecom Equipment Suppliers Services

Service Name	Modification of Telecommunications Equipment Type Approval
Service Description	Modification of the of the type approval certificate data, if the modifications are as described in the "Service Conditions" field.
Service Package	None
Service Category/Type	Auxiliary - Transactional
Complication Level	Express service
Service Outcome	Modified type approval certificate

Service Conditions	• The registered manufacturer or importer of telecom equipment may continue to sell modified telecommunications equipment if the modifications are minor without the need to notify TDRA of the changes. Minor modifications must not affect essential requirements, technical standards, or the external look of the equipment.
	• The registered manufacturer or importer of telecom equipment must notify TDRA of any modifications, which would:
	
	   • Affect equipment conformity with the essential requirements or technical standards.
	   • Change equipment size and shape.
	   • Change equipment model number or brand name.
	
	• The registered manufacturer or importer of telecom equipment must submit a new Type Approval request in the case of any modification that may affect the equipment's conformity with the Type Approval essential requirements or approved technical standards.

Expected Time	One working day
Linkage to Other Services	Equipment Registration
Service Limitation	• This service is relevant to companies and manufacturers registered as telecom supplier only • Active Telecom Equipment Registration Certificate
Targeted Audience	Business
Service Channels	TDRA website and App
Required Documents	Device pictures in case of changes in device external look.

Service Steps	· Log in using UAE Pass · Fill-in the application form · Attach the required documents · Pay the service fees · TDRA will review the application · Receive the modified certificate
Fees	Application Review: AED 100
Service Remark	None

Main Service: Telecom Equipment Suppliers Services

Service Name	Internet of Things Services Registration
Service Description	A service that allows government entities and companies to obtain approval certificate to conduct Internet of Things services
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	TDRA's IoT services approval certificate
Service Conditions	A product registration certificate (type approval) must be provided.
Expected Time	35 working days
Linkage to Other Services	None
Service Limitation	If the service is classified as a mission critical service, it will be directed to external IoT National Committee to evaluate, raise recommendations and submit it back to TDRA, if approved, the IoT service registration certificate is issued to the service provider.
Targeted Audience	Companies, government entities
Service Channels	TDRA website and App
Required Documents	Copy of the type approval certificate (if related to a device)
Service Steps	- Log in using UAE Pass - Fill-in the application form - Attach the required documents - The service is evaluated internally by TDRA and is classified either as mission critical or non-mission critical service - If the service is classified as a non-mission critical service, it is evaluated internally and, if approved, a service registration certificate is issued to service provider - If the service is classified as a mission critical service, it is directed to external IoT national committee to evaluate, raise recommendations and submit it back to TDRA, if approved, the IoT service registration certificate is issued to the applicant.
Fees	Free of charge
Service Remark	None

Main Service: Accredited Domain Registrar Services

Service Name	Accredited Domain Registrar License
Service Description	Obtain an Accredited Domain Registrar License to provide services to register, renew or modify UAE's country code namespace (ccTLD).
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	Accredited Domain Registrar License
Service Conditions	Meeting the requirements as specified by the Registrar Agreement: - For international and international companies, they must be licensed by ICANN - Signing a Registrar Agreement - Providing services as per the Registrar Agreement - Understanding and abiding by .aeDA's Policy and Code of Practice - Passing the technical and administrative requirements of.aeDA
Expected Time	14 working days
Linkage to Other Services	None
Service Limitation	The service is limited to: - Local companies - Global and international companied, provided they are licensed by ICANN
Targeted Audience	Companied
Service Channels	TDRA website and App
Required Documents	- Application form - Two signed copies of Registry- Registrar Agreement for each domain - Registrar Trade License - Insurance coverage for the operations and activities of the Registrar
Service Steps	- Log in using UAE Pass - Fill-in the application form - Attach all the require documents - Pay the service fees - TDRA will review the application - Pass all related the technical and administrative tests - Pay the accreditation fees - Top-up the registry account with sufficient amount to start operation
Fees	AED 8000
Service Remark	None

Main Service: Accredited Domain Registrar Services

Service Name	Renew License of Accredited Domain Registrars
Service Description	Renew License of Accredited Domain Registrars
Service Package	None
Service Category/Type	Auxiliary - Transactional
Complication Level	Normal
Service Outcome	Renewed license of accredited domain registrars
Service Conditions	None
Expected Time	2 working days
Linkage to Other Services	Accredited Domain Registrar License
Service Limitation	This service is relevant to accredited domain registrars only
Targeted Audience	Business
Service Channels	TDRA website and App
Required Documents	None
Service Steps	• Log in using UAE Pass • Fill-in the application form • Pay renewal accreditation fees through the payment channels mentioned in the registry-registrar agreement • Send the bank transfer document to the technical support team • TDRA will review the application • Receive the renewed license
Fees	AED 5000
Service Remark	None

Main Service: Accredited Domain Registrar Services

Service Name	Accredited Registrar Account Top Up Service
Service Description	Request to add credit to the Accredited Registrar account
Service Package	None
Service Category/Type	Auxiliary - Transactional
Complication Level	Normal
Service Outcome	Receipt
Service Conditions	• The minimum top-up balance is AED 5000 • The customer must be an Accredited Registrar
Expected Time	2 working days from receiving the bank transfer
Linkage to Other Services	Accredited Domain Registrar License
Service Limitation	This service is relevant to accredited domain registrars only
Targeted Audience	Business
Service Channels	TDRA website and App
Required Documents	After depositing the balance, you must send the bank transfer document "Transfer Note"
Service Steps	• Log in using UAE Pass • Deposit the balance through the payment channels mentioned in the Registry-Registrar Agreement • Send the bank transfer document to the technical support team • Get the receipt
Fees	Free of charge
Service Remark	None

Main Service: Accredited Domain Registrar Services

Service Name	Accredited Registrar Technical Support Service
Service Description	TDRA provides the necessary technical information to the accredited registrars and respond to their inquiries through a specialized team
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Technical support to the accredited registrar
Service Conditions	The customer must be an accredited registrar
Expected Time	2 working day
Linkage to Other Services	Accredited Domain Registrar License
Service Limitation	This service is relevant to accredited domain registrars only
Targeted Audience	Business
Service Channels	TDRA website and App
Required Documents	Any supportive documents to the request or inquiry of the accredited registrar
Service Steps	• Log in using UAE Pass • Send the request/inquiry to the technical team, including supportive documents (if any) • TDRA will review and assess the inquiry • Receive TDRA's response and support
Fees	Free of charge
Service Remark	None

Main Service: E-Certification Services

Service Name	License of Certification Service Provider (CSP)
Service Description	This service includes issuing License of Certification Service Provider (CSP) for local companies in the UAE
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	License of Certification Service Provider (CSP)
Service Conditions	None
Expected Time	14 working days
Linkage to Other Services	None
Service Limitation	This service is relevant to anyone who provides electronic certification services, directly or indirectly, to the public for commercial purposes including electronic records, documents and signatures related to transactions and e-commerce.
Targeted Audience	Business
Service Channels	TDRA website and App
Required Documents	• Articles of Incorporation, the Statute or equivalent approved documents in U.A.E • Statement of Business activities of the Certification Service Provider (including any activities not related to the Certification Service Provider, if applicable) • Structure chart of the company's ownership • Statement of financial resources and audited financial statements for the previous two fiscal years. • Proof of adequate insurance coverage for the operations and activities of Certification Service Provider • Declaration of adequacy of entrusted persons • External audit report (please provide 5 copies) • Certification practice statement
Service Steps	• Log in using UAE Pass • Fill-in the application form • Attach the required documents • TDRA will review the application • Receive License of Certification Service Provider (CSP)

Fees	• New application: AED 5000 • CSP License valid for one year: AED 20000 • CSP License valid for 5 years: AED 75000 • Request to modify CSP registration data and documents: AED 2500
Service Remark	None

Main Service: E-Certification Services

Service Name	Renew License of Certification Service Provider
Service Description	This service aims at renewing License of certification service provider
Service Package	None
Service Category/Type	Auxiliary - Transactional
Complication Level	Complex
Service Outcome	Renewed license of certification service provider
Service Conditions	None
Expected Time	14 working days
Linkage to Other Services	License of certification service provider
Service Limitation	The service is intended for entities and companies that provide electronic certification services only
Targeted Audience	Business
Service Channels	TDRA website and App
Required Documents	• Articles of Incorporation, the Statute or equivalent approved documents in the UAE • Statement of Business activities of the Certification Service Provider (including any activities not related to the Certification Service Provider, if available) • Structure chart of the company's ownership • Statement of financial resources and audited financial statements for the previous two fiscal years. • Proof of adequate insurance coverage for the operations and activities of Certification Service Provider • Declaration of adequacy of entrusted persons • External audit report (please provide 5 copies) • Certification practice statement
Service Steps	• Log in using UAE PASS • Fill-in the application form • Provide all the required documents • TDRA will review the application • Receive the license of Certification Service Provider
Fees	• Renewal application: AED 5000 • CSP License valid for one year: AED 20000 • CSP License valid for Five year: AED 75000
Service Remark	None

Main Service: UAE Government Common Services

Service Name	Request for Linking to UAE PASS
Service Description	Providing consultancy service to government entities and businesses regarding linking with UAE Pass to support digital transformation in the UAE
Service Package	None
Service Category/Type	Variation – Transactional
Complication Level	Complex
Service Outcome	Technical linking with UAE Pass
Service Conditions	**Government entity:** • Compliance with technical guidelines of UAE Pass **Private sector** • Compliance with technical guidelines of UAE Pass at the date of application delivery
Expected Time	6 working days
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Business and government entities
Service Channels	TDRA website and App
Required Documents	• Completing the survey, including: • Digital signature • Digital authentication • Digital seal • Contact list of all people of concern
Service Steps	• Log in using UAE Pass • Attending a virtual training course about UAE Pass on https://academy.tdra.gov.ae • Sending the survey and use case • Signing the UAE Pass MoU • Passing the preparation test • Passing the preparation evaluation • Sending the Go-Live Request • TDRA request approval • Linking with UAE Pass
Fees	Free of charge
Service Remark	None

Services
for Telecom Providers

Main Service: Public Lands Allocation

Service Name	Public Lands Allocation Recommendation
Service Description	The service allows telecom service providers to obtain a letter of recommendation from TDRA addressed to the concerned municipalities to approve the allocation of a public plot of land for the construction of relay transmitters of mobile network.
Service Package	None
Service Category/Type	Variation – Transactional
Complication Level	Normal
Service Outcome	A letter of recommendation from TDRA addressed to the concerned municipalities to approve the allocation of a public plot of land for the construction of relay transmitters of mobile network.
Service Conditions	• No relay stations within 500 meters of the site to be allocated • Telecommunications service providers are entitled to submit a recommendation request to allocate a maximum of 10 sites per week
Expected Time	One working day
Linkage to Other Services	None
Service Limitation	This service is available to UAE telecom providers only
Targeted Audience	Business
Service Channels	Through the link that is available to UAE telecom service providers only and works 24/7
Required Documents	None
Service Steps	• Log in and apply for the service through the designated link • Ensure that the land plot meets the required conditions according to the system • Receive the recommendation letter from TDRA
Fees	Free of charge
Service Remark	This service is accessible through the link designated to UAE service providers only

Main Service: Numbering Resources

Service Name	Allocate Number Resources
Service Description	Allocating number resources to UAE telecom service providers
Service Package	None
Service Category/Type	Variation – Transactional
Complication Level	Normal
Service Outcome	Number Allocation Certificate includes required number resources
Service Conditions	• No relay stations within 500 meters of the site to be allocated • Telecommunications service providers are entitled to submit a recommendation request to allocate a maximum of 10 sites per week
Expected Time	One working day
Linkage to Other Services	None
Service Limitation	This service is available to UAE telecom providers only
Targeted Audience	Business
Service Channels	Designated link accessible 24/7 by UAE telecom service providers only
Required Documents	Report on the percentage of utilization of previously allocated numbers (mobile and fixed lines)
Service Steps	• Applying for the service through the designated link • Attach all required documents • TDRA will review the application • Obtaining the number allocation certificate that includes the required number resources
Fees	• Application fees: AED 500 • Number resources allocation fees: Fees vary according to the category of number resources requested. You can view the fees through the Number Resources Allocation and Usage Fee Policy
Service Remark	This service is available through a designated link accessible only by UAE telecom service providers

Main Service: Numbering Resources

Service Name	Return Number Resources
Service Description	The service allows telecom service providers to return unused numbers
Service Package	None
Service Category/Type	Auxiliary - Transactional
Complication Level	Normal
Service Outcome	Certificate of withdrawal/return of numbers
Service Conditions	None
Expected Time	One working day
Linkage to Other Services	Allocate Number Resources
Service Limitation	This service is available to UAE telecom service providers only
Targeted Audience	Business
Service Channels	Designated link accessible 24/7 by UAE telecom service providers only
Required Documents	None
Service Steps	• Apply for the service through the designated link • A specialized team from TDRA will review the request • Obtain a certificate of withdrawal/return of numbers
Fees	Free of charge
Service Remark	This service is accessible through a designated link accessible by UAE telecom service providers only

Main Service: Telecommunication Services Licensing

Service Name	EX Post Competition Complaints
Service Description	Monitoring and following-up to control the anticompetitive behavior, ending the violations that have been found, and informing the licensee "the complainant" of all the steps that have been taken to correct wrongful practices.
Service Package	None
Service Category/Type	Variation - Seizural
Complication Level	Complex
Service Outcome	TDRA's decision concerning the dispute
Service Conditions	None
Expected Time	60 working day
Linkage to Other Services	None
Service Limitation	This service is available to UAE telecom service providers only
Targeted Audience	Business
Service Channels	• Designated link accessible 24/7 by UAE telecom service providers only • TDRA website and app
Required Documents	Documents related to the dispute
Service Steps	• Apply for the service through the designated link • Provide the related documents (if available) • A specialized team from TDRA will review the request • Receive TDRA's decision regarding the dispute
Fees	Free of charge
Service Remark	This service is accessible through a designated link accessible by UAE telecom service providers only

Main Service: Telecommunication Services Licensing

Service Name	Request to Resolve Interconnection Disputes Between Licensees
Service Description	Resolving disputes related to interconnection or access to the network between licensees in a sequential and clear manner to settle disputes between them
Service Package	None
Service Category/Type	Variation - Seizural
Complication Level	Complex
Service Outcome	TDRA's decision concerning the dispute
Service Conditions	Submitting an official request to TDRA to resolve a dispute between licensees after proving the expiration of the period specified for resolving disputes amicably between the parties.
Expected Time	60 working day
Linkage to Other Services	None
Service Limitation	This service is available to UAE telecom service providers only
Targeted Audience	Business
Service Channels	TDRA website and app
Required Documents	Documents related to the dispute
Service Steps	• Submit an official request to TDRA to resolve the dispute between the licensees • Provide the necessary documents, if any. • A specialized team from TDRA will review and study the application • Obtaining TDRA's decision on the dispute
Fees	Free of charge
Service Remark	None

Main Service: Telecommunication Services Licensing

Service Name	Issue Licenses to Provide Telecommunication Services
Service Description	TDRA is the legal entity responsible for issuing licenses under the Telecommunications Law. According to the Law, operating a public telecommunications network or providing subscribers with telecommunication services and all other types of activities determined by the Board of Directors in accordance with the provisions of the Law requires obtaining a license from TDRA. The service also includes existing licensees who want to renew, amend or cancel their telecom services license.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	License Telecommunications Services
Service Conditions	The entity is considered eligible to apply for the service if the entity is: • A company incorporated under the Commercial Companies Law, and pursuant to Article 28 of the Telecommunications Law; It must be an entity approved by the Board of Directors for the purposes of obtaining a license • A company whose shareholders comply with the resolution approving the licensing of the relevant regulated activity • Unless the Board of Directors agrees otherwise, the percentage of foreign shareholders in the concerned entity shall not exceed 49%, while one or more national partners own the remaining 51%.
Expected Time	This service depends on security inputs and approvals from other parties, and therefore it is not possible to specify the time for completing the service
Linkage to Other Services	None
Service Limitation	The applicant must comply with the following: • Request approval to establish the company to be licensed under Article 28 of the Telecommunications Law. The approval of incorporation shall not be considered as an indication of the approval of any license requested thereafter • If the applicant wishes to obtain an exception from any provision of the Commercial Companies Law, he must apply to TDRA with a request for exemption from the provisions of the Companies Law supported by justifications, and the application must specify the full scope of the required exemptions
Targeted Audience	Business
Service Channels	TDRA website and app

Required Documents	An applicant shall submit the following information to TDRA:
	• Proof of fulfilment of the eligibility criteria for awarding the License;
	• Certified true copies of its memoranda and articles of association;
	• Details of shareholding structure including information of any telecommunication license held by any of the shareholders, whether in the UAE or elsewhere;
	• Details of management team including qualifications and experience in the telecommunication field in the UAE and, if any, in other jurisdictions;
	• Business plan including but not limited to:
	  • Type(s) of networks to be operated and services to be provided;
	  • roll out plan for network and services including network diagrams and relevant technical details;
	  • whether spectrum or numbers is/are required for the service and if so, details of the requirements;
	  • funding proposal;
	• Benefits to the UAE economy of the proposal;
	• Any other information supporting the application.

Service Steps	• Fill-in the licensing application • Provide all the requirements If you wish to provide satellite services, please provide us with a no-objection letter from the UAE Space Agency • Pay the service fees • TDRA will review the licensing application • Receive the license
Fees	AED 10,000
Service Remark	• TDRA shall determine the procedures to be followed for awarding licenses. These procedures may include competitive selection processes including, but not limited to, auctions, sealed bids or any competitive selection process through which TDRA shall evaluate the merits of each competitor. • In the case of awarding licenses based on financial pledges - such as an auction or sealed bidding procedures, TDRA may apply a two-stage procedure: In the first stage, TDRA creates a short list of qualified applicants based on an evaluation of objective criteria such as: ownership, financial condition and resources, management structure expertise, technical expertise and resources, publication and coverage, and any other criteria specified by TDRA. In the second phase, only qualified applicants will be invited to make financial pledges. • TDRA shall enforce all processes required to disclose the true shareholding structure of the applicants including investors. TDRA may require these entities to demonstrate that they have not been found to be materially or repeatedly in breach of the applicable rules and regulations in the UAE or other jurisdictions.

Main Service: Telecommunication Services Licensing

Service Name	Price Control Request (PCR)
Service Description	This service allows telecom service providers in the UAE to obtain a decision from TDRA regarding price control requests for new telecom services in order to ensure fair competition between telecom service providers.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	A decision by TDRA regarding approving price control requests for new telecommunications services
Service Conditions	None
Expected Time	5 working days
Linkage to Other Services	None
Service Limitation	This service is available to UAE telecom service providers only
Targeted Audience	Business
Service Channels	• The e-system (FTP Link) • TDRA website and app
Required Documents	None
Service Steps	• Fill-in the PCR request by the licensee • Provide additional information if needed • A specialized TDRA team will review and study the request • Receive TDRA's decision
Fees	Free of charge
Service Remark	This service is available through a designated link accessible only by UAE telecom service providers

Services for Federal and Local Government Entities

Main Service: UAE Government Common Services

Service Name	Network Technical Support Service
Service Description	Providing technical support to the beneficiaries of FedNet services. This service is available to the entity by default as soon as it enrolls in any of FedNet services.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Technical support to entities integrated with FedNet.
Service Conditions	None
Expected Time	Priority level 1: Within 4 hours Priority level 2: Within 8 hours Priority level 3: Within 4 working days Priority level 3: Within 5 working days
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Government entities
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Log-in using UAE Pass • Send the requests and inquiries to the technical support team • TDRA will review and study the request • Receive TDRA's response to the inquiry or request
Fees	Free of charge
Service Remark	This service is available to the entity by default as soon as it enrolls in any of FedNet services.

Main Service: UAE Government Common Services

Service Name	Activate a Government Service on the Federal Network
Service Description	FedNet provides connectivity between government entities for the purpose of exchanging and sharing data, which would save the entities the costs of direct connection with each entity independently.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	e-connectivity between the entities
Service Conditions	Availability of Private Dedicated Connectivity/ Default Networking
Expected Time	One working day
Linkage to Other Services	• Private Dedicated Connectivity • Default Networking
Service Limitation	None
Targeted Audience	Government entities
Service Channels	TDRA website and app
Required Documents	• The official approval of both parties "Agreement between the service provider and the customer" • Providing the necessary technical information
Service Steps	• Log in using UAE Pass • Submitting the service request by the government entity • Filling-in the technical details and attaching the required documents by the government entity • TDRA will review the request and survey • Receiving a notification that the service is delivered
Fees	Free of charge
Service Remark	FAQs **Q: How do I join SLAs of "Activate a government service on the federal network" service?** A: You are automatically registered in the SLAs and have access to FedNet services after migration.

| Service Remark | **Q: What happens if an SLA of "Activate a government service on the federal network" service, is breached?**
A: In the event that SLA is breached, a service approval will be issued to TDRA, which alerts operators to adhere to SLA KPIs.

Q: How will I be notified of emergency maintenance in relation to "Activate a government service on the federal network" service?
A: Emergency maintenance is required only in cases where the service is affected in the absence of maintenance. The entities will be notified directly of the emergency changes that affect their service, and this will not be considered a planned maintenance or a response to any security incident or threat.

Q: Would FedNet replace communication in my branch and between entities in relation to "Activate a government service on the federal network" service?
A: FedNet provides a unique access point and does not provide a link between entities and the entities' sites. Communication is provided only between government entities.

Q: How do I file an incident or change in relation to "Activate a government service on the federal network" service?
A: incidents and service requests can be filed 24/7 through the available communication   channels

Q: Where can I get technical information with regards to "Activate a government service on the federal network" service?
A: Any additional information can be requested from through the available communication   channels

Q: From where can I obtain documentation related to "Activate a government service on the federal network" service?
By communicating with FedNet Operations team through the available channels.

Q: In relation to "Activate a government service on the federal network" service, can I request to connect with any service from any government entity at the national level?
A: The agreement between the service provider and the beneficiary requires that a copy of the agreement be provided to FedNet operations team. The services of all parties connected to FedNet, which connect the required service, can be accessed through FedNet.

It is possible to connect with local entities through the network of each emirate after fulfilling the technical requirements of the different entities, based on technical discussions with FedNet Operations team. |

Main Service: UAE Government Common Services

Service Name	Information Security Awareness Sessions
Service Description	The service provides government entities with awareness lectures on different subjects of cybersecurity. It aims to make the public aware of the best practices in this field and related risks.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Awareness lectures schedule
Service Conditions	The customer must fill-in the applicant's data table to create a new account in the lecture booking system.
Expected Time	One working day
Linkage to Other Services	None
Service Limitation	• The service is available to government entities employees only • Lectures are available in both Arabic and English • The duration of the lecture is one hour only • A maximum of 2 lectures are offered per day
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Log in using UAE Pass • Apply for the service • Fill-in the applicant's data table • Fill-in the lecture request form via the lecture booking system • TDRA will review the request • The trainer will send the lectures timetable • If the lecture is given remotely, its link should be sent to the trainer by the applicant • If the lecture is given face-to-face, details of the lecture location should be sent to the trainer by the applicant. • Lecture will be arranged according to the timetable set by the trainer.
Fees	Free of charge
Service Remark	TDRA has 12 topics related to information security

Main Service: UAE Government Common Services

Service Name	Government Service Bus (GSB)
Service Description	It is a system that allows government entities to exchange data smoothly and provide their services in an integrated way. The system meets the customer's needs to get the service without moving from one entity to another.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Activating the exchange of data between government and private entities
Service Conditions	• Private Dedicated Connectivity/Default Networking • Fulfilling technical requirements
Expected Time	• Adding new entity: 5 working days • Activating a service on the system: 3 - 5 working days
Linkage to Other Services	• Private Dedicated Connectivity • Default Networking
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	• Official approval of the two entities "An agreement between the service provider and the consumer" • Necessary technical details • Filling the GSB-Entity Onboarding Request Form
Service Steps	• Log in using UAE Pass • Submit the application form • Fill-in the GSB-Entity Onboarding Request Form. This form identifies the authorized contact point of the entity to access the link portal to consume/approve services on behalf of this entity • Provide the required documents • TDRA will review the request • Activating data exchange between the two entities
Fees	Free of charge
Service Remark	None

Main Service: UAE Government Common Services

Service Name	Technical Consultancy Service for Government Entities
Service Description	This service provides technical consultancy to government entities to solve technical issues via expert technical teams of TDRA. It highlights challenges facing government entities and provides related suggestions and solutions.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	Get technical advice and proposed solutions
Service Conditions	None
Expected Time	10 working days
Linkage to Other Services	• Private Dedicated Connectivity • Default Networking
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	Provide a summary of requirements, state the consultancy scope and purpose, and attach related documents (supporting documents)
Service Steps	• Log-in using UAE Pass • Submit the application form • A specialized team from TDRA will review the request • TDRA will evaluate and review the request • Holding a technical meeting with the concerned parties (if needed) • Receive the technical response from TDRA
Fees	Free of charge
Service Remark	None

Main Service: UAE Government Common Services

Service Name	Disaster Recovery as a Service
Service Description	Disaster recovery service enables entities to protect the systems hosted on their digital infrastructure or on FedNet to be protected in another location far from the government entity's location. The service provides the entity with the flexibility to protect its critical virtual systems, and reduce the overall cost. Additionally, users can implement disaster recovery drills in their environment without referring to FedNet team, to ensure availability and compliance with business continuity standards.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Disaster Recovery cloud infrastructure
Service Conditions	• Connection to FedNet • The entity's infrastructure must be compatible with VMware technology
Expected Time	One working day
Linkage to Other Services	• Private Dedicated Connectivity • Default Networking
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Log-in using UAE Pass • Submit service request • Fill-in the required survey • TDRA will review the request and survey • Receive the service
Fees	Free of charge

Service Remark	FAQs
	Q: Is there an SLA in place?
	Yes.
	Service Availability SLA 99.9%
	Incidents SLA:
	Percentage of Severity 1 incidents successfully resolved within 4 hours (99.0%)
	Percentage of Severity 2 incidents successfully resolved within 8 hours (99.0%)
	Percentage of Severity 3 incidents successfully resolved within 4 calendar days (99.0%)
	Percentage of Severity 4 incidents successfully resolved within 5 calendar days (99.0%)
	Q: how is the DR service managed?
	Through the self-service portal after allocating the agreed resources quota.
	Q: What OS does FEDnet support within the Disaster Recovery service?
	Any operating System that can be virtualized can be deployed by the Entity.
	Q: Do you offer Monitoring within the Disaster Recovery service?
	Yes, it can be offered upon the entity's request.

Main Service: UAE Government Common Services

Service Name	Providing Cloud Infrastructure (IaaS)
Service Description	Providing convenient, on-demand access to a shared pool of configurable computing resources (e.g. networks, servers and storage), with a centralized deployment model, compute and storage resources enabling rapid service provision and launch with minimal management effort or interaction with service provider. The overall objective is to create a more agile federal enterprise where services can be provisioned on demand to meet government compute requirements.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Cloud Infrastructure
Service Conditions	Connection to FEDnet
Expected Time	One working day
Linkage to Other Services	• Private Dedicated Connectivity • Default Networking
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Log-in using UAE Pass • Submit a service request • Fill-in the onboarding form • TDRA will review the request and form • Receive the service
Fees	Free of charge
Service Remark	The service provides the following features: • Migration Feature (Self-Service): Creating a logical bridge between the federal entity and FEDnet that enables workloads migration from customer site to FEDnet using VMware Cloud Migration tools. Customer infrastructure should be compatible with VMware technology.

Service Remark	• VPN Feature (Self-Service): VPN as a service allow FEDnet Cloud customers to provide their end users the possibility to connect their internal services using a secure VPN remotely. In addition, the service might be utilized as a site to site VPN termination point for the entities to connect to FEDnet. FAQs: **Q: Is there an SLA in place?** Yes. Service Availability SLA 99.9% Incidents SLA: Percentage of Severity 1 incidents successfully resolved within 4 hours (99.0%) Percentage of Severity 2 incidents successfully resolved within 8 hours (99.0%) Percentage of Severity 3 incidents successfully resolved within 4 calendar days (99.0%) Percentage of Severity 4 incidents successfully resolved within 5 calendar days (99.0%) **Q: How is the service managed?** Through a self-service portal after allocating the agreed resources quota. **Q: Is the service DR protected?** It can be offered upon customer request. **Q: What OS does FEDnet support?** Any operating System that can be virtualized can be deployed by the Entity. **Q: Do you offer any Managed services?** Yes, they can be offered. **Q: Do you offer Monitoring?** Yes, it can be offered. **Q: Do you offer Backup?** Backup as a Service can be offered (self-service)

Main Service: UAE Government Common Services

Service Name	Data Backup (BaaS)
Service Description	Data backup aims at the protection of government entities' virtual data centers hosted on FedNet or their data. This service provides a platform for entities to manage backup processes.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Data backup
Service Conditions	Connection to FEDnet
Expected Time	One working day
Linkage to Other Services	• Private Dedicated Connectivity • Default Networking
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Log-in using UAE Pass • Submit a service request • Fill-in the onboarding form • TDRA will review the request and form • Receive the service
Fees	Free of charge
Service Remark	The service has the following features: • Migration Feature (Self-Service): Creating a logical bridge between the federal entity and FEDnet that enables workloads migration from customer site to FEDnet using VMware Cloud Migration tools. Customer infrastructure should be compatible with VMware technology. • VPN Feature (Self-Service): VPN as a service allow FEDnet Cloud customers to provide their end users the possibility to connect their internal services using a secure VPN remotely. In addition, the service might be utilized as a site to site VPN termination point for the entities to connect to FEDnet.

Service Remark	FAQs
	Q: Is there an SLA in place? Yes. Service Availability SLA 99.9% Incidents SLA: Percentage of Severity 1 Incidents successfully Resolved within 4 hours (99.0%) Percentage of Severity 2 Incidents successfully Resolved within 8 hours (99.0%) Percentage of Severity 3 Incidents successfully Resolved within 4 calendar days (99.0%) Percentage of Severity 4 Incidents successfully Resolved within 5 calendar days (99.0%) **Q: Can the backup data be replicated to an additional site?** Yes **Q: What is the backup policy?** It can be defined by the customers (entities).

Main Service: UAE Government Common Services

Service Name	Private Dedicated Connectivity
Service Description	TDRA provides two types of connectivity to connect government entities to FedNet. Private dedicated connectivity is encrypted and used to link government entities via a private network with high standards, while virtual private networking is made online via FedNet. Connectivity is made upon the requirements of the applicant and in coordination with FedNet.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Connection to FEDnet
Service Conditions	• Readiness of the entity's data center • Fulfilling the technical requirements
Expected Time	5 working days
Linkage to Other Services	None
Service Limitation	This service is available to federal and local government entities
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	Filling in the FEDnet Migration Form
Service Steps	• Log in using UAE Pass • Submit the application form • Receive an NOC from TDRA addressed to the service provider • Contact the service provider to request lines • Notify TDRA of the connectivity readiness • Meeting between FEDnet team and the applicant • Completing the required technical survey • TDRA will review the application and survey • Receive the service
Fees	Free of charge
Service Remark	None

Main Service: UAE Government Common Services

Service Name	Default Networking
Service Description	TDRA provides two types of connectivity to connect government entities to FedNet. Private dedicated connectivity is encrypted and used to link government entities via a private network with high standards, while virtual private networking is made online via FedNet. Connectivity is made upon the requirements of the applicant and in coordination with FedNet.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Connection to FEDnet
Service Conditions	• Readiness of the entity's data center • Fulfilling the technical requirements
Expected Time	5 working days
Linkage to Other Services	None
Service Limitation	This government is available to federal and local government entities.
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	Filling in the FEDnet VPN Form
Service Steps	• Log in using UAE Pass • Submit the application form • Fill-in the required technical survey • TRDA will review the request and survey • Connect to FEDnet
Fees	Free of charge
Service Remark	None

Main Service: UAE Government Common Services

Service Name	Email as a Service
Service Description	Providing Email as a service to government entities, using Microsoft Exchange This service provides a self-portal for entities to manage their mail account.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Email
Service Conditions	Connection to FedNet
Expected Time	One working day
Linkage to Other Services	• Private Dedicated Connectivity • Default Networking
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Log in using UAE Pass • Submit a request form • Fill in the onboarding survey • TDRA will review the request form and survey • Receive the service
Fees	Free of charge
Service Remark	FAQs: **Q: What is the Password Policy with the Email service?** Customers can manage their own password policy. **Q: What is the attachment size within the Email service?** 15 MB. **Q: Is mailbox backup provided within the Email service?** Yes, it is provided with a retention period of six months.

Service Remark	**Q: What is the Mailbox size within the Email service?**
	Quota is allocated to the customer and they can manage their mailboxes size.
	Q: Do you offer Email Archiving within the Email service?
	Email Archiving on Exchange is not available. However, customer can archive emails through outlook.
	Q: Is there any Integration of Exchange with third party applications Like fax, archiving solutions, skype for business etc.?
	No, it is currently not available.

Main Service: UAE Government Common Services

Service Name	mSurvey
Service Description	The service provides a tool for composing surveys for the government entity. That tool enables the entity to reach the target audience and allows the public to provide their opinions easily and transparently.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	mSurvey tool
Service Conditions	The entity must not have a previous account.
Expected Time	One working day
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	• Entity name in Arabic and English • Entity short name in English • Government sector details • Details of the employee using the system (name, email and mobile phone number)
Service Steps	• Log in using UAE Pass • Submit a request form • Attach the required documents • TDRA will review the request • The entity will get an activated account on mSurvey and receive the related details
Fees	Free of charge
Service Remark	The customer can refer to the smart database at any time to use the ready surveys or create a new survey. It also gives decision makers the ability to analyze the results and statistics after conducting the surveys.

Main Service: UAE Government Common Services

Service Name	High Performance Internet Gateway
Service Description	This service provides secure internet to all federal government entities through a dual internet service provider, which allows for higher productivity. This service provides a unified internet connection within federal entities. FEDnet is the main internet service provider for federal entities, which guarantees a service availability by 99.99% throughout the year
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Connection to High Performance Internet Gateway
Service Conditions	• Private dedicated connectivity • Active connection with the service provider • Attending technical discussions
Expected Time	5 working days
Linkage to Other Services	This service is linked with Private Dedicated Connectivity service
Service Limitation	This service is allocated to federal government entities for work purposes only, and each entity is provided with dedicated Internet Protocol addresses
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Log in using UAE Pass • Submit a request form • Fill in the technical data survey • TDRA will review the request form and survey • Receive the service
Fees	Free of charge
Service Remark	None

Main Service: UAE Government Common Services

Service Name	Request Digital Participation Tools
Service Description	This service supports government entities to adopt digital participation tools provided to implement the principles of the UAE Digital Government. The service allows entities to use an interactive platform to develop services, policies and projects based on the feedback of the public.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Providing digital sharing tools and raising the entity's awareness on using them
Service Conditions	None
Expected Time	5 working days
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Log in using UAE Pass • Submit a request form • Nominate coordinators to use the service from the related department "Corporate Communications or similar" • Receive the coordinators login data of the new account on "Sharik" platform • Holding an introductory meeting with the coordinators to introduce the available tools and their functions • Providing coordinators with the guidelines and standards • Training the coordinators on the service
Fees	Free of charge
Service Remark	None

Main Service: Monitoring and Response

Service Name	Providing a Security Incident Management System (SIEM)
Service Description	Installing a security incident management system in the technical work environments and networks of the government entity, which provides alerts about potential risks, security incidents and vulnerabilities
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	Installing SIEM
Service Conditions	Connection to FedNet
Expected Time	30 working days
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Log in using UAE Pass • Submit a request form • Receive the Rules of Engagement document from TDRA • Fill in and provide the required data • TDRA will review the request and data • Installing SIEM
Fees	Free of charge
Service Remark	The Rules of Engagement document is shared with the concerned persons in the entity, as it contains all the relevant information. In case of other inquiries, TDRA's team can be contacted.

Main Service: Monitoring and Response

Service Name	Report a Cyber Incident
Service Description	Providing a cyber-incident response service by investigating the incident and presenting the results to the government entity requesting the service, in addition to analyzing the IOCs provided by the entity and providing a report on the findings. The service also allows the removal of fraudulent and harmful websites in cooperation with the competent international authorities.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	• Providing the customer with a detailed report on the cyber incident in addition to the results of the IOCs analysis • Removing fraudulent and malicious websites
Service Conditions	None
Expected Time	3 - 90 working days
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	Providing IOCs data
Service Steps	• Log in using UAE Pass • Submit a service request form • Fill-in and provide the required data • TDRA will review the submitted request and data provided • Processing the cyber incident response • Receive a detailed report about the incident
Fees	Free of charge
Service Remark	None

Main Service: Monitoring and Response

Service Name	Endpoint Protection
Service Description	Providing a security system hosted in FedNet cloud services, installed in the servers and computers of the government entity. This system provides protection for the endpoints and devices of the entities by providing a mechanism that prevents the attacker from misusing servers and computers and sending alerts in the event of any hacking attempts. These systems can also be used for detecting intrusions that have already occurred.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	Installing Endpoint Protection System
Service Conditions	Integration with FedNet
Expected Time	30 working days
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Log in using UAE Pass • Submit a service request • Receive the Rules of Engagement document from TDRA • Fill-in the form and provide the required data • TDRA will review the application and data • Installing the Endpoint Protection system for the entity
Fees	Free of charge
Service Remark	The Rules of Engagement document is shared with the concerned persons in the entity, as it contains all the relevant information. In case of other inquiries, TDRA's team can be contacted.

Main Service: Monitoring and Response

Service Name	Penetration Testing
Service Description	Evaluating the security practices at the level of the digital infrastructure and digital services of government entities, by searching for security vulnerabilities and trying to use them to access data and internal environment, and then providing a report to the entity about the vulnerabilities that have been discovered, in order to close them before attackers exploit them
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	Report about the discovered or penetrated vulnerabilities, if any
Service Conditions	Giving TDRA access to the network and servers of the government entity requesting the service
Expected Time	11 working days
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Register with UAE Pass • Submit a service request • Receive the Rules of Engagement document from TDRA • Fill-in the form and provide the required data • TDRA will review the request and data provided • Processing the penetration test • Receiving the penetration test report
Fees	Free of charge
Service Remark	The Rules of Engagement document is shared with the concerned persons in the entity, as it contains all the relevant information. In case of other inquiries, TDRA's team can be contacted.

Main Service: Monitoring and Response

Service Name	Detecting Security Vulnerabilities
Service Description	This service helps government entities identify security vulnerabilities in servers, networks, and websites and provide them with recommendations on mechanisms for resolving vulnerabilities.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	Report identifying security vulnerabilities and recommendations for resolving them
Service Conditions	Giving TDRA access to the network and servers of the government entity requesting the service
Expected Time	• Detecting website vulnerabilities: 1 working day • Detecting vulnerabilities of other types: 11 working days
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Log in using UAE Pass • Submit a service request • Receive the Rules of Engagement document from TDRA • Fill-in the form and provide the required data • TDRA will review the request and data provided by the entity • Processing security vulnerabilities' detection • Receiving security vulnerabilities detection report
Fees	Free of charge
Service Remark	The service allows the customer to choose between: • Manual vulnerabilities detection • Automatic detection of web-related vulnerabilities through a specialized system, and the customer is provided with an account to enter the system • Detecting vulnerabilities in smartphone applications • Reviewing the source code from a security point of view

Main Service: Monitoring and Response

Service Name	Digital Forensics Analysis
Service Description	Providing Forensics Analysis services for any devices or networks hacked or suspected of being hacked, and issuing a Forensics Analysis report with detailed information about what happened, how it happened and who did it.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	A Forensics Analysis with detailed information about the digital criminal incident
Service Conditions	Provide all data related to the incident
Expected Time	14 – 90 working days
Linkage to Other Services	None
Service Limitation	This service is available to Federal Government Entities only
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Log in using UAE Pass • Submit a service request • Fill-in the form and provide all the required data • TDRA will review the application and data • Conducting digital forensic investigation procedures • Receive a detailed Forensic Analysis report
Fees	Free of charge
Service Remark	None

Main Service: Monitoring and Response

Service Name	Phishing Assessment
Service Description	Measuring the extent to which employees respond to fraudulent messages, by sending fake messages and persuading them to send their private information or open links and attachments. A report is provided to the entity on who opened the email and clicked on the link, and who provided their private information. The report helps in assessing the level of employee's awareness on security risks
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	A Report on employee awareness of security risks Analysis with detailed information about the digital criminal incident
Service Conditions	Giving TDRA access to the network and servers of the government entity requesting the service
Expected Time	11 working days
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	Providing data and e-mail information for the study sample from the employees of the entity requesting the service.
Service Steps	• Log in using UAE Pass • Submit a service request • Receive the Rules of Engagement document from TDRA • Fill-in the form and provide the required data • Processing Phishing Assessment • Receive employee security awareness report
Fees	Free of charge
Service Remark	The Rules of Engagement document is shared with the concerned persons in the entity, as it contains all the relevant information. In case of other inquiries, TDRA's team can be contacted.

Main Service: Monitoring and Response

Service Name	Malware Analysis
Service Description	The service allows federal government entities to receive analyze malware and reports on the behavior of such software
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	Detailed report on the malware behavior
Service Conditions	None
Expected Time	3 – 21 working days
Linkage to Other Services	None
Service Limitation	This service is available for Federal Government Entities only
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	Providing details and a copy of the malware by the requesting entity in a zip file protected by a pass code
Service Steps	• Log in using UAE Pass • Submit a service request • TDRA will review the request • Processing malware analysis • Receive Malware Analysis report
Fees	Free of charge
Service Remark	None

Main Service: Internet Access Management

Service Name	Request Exception From Blocking System
Service Description	Through the service, government entities can request approval from TDRA to be exempted from the blocking system applied by telecom service providers
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	Approval on exception from the blocking system
Service Conditions	The entity benefiting from the exception from the blocking system must be a government entity
Expected Time	7 working days
Linkage to Other Services	None
Service Limitation	This service may also be obtained through the telecom service providers
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	• If the service is requested through TDRA: The government entity must send an official letter to TDRA. • If the service is requested though the telecom service providers: The government entity must submit the application form for exception from the blocking system to the telecom service providers, along with a copy of the identity or passport of the concerned person in the government entity. After that, the telecom service providers will submit the request to TDRA to be reviewed and approved.
Service Steps	• Log in using UAE Pass • Submit the service request including the official letter addressed to TDRA • TDRA will review the request • Receive TDRA's approval on the exception from the blocking system
Fees	Free of charge
Service Remark	This service may also be requested through the service providers

Main Service: Internet Access Management

Service Name	Government Entities Social Media support
Service Description	The service allows federal and local government entities to get technical support related to social media platforms, in relation to: 1. Solving issues related to the entity's account hacking 2. Re-naming the accounts, while keeping the account verified
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Normal
Service Outcome	Coordinating with social media platforms to retrieve hacked accounts and/or change the name of the account on the platform while maintaining the verification
Service Conditions	In the case of renaming the social media account, the new name must not be used by another party. Otherwise, the request will be refused by the social media platform.
Expected Time	2 working days (It may vary depending on the response speed of the platforms)
Linkage to Other Services	None
Service Limitation	None
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• Log in using UAE Pass • Submit the service application with all the details • TDRA will review the request • TDRA will submit the request to the social media platform • The government entity receives TDRA's response on the action taken
Fees	Free of charge
Service Remark	None

Main Service: Internet Access Management

Service Name	Customer Experience Test
Service Description	The service aims to assist federal government entities in evaluating the customers' experience during their journey to obtain the service through the various service provision channels of the requesting entity.
Service Package	None
Service Category/Type	Variation - Transactional
Complication Level	Complex
Service Outcome	Detailed report on the tested service
Service Conditions	Federal government entities may apply for this service once a year only.
Expected Time	7 working days
Linkage to Other Services	None
Service Limitation	This service is available to federal government entities only.
Targeted Audience	Government
Service Channels	TDRA website and app
Required Documents	None
Service Steps	• The link to the evaluated service • A list of the names, contact numbers and e-mail addresses of the test takers • A demo account to enable TDRA to apply for the service
Fees	Free of charge
Service Remark	None

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