«Manual»

Service Manual
Version No.: 5.0

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Definitions

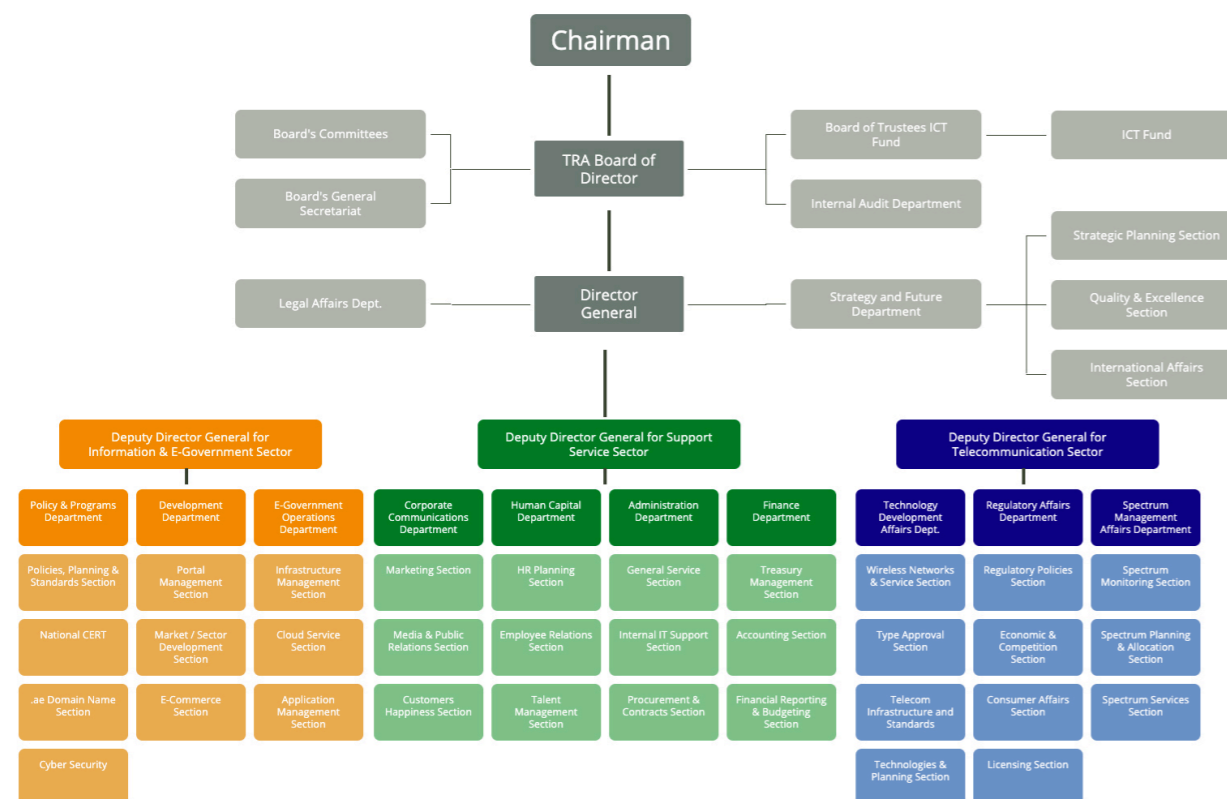|	
Service	the series of activities or procedures undertaken by the Authority or its deputy to fulfill customer needs
Service Manual	List of services provided by an entity to customers.
Key Service	The primary service provided by the Authority followed by a set of sub and amended services.
Sub Service	Government services can involve different changes based on the type of customer or service goal. Such services are generally provided by the same process or by making a slight change to it.
Custome Classification	Process of dividing customers into homogeneous groups (categories) with different needs, properties or behaviors, including their understanding of the way with which they are treated and how it impacts them.
Service Description	A brief explanation about the service
Process / Service Steps	The main process of service delivery
Service Delivery Channels	Any means of communication or interaction between customers and the Authority through which the customer can access the required services
Time Required to Get the Service	The time period from accepting the customer service request to fulfilling the request for the desired service
Target Audience	The target customer group of the service
Service Fees	Money paid by the customer to be provided with a service

Service Manual Targets

- Document and list services provided through service channels in the TRA to the different customers

- Define and describe the provided services by the TRA

- Classify the service and group services into categories

- Determine service conditions and requirements

- Identify procedures and steps for submitting applications

- Determine service limitation

- Identify service delivery channels and services provided by each channel

- Time required to be provided with a service

Area of Implementation

This manual shall be applied to the various service delivery channels of the TRA.

- **TRA departments providing services**

- The TRA consists of 3 sectors and 14 departments:

Chairman

Board's Committees

TRA Board of Director

Board's General Secretariat

Board of Trustees ICT Fund

ICT Fund

Internal Audit Department

Legal Affairs Dept.

Director General

Strategy and Future Department

Strategic Planning Section

Quality & Excellence Section

International Affairs Section

Deputy Director General for Information & E-Government Sector

Policy & Programs Department	Development Department	E-Government Operations Department
Policies, Planning & Standards Section	Portal Management Section	Infrastructure Management Section
National CERT	Market / Sector Development Section	Cloud Service Section
.ae Domain Name Section	E-Commerce Section	Application Management Section
Cyber Security		

Deputy Director General for Support Service Sector

Corporate Communications Department	Human Capital Department	Administration Department	Finance Department
Marketing Section	HR Planning Section	General Service Section	Treasury Management Section
Media & Public Relations Section	Employee Relations Section	Internal IT Support Section	Accounting Section
Customers Happiness Section	Talent Management Section	Procurement & Contracts Section	Financial Reporting & Budgeting Section

Deputy Director General for Telecommunication Sector

Technology Development Affairs Dept.	Regulatory Affairs Department	Spectrum Management Affairs Department
Wireless Networks & Service Section	Regulatory Policies Section	Spectrum Monitoring Section
Type Approval Section	Economic & Competition Section	Spectrum Planning & Allocation Section
Telecom Infrastructure and Standards	Consumer Affairs Section	Spectrum Services Section
Technologies & Planning Section	Licensing Section	

Service Delivery Channels

Service Centers

- Head office-Abu Dhabi-Al Salam St.
- Dubai office-Al Wahida St.- Al Mamzar

- Website http://www.tra.gov.ae/

- E-mail info@tra.gov.ae

- Post office box
  PO Box: 26662 Abu Dhabi, United Arab Emirates
  PO Box: 116688 Dubai, United Arab Emirates

- Telephone contact
  Contact center: **80012**

- Fax
  Abu Dhabi, United Arab Emirates Fax: +971 2 61182209

- Social Media

@THEUAETRA

Customer Classification

Clients in the TRA are categorized into 4 groups:

- Government categories
  Include federal and local entities of the emirate's government

- Business sector
  Various private or public organizations or companies

- Individuals
  All members of the community having a direct relationship with TRA

Service Categories and Types

Service categories are divided into 3 types:

- Government Services:
  Services provided by federal entities to other government entities whether federal or local

- Services for the Business Sector:
  Services provided by the federal government to the business sector.

- Services for Individuals:
  Services provided by the federal government to individual customers.

Services

Maritime services
Service Description

Maritime Ship
The Ship Radio License required as a mandatory document to be carried onboard, this license authorizes the installation and use of maritime radio and associated equipment, on a named ship, subject to applicable license conditions. The ship must be registered in the UAE with the Federal Maritime Authority (FTA). A Ship Radio License also assigns the ship a radio identity in the form of its call sign and MMSI. TRA Regulations on Maritime Radio System can be referred for details.

Fishing Boats
A special small boat authorization only issued to boats registered with the UAE Ministry of climate change and environment and authorizes the installation and use of maritime radio and associated equipment, on a named trawler, subject to applicable authorization conditions. TRA Regulations on Maritime Radio System can be referred for details.

Shore to Ship
This authorization allows use of authorized radio station by entities e.g. shipping agents, port authorities, etc.. to communicate with Vessels to:
- Communicate on Commercial matters using an assigned maritime channel.
- Communicate on ports and harbors to support port operations and ship movement.
- Communicate for search and rescue purpose.
TRA Regulations on Maritime Radio System can be referred for details.

Radionavigation
Automatic Identification System (AIS) is a data system whereby ships transmit information relating to the vessel to other AIS stations repetitively and also on interrogation by other AIS stations including shore stations, thereby making themselves known to other ships and shore stations. TRA Regulations on Maritime Radio System can be referred for details.

PMR on-board ship

a PMR Spectrum Authorization issued to PMR networks requiring dedicated frequency other than maritime and higher power levels than allowed for on board ship. Valid for UAE and international waters.

Services:

For individuals.
1. PMR on-board ship

For Business and Government Sector
1. Maritime Ship
2. Shore to Ship
3. Radionavigation
4. PMR on-board ship

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

12 days

Target Audience

Individuals
Business

Service Requirements

For individual users.
• Coordination letter from FTA or Dubai Marine.

For Business and Government Sector

None

Service Steps

1. Fill in and submit the application for frequency spectrum authorization along with the required documents
2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations
3. Collect the frequency spectrum authorization issued by the TRA online

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Mobile application
Customer Happiness Centers

Service Fees

According to the Spectrum Fees Regulation

Fixed services

Service Description

Point to Multipoint:
Spectrum Authorization for Fixed Terrestrial Point to Multipoint links. Also known as Fixed Wireless Access, Mesh and Broadband Wireless Access (BWA). The TRA Regulations for Fixed radio system can be referred for details on frequency bands, and the channel sets are in accordance with ITU-R F.XXX recommendations.

Point to Point:

Spectrum Authorization for Fixed Terrestrial Point to point links. Also known as Microwave links for backhaul connectivity between two points. The TRA Regulations for Fixed radio system can be referred for details on frequency bands, and the channel sets are in accordance with ITU-R F.XXX recommendations.

Services:

Point to Multipoint
Point To Point
Please check the user guide for using the system in order to apply for the service.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

10 days

Target Audience

Business
Government

Service Requirements

Network Diagram

Service Steps

1. Fill in and submit the application for frequency spectrum authorization along with the required documents
2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations
3. Collect the frequency spectrum authorization issued by the TRA online

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Mobile Application
Customer Happiness Centers

Service Fees

According to the Spectrum Fees Regulation

Program making and special events (PMSE)

Service Description

Program making special Events wireless services authorization (PMSE)
Data Link (Camera Control): covers the wireless equipment used for data purposes e.g. Radio links for the remote control of cameras, telemetry, and telecommand etc.

Wireless Audio Equipment (Wireless Mic, IEM, Talkback): covers the wireless equipment used for audio / sound purposes e.g. Wireless / Radio Mic, In Ear Monitors (IEM), portable audio links, Talkback system etc.

Wireless Video Equipment (Wireless Camera): covers the wireless equipment used for video purposes e.g. wireless camera, mobile airborne video link, mobile vehicular video link, portable video links etc.

Digital Satellite News Gathering (DSNG): is a service used to broadcast audio and video for Events' coverage. In order to operate DSNG service, a link between the Events location and the corresponding studio is required through satellite. Spectrum authorization issued for every DSNG equipment, whether it is a flyaway (Portable) or built-in a vehicle.Services:

• Digital Satellite News Gathering (DSNG)
• Wireless Audio Equipment (Wireless Mic, IEM, Talkback)
• Wireless Data Equipment (Camera Control)
• Wireless Video Equipment (Wireless Cameras)

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

30 Days

Target Audience

Business
Government

Service Requirements

Obtain the appropriate approvals from NMC

Service Steps

1. Fill in and submit the application for frequency spectrum authorization along with the required documents
2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations
3. Collect the frequency spectrum authorization issued by the TRA online.

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Mobile Application
Customer Happiness Centers

Service Fees

According to the Spectrum Fees Regulation

Broadcasting services

Service Description

FM Sound Broadcasting, Digital Audio Broadcasting (T-DAB), Digital Video Broadcasting (DVB-T), AM Sound Broadcasting (LW/MW),HF Broadcasting (HFBC), and Digital Radio Mondial are terrestrial broadcasting services using frequency spectrum. Frequencies used in these services are subject to the provisions of international and regional conventions and agreements as well as coordination with neighboring countries. Broadcasting wireless services authorization .

• FM Sound Broadcasting
• Digital Audio Broadcasting (T-DAB)
• Digital Video Broadcasting (DVB-T)
• AM Sound Broadcasting (LW/MW)
• HF Broadcasting (HFBC)

Digital Radio Mondial

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

7 days

Target Audience

Individuals
Business
Government

Service Requirements

Obtain the appropriate approvals from NMC

Service Steps

1. Fill in and submit the application for frequency spectrum authorization along with the required documents
2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations

Collect the frequency spectrum authorization issued by the TRA online

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Centers

Service Fees

According to the Spectrum Fees Regulation

Aeronautical services

Service Description

The Aircraft/Gliders/Balloons Radio license is a license given to an aircraft by TRA to permit the operation of all radio equipment on the Aircraft/Gliders/Balloons necessary for communication, navigation and surveillance purposes. The Aircraft/Gliders/Balloons Radio License required as a mandatory document to be carried onboard, this license authorizes the installation and use of aeronautical radio and associated equipment, on a named Aircraft/Glider/Balloon, subject to applicable license conditions. The Aircraft/Gliders/Balloons must be registered in the UAE with the General civil aviation authority (GCAA). TRA Regulations on Aeronautical can be referred for more details.

Individual
• Aircraft
• Gliders/Balloons

Business and government
• Aircraft
• Gliders/Balloons
• Ground to Air

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

12 Days

Target Audience

Individuals
Business
Government

Service Requirements

- Fill in the application form
- Pay spectrum fees

Service Steps

1. Fill in and submit the application for frequency spectrum authorization along with the required documents
2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations
3. Collect the frequency spectrum authorization issued by the TRA online

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Centers

Service Fees

According to the Spectrum Fees Regulation

Radar systems

Service Description

The Radar authorization issued for a station that is operated defined as :
to determine the position, velocity or other characteristics of an object; or
to obtain information relating to those characteristics
TRA issue three types of radar (ground, maritime, and aeronautical)
TRA Regulations on Radar can be referred for details.

Services:
- Radar System

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

15 Days

Target Audience

Individuals
Business
Government

Service Requirements

NA

Service Steps

1. Fill in and submit the application for frequency spectrum authorization along with the required documents
2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations
3. Collect the frequency spectrum authorization issued by the TRA online

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Centers

Service Fees

According to the Spectrum Fees Regulation

Class Authorization (Short Range Devices)

Service Description

Spectrum Authorization which allows any person to use the ultra wideband (UWB) and short range devices (SRD). TRA Regulations on UWB and SRD can be referred for details.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

9 Days

Target Audience

Individuals
Business
Government

Service Requirements

NA

Service Steps

1. Fill in the online application form for frequency spectrum authorization at the TRA website (www.tra.gov.ae) and attach the required document
2. Payment of spectrum fees as per the invoice issued by TRA, within the specified deadline, as per the frequency spectrum fees regulation
3. TRA will issue frequency spectrum authorization and send it to the applicant online

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Centers

Service Fees

According to the Spectrum Fees Regulation

Amateur Services

Service Description

Spectrum Authorization to Amateurs (ham radio),for the purpose of self-training, recreation and hobby, allowing communication with other radio amateurs. TRA Regulations on Amateur Radio can be referred for details.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

12 Days

Target Audience

Individuals

Service Requirements

1. Copy of passport (and Copy of valid residency visa for non-UAE Nationals)
2. Personal data application
3. Home country Amateur radio license for non-UAE Nationals
4. Copy of Emirates Amateur Radio Society EARS membership

Service Steps

1. Fill in and submit the application for frequency spectrum authorization along with the required documents.
2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations.
3. Collect the frequency spectrum authorization issued by the TRA online.

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Centers
Mobile Application

Service Fees

According to the Spectrum Fees Regulation

Private Mobile Radio

Service Description

Mobile Private (Walkie-Talkie)
Two way radio or Private mobile radio or what is known as walky-talkie enables users to apply for a range of Authorizations the use of radio systems used to pass messages to, from or between handheld units, vehicle mounted, and base station as an aid to conducting private communication. Typical Private mobile Radio Radio users include taxi companies, factories, shopping centers, hospitals, security companies recreations activities and construction companies."

Camel Race/ Hunting
A type of PMR authorization issued for recreation and cultural activity including
• camel race for communication between the camel and the owner during the race
• Safari for communication between group of people in the desert
• Hunting for communication between group of people during hunting

Services:
For individual
• Camel Race/ Hunting

For business and government sector:
- Private Mobile Radio
- Public Land Mobile (Cellular)
- Cellular Mobile (Railway)
- Public Trunking

Please check the user guide for using the system in order to apply for the service.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

22 Days

Target Audience

Individuals
Business
Government

Service Requirements

For individual
1. Vehicle Registration
2. NOC from the Camel Race Association

For business and government sector:
1. Vehicle Registration (for Private Mobile Radio services only)

Service Steps

1. Fill in and submit the application for frequency spectrum authorization along with the required documents
2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations
3. Collect the frequency spectrum authorization issued by the TRA online

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Centers
Mobile Application

Service Fees

According to the Spectrum Fees Regulation

Public Mobile

Service Description

Spectrum Authorization for International Mobile Telecommunications (IMT) issued to Mobile Telecom Operators (Licensees) to offer mobile services to public.

Spectrum Authorization for the specific portions of International Mobile Telecommunications (IMT) limited to Railway Applications.

Spectrum Authorization for the digital trunking like TETRA for offering Public Telecom Service by Licensee.

Service Package

NA

Service Category and Type
Variation Service - Transactional
Service Time
7 days
Target Audience
Business
Service Requirements
The application form
Service Steps
1. Log in to user account on TRA website (www.tra.gov.ae)   2. Fill-in the application form for wireless services authorization available on the website, and attach the required documents electronically.   3. TRA will verify the request and allocate the suitable frequency and coordinate with concerned entities (if needed)   4. Fees payment as per the invoice and in accordance with the spectrum fees regulation.   5. TRA will issue the wireless service authorization and deliver it electronically to the applicant.
Service Limitation and Link with other services
NA
Service Delivery Channels
Website
Service Fees
According to the Spectrum Fees Regulation

Satellite Services

Service Description

Earth Station:
Spectrum authorization issued for every Earth station antenna communicating with a satellite. Spectrum authorization has to be obtained for any Earth station antenna, regardless of the direction of transmission, and for the use of any frequency bands.

VSAT:
Spectrum authorization issued for Very Small Aperture Terminals (VSAT), which are not subject to a class authorization. VSATs operating under a licensed service provider are class authorized.

GMPCS:
Spectrum authorization issued for the licensed GMPCS service provider for the use of the L-band frequency spectrum to provide GMPCS services to the public

ESIM:
Spectrum authorization issued for Earth station in motion mounted on land based vehicles. Aeronautical and maritime ESIMs are included in the aircraft and ship licenses Services:

- Earth Station
- VSAT
- GMPCS
- ESIM

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

25 Days

Target Audience

Individuals
Business
Government

Service Requirements

Letter of the annual frequency allocation quota for the service provider (for GMPCS services)

Service Steps

1. Fill in and submit the application for frequency spectrum authorization along with the required documents
2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations
3. Collect the frequency spectrum authorization issued by the TRA online

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Centers

Service Fees

According to the Spectrum Fees Regulation

Cancel authorization

Service Description

Applicant is eligible to apply for cancellation application any time during the spectrum authorization validity period until 30 days after expiry.

Caution: Spectrum authorization cancelation is an automated process that applies instantly after request submission. No fees applies for authorization cancelation request.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

1 day

Target Audience

Business
Government

Service Requirements

NA

Service Steps

1. Filling in the online application form for spectrum authorization / License cancellation on TRA website (www.tra.gov.ae)
2. TRA cancels the spectrum authorization / license immediately after submitting the application

Service Limitation and Link with other services

Complementary service to cancel permits or licenses for all spectrum services

Service Delivery Channels

Website
Customer Happiness Centers
Mobile Application

Service Fees

NA

Modify authorization

Service Description

Applicant is eligible to modify technical or administrative information of a frequency spectrum authorization any time during the validity period (modification request after expiry will not be considered). All technical modification request is subject to the TRA decisions. The TRA Fees regulations is applied.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

14 days

Target Audience

Individuals
Business
Government

Service Requirements

Certificate of Vehicle Registration in case of requesting modification for PMR authorization of vehicle mounted only

Service Steps

1. Fill in and submit the application form for authorization/license modification at the TRA website
2. Payment of spectrum fees as per the invoice issued, within the specified deadline, as per the frequency spectrum fees regulation.
3. TRA will issue frequency spectrum authorization and send it to the applicant online.

Service Limitation and Link with other services

Complementary service to modify permits or licenses for all spectrum services

Service Delivery Channels

Website
Customer Happiness Center

Service Fees

According to the Spectrum Fees Regulation

Renew authorization

Service Description

All annual Spectrum authorizations are renewable. The renewal period start 30 days before expiry and valid to 30 days after expiry. The TRA will initiate a smart renewal process on the day of expiry allowing the invoice to be generated. The invoice will available on the applicant online portal for settlement. Applicant may apply for cancellation if not welling to renew the authorization.

TRA will cease the authorization 30 days after the authorization expiry if invoice is not settled or cancellation request is not submitted.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

10 days

Target Audience

Individuals
Business
Government
Service Requirements

For individuals

1. Copy of passport (and Copy of valid residency visa for non-UAE Nationals) for Amateur Radio services
2. Personal data application form for Amateur Radio services For Government and Business

No Document required

Service Steps

1.   Fill in and submit the online application form for renewal at the TRA website.
2.   Payment of spectrum fees as per the issued invoice, within the specified deadline, as per the frequency spectrum fees regulation
3.   TRA will issue frequency spectrum authorization and send it to the applicant online.

Service Limitation and Link with other services

Complementary service to renew permits or licenses for all spectrum services

Service Delivery Channels

Website
Customer Happiness Centers
Mobile Application

Service Fees

According to the Spectrum Fees Regulation

Technology trial

Service Description

Issuing Wireless Authorizations for technology trial wireless services.

Services:

1. Technology trials

Service Package

NA

Service Category and Type
Variation Service - Transactional

Service Time
7 days

Target Audience
Individuals Business Government

Service Requirements
1. A copy of the Amiri Decree of the government entity or trade license 2. A letter from the supplier containing the details of the equipment 3. Equipment booklets

Service Steps
1. Log in to user account on TRA website (www.tra.gov.ae) 2. Fill-in the application form for wireless services authorization available on the website, and attach the required documents electronically. 3. TRA will verify the request and allocate the suitable frequency and coordinate with concerned entities (if needed) 4. Fees payment as per the invoice and in accordance with the spectrum fees regulation. 5. TRA will issue the wireless service authorization and deliver it electronically to the applicant.

Service Limitation and Link with other services
NA

Service Delivery Channels
Website

Service Fees
According to the Spectrum Fees Regulation

Make Inquiry
Service Description
A service to provide an inquiry about TRA services.

Service Package
NA

Service Category and Type
Variation Service - Informational

Service Time
1 working Day

Target Audience
Individual Business Government

Service Requirements
NA

Service Steps

- Submitting the inquiry through the different service delivery channels.
- Receiving the response.

Service Limitation and Link with other services

NA

Service Delivery Channels

Customer Happiness Centers
Contact Center
Email
Website
Mobile Application

Service Fees

No Fees

Complaint about TRA

Service Description

A sub service from a key customer relations service for submitting complaints or feedback on the Authority (like: TRA services, employees .. etc.)

Service Package

NA

Service Category and Type

Variation Service - Informational

Service Time

1 working day

Target Audience

Individual
Business
Government

Service Requirements

For individuals: Copy of ID (both sides) or copy of passport.
For companies: Letter of authorized signatory plus a valid business license.

Service Steps

- Submitting a complaint through the different service delivery channels.
- Attach ID for individuals, and business license for companies.
- Attach any supporting documents (If any)
- Obtain complaint resolution
- Request reopening the case when there are new evidences or dissatisfaction with the provided resolution.

Service Limitation and Link with other services

NA

Service Delivery Channels

Customer Happiness Centers
Contact Center
Email
Website
Mobile Application

Service Fees
NA

Submit Suggestion
Service Description
A service for submitting a suggestion to the Authority.
Service Package
NA
Service Category and Type
Variation Service - Informational
Service Time
14 working Day
Target Audience
Individual Business Government
Service Requirements
NA
Service Steps
- Submitting the suggestion through the different service delivery channels. - Obtain the response.

Service Limitation and Link with other services
NA
Service Delivery Channels
Customer Happiness Centers Contact Center Email Website Fax Mobile Application
Service Fees
No Fees

Complaint about Telecomm providers
Service Description
• A sub service from a key customer relations service available to consumers of telecom services in the UAE aiming to assist them in resolving any dispute that may emerge between them and telecom service providers.
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
5 working days

Target Audience
Individual Business Government

Service Requirements
- Your contact details: (Full name, contact number, email address); - Your ID: Copy of valid emirates ID (both sides), or copy of valid passport; for companies: Copy of power of attorney and business license - Complaint reference number provided by the service provider: - Disputed account number (mobile number, landline, internet username, etc.); - Written description about the complaint; Any supporting documents (copies of all correspondences from the service provider, invoices, etc.);

Service Steps
The consumer must follow these steps: - File a complaint with your service provider according to its consumer complaint procedures. Where the service provider must: • Notify the consumer about receiving the complaint • Provider the consumer with a case number • Investigate the complaint in a reasonable time and inform the consumer about the final outcome. - In the event that the consumer is not satisfied with the outcome or if there is no outcome then the consumer can escalate the complaint to the TRA along with the required documents to settle it according to TRA's Consumer Dispute Resolution Procedures by: - Submitting a complaint through the different service delivery channels - Attach customer ID/ Business license for companies - Attach supporting documents of the complaint (if any) - Receive a solution to the complaint

- Request reopening the case when there are new evidences or dissatisfaction with the provided resolution

Service Limitation and Link with other services
NA

Service Delivery Channels
Customer Happiness Centers Contact Center Email Website Fax Social Media Mobile Application

Service Fees
No Fees

NOC For practicing e-activity

Service Description

Provide Non objection letter to declare that the TRA has no concerns about conducting an e-activity for websites and social media accounts in the UAE

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time

2 working days

Target Audience

Individuals
Business

Service Requirements

- Copy of a valid ID
- Copy of Trade License (if applicable)
- Website URL

Service Steps

1. Fill in the online form
2. Attach the required documents
3. The TRA will process the application
4. No objection letter delivered via email and handed over the customer happiness counter in Dubai or Abu Dhabi branch

Service Limitation and Link with other services

NA

Service Delivery Channels

Website

Service Fees

NA

Sim Card Point of Sale Registration

Service Description

This service involves registration of SIM cards points of sale in the UAE. It should be requested before starting the trading activity

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

One working day

Target Audience

Business

Service Requirements

1- Valid Trade License with telecommunication activity
2- External and initial approvals
3- Power of attorney letter from the company and ID copy of the authorized person
4- Map Location from Google Maps

Service Steps

1-Create new account and get new username and password.
2- Fill-in and submit the online request form
3- Fee payment
4- Review the application from TRA
5- Get the service

Service Limitation and Link with other services
NA
Service Delivery Channels
Website Mobile Application
Service Fees
2500 AED

Renew SIM Card Point of Sale Registration

Service Description

Registration of SIM cards points of sale in the UAE renewal

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

one working day

Target Audience

Business

Service Requirements
1. Valid Trade License with telecommunication activity 2. External and initial approvals 3. Power of attorney letter from the company and ID copy of the authorized person
Service Steps
1- Fill in and submit the online request form 2- Fee payment 3- Review the application by TRA 4- Receive the service
Service Limitation and Link with other services
Complementary service for renewing the application for Sim Card Point of Sale Registration
Service Delivery Channels
Website Mobile Application
Service Fees
2500 Dirhams

Modify SIM Card Point of Sale Registration

Service Description

Modify the details of Registration of SIM cards points of sale in the UAE

Service Package

NA

Service Category and Type
Variation Service - Transactional

Service Time
one working day

Target Audience
Business

Service Requirements
1. Valid Trade License with telecommunication activity 2. External and initial approvals 3. Power of attorney letter from the company and ID copy of the authorized person

Service Steps
1- Fill in and submit the online request form 2- Fee payment 3- Review the application byTRA 4- Receive the service

Service Limitation and Link with other services
Complementary service for modifying the application for Sim Card Point of Sale Registration

Service Delivery Channels
Website Mobile Application

Service Fees
No Fees

Cancel SIM Card Point of Sale Registration
Service Description
This service involves cancelling registration of SIM cards points of sale in the UAE

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time
1 working day

Target Audience
Business

Service Requirements
1- Valid Trade License 2- letter from DED for removing SIM activity 3- letter from the company for removing SIM activity

Service Steps
1- letter from DED for removing SIM activity 2- letter from the company for removing SIM activity 3- Review the application from TRA 4- Get NOC letter from TRA to DED

Service Limitation and Link with other services

Complementary service for canceling the application for Sim Card Point of Sale Registration

Service Delivery Channels

Customer Happiness Centers

Service Fees

No Fees

Register Telecom Supplier

Service Description

Registration of manufacturers and suppliers of telecommunications equipment is required before starting a business

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

within 1 working day

Target Audience

Business

Service Requirements

1- Valid Trade License with telecommunication activity
2- External and initial approvals from local department of economy or free zone area (local companies only)
3- Power of attorney letter from the company and ID copy of the authorized person

Service Steps

1- Create new account and get new username and password.
2- Fill in and submit the online request form
3- Fee payment
4- Review the application by TRA
5- Receive the service

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Mobile Application

Service Fees

5500 AED for five years

Renew Registration of telecom supplier

Service Description

This service involves renewing the registration of Dealers for telecommunications equipment

Service Package

NA

Service Category and Type
Auxiliary Service - Transactional
Service Time
within 1 working day
Target Audience
Business
Service Requirements
Valid Trade License
Fees payment
Service Steps
1- Log in using the existing username and password. 2- Submit the electronic Dealer registration form / Choose Renew Dealer Registration 3- Fees payment 4- Review the application by TRA 5- Receive the service
Service Limitation and Link with other services
Supplementary service for Register Telecom Supplier
Service Delivery Channels
Website Mobile Application

Service Fees
5100 AED (Kindly Note that a penalty of AED100 will be charged after completing 30 days from the certificate expiration date)

Cancel Registration of Telecom Supplier

Service Description

This service involves cancelling the registration of telecom supplier in the UAE

Service Package
NA
Service Category and Type
Auxiliary Service - Transactional
Service Time
One working day
Target Audience
Business
Service Requirements
Valid Trade License
Service Steps
1- Log in using the existing username and password. 2- Submit the electronic Dealer registration form / Choose Renew Dealer Registration 3- Review the application by TRA 4- Receive the service

Service Limitation and Link with other services

Supplementary service for Register Telecom Supplier

Service Delivery Channels

Website
Mobile Application

Service Fees

No Fees

Modify Registration of Telecom Suppliers

Service Description

This service involves modifying data of telecommunications equipment Dealers in the UAE

Service Package

NA

Service Category and Type

Auxiliary Service - Transactional

Service Time

One working day

Target Audience

Business

Service Requirements

- Electronic Dealer registration form /choose modify Dealer Registration
- External and initial approvals

Service Steps

- Log in using the existing username and password.
- Submit the online request form
- Review the application by TRA
- Receive the service

Service Limitation and Link with other services

Supplementary service for Register Telecom Supplier

Service Delivery Channels

Website
Mobile Application

Service Fees

No Fees

Register and Approve Telecom Equipment with testing

Service Description

This involves registering telecom equipment with Testing before they are imported in the UAE in accordance with the laws and regulations / Is requested before selling devices in UAE markets

Service Package

NA

Service Category and Type
Variation Service - Transactional

Service Time
within 10 working days

Target Audience
Business

Service Requirements
Application should be submitted by a company registered in the TRA Type approval system: • Filling-in in the online application form • Providing the technical documentation required for Advanced Equipment Registration   level: - Declaration of IMEI security. - List of approved IMEI. - Declaration of Conformity - Test reports issued by a recognized test lab (International Laboratory Accreditation Cooperation (ILAC). - Technical Datasheet - Performing additional technical tests at the telecom equipment National Lab. - Samples should be submitted To TRA: Normal Sample - Testing Sample with RF Cable • Fee payment

Service Steps
1- Log in using the existing username and password. 2- Submit the online request form 3- Pay the fees 4- Submit Equipment's Sample 5- Receive the service

Service Limitation and Link with other services
For businesses that are registered with TRA as an approved equipment supplier.

Service Delivery Channels
Customer Happiness Centers Website

Service Fees
Application Review: 500 AED Certificate: 200 AED Testing depends on the device: • Emergency Broadcast Test 2100 AED

Register and Approve Telecom Equipment without testing

Service Description

This involves registering telecom equipment before they are imported in the UAE in accordance with the laws and regulations / Is requested before selling devices in UAE markets

Service Package

NA

Service Category and Type
Variation Service - Transactional

Service Time
within 3 working days

Target Audience
Business

Service Requirements

- Application should be submitted by a company registered in the TRA online system
- Filling-in the online request form to register telecom equipment.
- Providing technical documentation required for Declaration of Conformity level:
- Declaration of Conformity
- Letters of support from the manufacturers or their authorized agents
- Technical Datasheet
- For GSM devices:
  - Declaration of IMEI security.
  - List of approved IMEI.

- Provide technical documentation required for General Equipment Registration level:
  - Declaration of Conformity
  - Test reports issued by a recognized test labs (International Laboratory Accreditation Cooperation (ILAC).
  - Letters of support from the manufacturers or their authorized agents
  - Technical Datasheet
  - For GSM devices:
- Declaration of IMEI security.
- List of approved IMEI.

- Fee payment
- Two sample should be submitted whenever it is requested from TRA

Service Steps

1- Log in using the existing username and password.
2- Submit the online request form
3- Review the application byTRA
4- Receive the service

Service Limitation and Link with other services
For businesses that are registered with TRA as an approved equipment supplier.

Service Delivery Channels
Website

Service Fees

Application Review: 500 AED
Certificate: 200 AED

Custom Release Permit for Telecom Devices
Service Description

This service involves issuing custom release permit for telecommunications equipment in the UAE / service may be requested by :

1 - Individuals who are interested in importing telecommunications equipment for personal use.

2 - Manufacturers and suppliers of telecommunications equipment in the UAE registered with TRA.

3- International companies or local companies those will attend exhibitions in UAE

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time
within 1 Hour

Target Audience
Individual Business

Service Requirements
For individuals: 1 - customs documents for the shipment 2 - technical specifications of the equipment (if necessary) For companies: Type approval certificate 1- Customs Declaration 2- Purchase Order 3-international companies or local companies those will attend exhibitions in UAE , should submit the following documents to TRA : A- 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 B- Undertaken letter mentioning that items will be return back after the end of the exhibition.

Service Steps
1- Create new account and get new username and password OR login using the existing username and password. 2- Submit the online request form 3- Review the application from TRA 4- Get the service

Service Limitation and Link with other services
NA

Service Delivery Channels
Website Mobile Application

Service Fees
No Fees

Renew Approval of Telecommunication Devices

Service Description

Renew the registration and approval of telecommunications equipment in the UAE/ should be requested before the end of the Approval Certificate

Service Package
NA

Service Category and Type
Auxiliary Service - Transactional

Service Time
1 working day

Target Audience
Business

Service Requirements

1- Provide the required technical documents (If required)
2- Fee payment

Service Steps

1- Log in using the existing username and password.
2- Submit the electronic telecommunication registration form / Choose Renew option
3- Fee payment
4- Review the application by TRA
5- Receive the service

Service Limitation and Link with other services

Service Delivery Channels

Website

Service Fees

100 AED (Kindly note that a penalty of AED100 will be charged monthly after 30 days from the certificate expiration date, after 6 months application will be rejected)

License of Certification Service Provider(CSP)

Service Description

License of Certification Service Provider (CSP)

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

14 working days

Target Audience

Business

Service Requirements

1. Memorandum of Association or equivalent documents approved by the UAE
2. CSP Statement of business activities (including activities not related to certification services if applicable)
3. Organizational structure of the company's ownership
4. Statement of financial resources and audited data for the last two financial years
5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification
6. Endorsement of trustees
7. External audit report (5 copies)
8. Statement of practice of certification

Service Steps

1. Click on "start service", then login using your credential or create a new account
2. Fill-in the application form and attach the needed documents
3. Review application by TRA
4. Receive the license

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Centers

Service Fees

- New application 5000 AED
- CSP License valid for one year 20,000 AED
- CSP License valid for Five year 75,000 AED
- Request to amend CSP registration data and documents 2500 AED.

Renew License of certification service provider

Service Description

Renew License of certification service provider

Service Package

NA

Service Category and Type

Auxiliary Service - Transactional

Service Time

14 working days

Target Audience

Business

Service Requirements

1. Memorandum of Association or equivalent documents approved by the UAE
2. CSP Statement of business activities (including activities not related to certification services if applicable)
3. Organizational structure of the company's ownership
4. Statement of financial resources and audited data for the last two financial years
5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification

6. Endorsement of trustees
7. External audit report (5 copies)
8. Statement of practice of certification

Service Steps

1. Click on "start service", then login using your credential or create a new account
2. Fill-in the application form and attach the needed documents
3. Review application by TRA
4. Receive the license

Service Limitation and Link with other services

For business that has obtained License of Certification Service Provider (CSP)

Service Delivery Channels

Website
Customer Happiness Centers
Mobile Application

Service Fees

- Renewal application 5000 AED
- CSP License valid for one year 20,000 AED
- CSP License valid for Five year 75,000 AED
- Request to amend CSP registration data and documents 2500 AED.

Notification of Foreign Certification Service Provider

Service Description

Notification of Foreign Certification Service Provider

Service Package

NA

Service Category and Type
Variation Service - Transactional

Service Time
14 working days

Target Audience
Business

Service Requirements

1. Memorandum of Association or equivalent documents approved by the UAE
2. Foreign CSP Statement of business activities (including activities not related to certification services if applicable)
3. organizational structure of the company's ownership
4. Statement of financial resources and audited data for the last two financial years
5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification
6. Endorsement of trustees
7. External audit report (5 copies)
8. Statement of practice of certification

Service Steps

1. Click on "start service", then login using your credential or create a new account
2. Fill-in the application form and attach the needed documents
3. Review application by TRA
4. Receive the notification

Service Limitation and Link with other services
NA

Service Delivery Channels
Website Customer Happiness Centers Mobile Application

Service Fees

- New application 5000 AED
- Registration of Notification of Foreign Certification Service Provider 5000 AED
- Request to amend registration data and documents 2500 AED.

Renew Notification of foreign certification service provider
Service Description
Renew Notification of foreign certification service provider

Service Package
NA

Service Category and Type
Auxiliary Service - Transactional

Service Time
14 working days

Target Audience
Business

Service Requirements

1. Memorandum of Association or equivalent documents approved by the UAE
2. the foreign CSP Statement of business activities (including activities not related to certification services if applicable)
3. organizational structure of the company's ownership
4. Statement of financial resources and audited data for the last two financial years
5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification
6. Endorsement of trustees
7. External audit report (5 copies)
8. Statement of practice of certification

Service Steps

1. Click on "start service", then login using your credential or create a new account
2. Fill-in the application form and attach the needed documents
3. Review application by TRA
4. receive the notification

Service Limitation and Link with other services

For businesses that has obtained Notification of Foreign Certification Service Provider

Service Delivery Channels

Website
Customer Happiness Centers
Mobile Application

Service Fees

- Renewal application 5000 AED
- Registration of Notification of Foreign Certification Service Provider 5000 AED
- Request to amend registration data and documents 2500 AED.

Accredited Domain Registrar License

Service Description

Obtain an Accreditation Registrar license from .ae Domain Administration (.aeDA) to provide services to applicants (Registrars) to register, transfer, renew or modify UAE's country code namespace

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

Depends on the speed of providing documents required for accreditation and registrar readiness

Target Audience

Business

Service Requirements

- 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

1. Fill in the application form
2. Provide all related documents and sign Registry-Registrar Agreement
3. Pay application fees
4. Pass all related tests

5. Pay accreditation fees
6. Top-up the registry account with sufficient amount to start operation

Service Limitation and Link with other services

NA

Service Delivery Channels

Website

Service Fees

Application fees 3000 AED
Accreditation fees 5000 AED

Renew License of Accredited Domain Registrars

Service Description

Renew License of Accredited Domain Registrars

Service Package

NA

Service Category and Type

Auxiliary Service - Transactional

Service Time

Two working days from receiving the fees

Target Audience

Business

Service Requirements

Renewal fees

Service Steps

Pay renewal accreditation fees through the payment channels mentioned in the Registry Registrar Agreement

Service Limitation and Link with other services

For businesses that has obtained accredited domain registrar license

Service Delivery Channels

Website

Service Fees

Accreditation Renewal fees 5000 AED

Accredited Registrar Account Top up Service

Service Description

Request to add credit to the Accredited Registrar account

Service Package

NA

Service Category and Type

Auxiliary Service - Transactional

Service Time

Two working days from receiving the balance

Target Audience
Business

Service Requirements
Accredited Registrar

Service Steps
Deposit the balance through the payment channels mentioned in the Registry Registrar Agreement

Service Limitation and Link with other services
For businesses that has obtained accredited domain registrar license

Service Delivery Channels
Website

Service Fees
No fees

Accredited Registrar Technical Support Service

Service Description
Provide the necessary technical information to the accredited registrars and respond to their inquiries

Service Package
NA

Service Category and Type
Auxiliary Service - Transactional

Service Time
Respond in Two working days

Target Audience
Business

Service Requirements
Accredited Registrar

Service Steps
Communicate with .ae Domain Administration (.aeDA) through website, email or phone

Service Limitation and Link with other services
For businesses that has obtained accredited domain registrar license

Service Delivery Channels
Website

Service Fees
No Fees

Email as a Service

Service Description

Email as a Service is the Shared email service offered to Government Entities, which provides a centralized email environment based on Microsoft Exchange 2013. It provides a self-service portal for the entities to manage their email accounts.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

1 working day

Target Audience

Government

Service Requirements

Fill-in EaaS Requirements Questionnaire

Service Steps

1. Submit a request.
2. Fill-in the form.
3. Provision the service

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Contact Center

Service Fees

No Fees

G2G Connectivity

Service Description

FedNet provides connectivity between government entities, which enables a seamless and secure interconnected network where Government entities can share data over the encrypted Federal Government Private MPLS Cloud.
Government Entities can securely publish and consume services from each other once the connection is established.

Federal government entities can request for the services by communicating FEDnet service desk through the available channels. Local government entities should reach the service through local eGovernment, which will communicate FEDnet service desk.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

1 working day

Target Audience

Government

Service Requirements

1. FEDnet Connection
2. Entities approvals

Service Steps

For Federal Entities:
Request to be sent to FEDnet service desk through the available communication channels.

For Local Entities:
Initiate a request with local eGovernment network team who will coordinate with FEDnet service desk to initiate the connection.

Service Limitation and Link with other services

NA

Service Delivery Channels

FEDnet Service Desk:
800FEDNET
servicedesk.fednet.gov.ae
servicedesk@fednet.gov.ae

Service Fees

No Fees

SmartPass Registration

Service Description

SmartPass allows users to access UAE Government services using a single account. Users just need to authenticate once to access multiple on-line Government e-services. The vast majority of UAE Government Services are available online. Without SmartPass, each UAE Government e-service requires a username and password to use the e-services.

Consequently, a user needs to memories, or document, his username and password for all e-services that he can access. Having to memories, or document, multiple and different usernames and passwords often leads to situations where a user cannot access the desired e-service, due to forgotten passwords, or user accounts being blocked because of failed login attempts. The only solution is to unblock a username, and to choose a new password. Unblocking a username only reinstates access to a specific e-service. It does not solve the issue of having to memories, or document, multiple usernames and passwords. UAE Government e-services, enabled by SmartPass, accept the username and password that are stored in SmartPass. Therefore, in order to access UAE Government e-services, a user only needs to memories his SmartPass username and password.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

10 minutes

Target Audience

Citizens
Residents
Visitors

Service Requirements

1. Valid Emirates ID Card
2. UAE Mobile Phone Number

Service Steps

1. Insert Emirates ID in the card reader and place your finger on the scanner or enter your Emirates ID PIN to identify your fingerprint
2. Enter the following necessary data:
3. Mobile number
4. Email address
5. Username
6. Password
7. Enter the authentication code which you will receive via SMS to the mobile number you entered
8. You will be displayed a congratulations message reflecting that you have successfully registered with SmartPass

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Center
Mobile Application
Contact Center
P.O.Box
Kiosk

Service Fees

No Fees

MPLS Connectivity

Service Description

FEDnet connectivity provides a connection between Government Entities and FEDnet Datacenters where enables Government entities to access FEDnet provided services or other connected government entities using secure connectivity. Government Entities can securely publish and consume services from each other once connected to FEDnet cloud.

Entities can be connected to FEDnet infrastructure through a dedicated physical link (MPLS) or virtual network technology (VPN). The communication mechanism is determined based on the FEDnet team's assessment.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

-

Target Audience

Government

Service Requirements

Official letter to TRA Director General.

Required information will be gather after approval is obtained.

Service Steps

Official letter to TRA Director General

Service Limitation and Link with other services

NA

Service Delivery Channels

FEDnet Service Desk:
800FEDNET
servicedesk.fednet.gov.ae
servicedesk@fednet.gov.ae

Service Fees

Depends on services

Service Desk

Service Description

The FEDnet service desk has been established to provide 24-hour technical support services to government entities that's benefiting from FEDnet services. To ensure the satisfaction of the customers, the service is provided according to the highest levels of service and speed in response through 3 available channels to communicate directly with the team. The government entity is automatically registered to FEDnet technical support service as soon as it gets enrolled on any of the FEDnet services.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

Incoming phone calls are answered by FEDnet Service Desk within 30 seconds.

Maximum Acknowledgement Time for Incidents and Service Requests by phone and web is within 20 minutes.

Incident resolved:
Severity 1: within 4 hours
Severity 2: within 8 hours
Severity 3: within 4 days
Severity 4: within 5 days

Target Audience

Government

Service Requirements

Entity Expert Users contact details.

Service Steps

Service will be registered by default as soon as entity enrolled on any of the FEDnet services.

Service Limitation and Link with other services

NA

Service Delivery Channels

FEDnet Service Desk:
800FEDNET
servicedesk.fednet.gov.ae
servicedesk@fednet.gov.ae

Service Fees

NA

Secure Internet

Service Description

FEDnet provides Secure Internet Connectivity to Federal Government entities through a dual Internet Service Provider (ISP) Solution allowing for high throughput and redundancy.

The Internet Service provides a consolidation of internet connections across Federal Entities. This reduces the perimeter against intruder attacks by limiting the public vulnerability point to just one Internet Gateway, as the FEDnet is the main internet service provider to the federal entities, which leads to 99.99% service availability throughout the year, and saves the entities the service costs.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

NA

Target Audience

Government

Service Requirements

• New request: official letter to TRA DG.
• Add-on service: contact FEdnet service desk.

Required information will be gathered after the approval is obtained.

Service Steps

In case it is a new request, it should be through an official communication with TRA DG. In case it is an add-on service, it can be sent to FEDnet service desk through the available communication channels.

Service Limitation and Link with other services

NA

Service Delivery Channels

FEDnet Service Desk:
800FEDNET
www.servicedesk.fednet.gov.ae
servicedesk@fednet.gov.ae

Service Fees

The fee is decided based on service size & management decision.

e-incidents response

Service Description

Responding to incidents by investigating what has occurred on the machine(s) and presenting the findings to the given entity

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time
One – three Weeks

Target Audience
Government

Service Requirements
NA

Service Steps
1. Entity sends logs 2. Investigating the incident 3. Present findings to entity

Service Limitation and Link with other services
NA

Service Delivery Channels
Website aeCERT Website

Service Fees
NA

Mobile App Testing

Service Description
The Automated Mobile Application Testing Service that is being offered through our custom built mGOV Lab allows our Constituents to perform mobile application testing in an automated fashion combining static code analysis, dynamic analysis,

binary analysis, device compatibility, load and security testing into one comprehensive report, thus enabling developers to amend errors and non-conformities in their code prior to going live.

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time
1 – 6 Working Days (Max. 2 Weeks)

Target Audience
Government

Service Requirements
NA

Service Steps
1. Click on start service and then login using your credential or create a new account 2. Register in our mGOV Lab platform 3. Upload your compiled mobile application and its source code 4. The application will be queued, tested and a report will be generated and accessible in the platform

Service Limitation and Link with other services
NA

Service Delivery Channels
Website

Service Fees
NA

Penetration test & vulnerability assessment

Service Description

The Vulnerability Assessment service helps organizations (entities) to quickly identify all vulnerabilities and weaknesses on the targeted servers or network devices or web application. The service delivers adequate mitigation recommendations for the identified vulnerabilities. If the assets are not public a VPN connection is required. Therefore, for the Penetration Testing it doesn't stop at simply uncovering vulnerabilities, it goes to the next step to manually exploit those vulnerabilities in order to provide a proof of concept for the real world attack vectors against an organization assets.

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time
Scoping and Scheduling: 3-5 Days Project Execution: 3-15 Days from the scheduled start date

Target Audience
Government

Service Requirements
Rules of Engagement to be filled.

Service Steps
1. Click on start service and then log in using your credentials or create a new account 2. Agree to the terms and conditions and fill in the rules of engagement 3. The team will analyze your request and scope / schedule the project and get back to you

Service Limitation and Link with other services
NA

Service Delivery Channels
Website Service Fees No Fees

Information Security Lectures

Service Description

Provide lectures and workshops in the field of information security for government entities, schools and universities, in addition to public lectures.

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time

The time specified by the entity via the awareness portal

Target Audience

Individual
Business
Government

Service Requirements

The government entity is part of the computer emergency response team.

Service Steps

1. Enter the awareness portal
2. Select the date, time, subject and location
3. Approving the time by TRA
4. Conducting the lecture

Service Limitation and Link with other services

NA

Service Delivery Channels

Awareness portal
https://e-service.aecert.ae

Service Fees

No Fees

Infrastructure as a service

Service Description

FEDnet provides 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 can be rapidly provisioned and released with minimal management effort or service provider interaction. 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

NA

Service Category and Type

Variation Service - Transactional

Service Time

1 working day

Target Audience

Government

Service Requirements

Fill-in IaaS Requirements Questionnaire

Service Steps

1. Submit a request.
2. Fill-in the form.
3. Agree on the financial offer
4. Provision the service

Service Limitation and Link with other services
NA

Service Delivery Channels
Website Contact Center

Service Fees
Based on the requirements sizing.

Request mGovernment Training sessions

Service Description

Providing training sessions about ICT related topics on different channels.

Training Channels:
1. Onsite
2. Online live webinar
3. Self-paced

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time
4 Days

Target Audience
Individual Business Government

Service Requirements
To have an account in the mGovernment Portal

Service Steps
1- Register through the official website http://www.mgovtraining.government.ae 2- Search for course 3- Attend complete course

Service Limitation and Link with other services
NA

Service Delivery Channels
Website

Service Fees
No Fees

Block or Unblock Websites

Service Description

Requests to block and unblock websites that are in violation of the UAE laws by the local internet service providers.

Service Package
NA

Service Category and Type

Variation Service - Transactional

Service Time

3 working days for valid cases

Target Audience

Government

Individuals:
https://www.tra.gov.ae/en/about-tra/information-and-egovernment-sector/internet-guidelines/details.aspx#pages-67184 or contact us on: info@tra.gov.ae

Service Requirements

Official letter from the government entity

Service Steps

1. An official letter addressed to TRA from the government entity, including:
a. Specifying the URLs to be blocked/unblocked (URLs to website sections or homepage if the content is inclusive
b. Copy of the content in violation
c. Description of the nature of violation
d. Legal reference of the violation in Arabic and English language
e. Explicitly specifying the required action to be taken.

2. Send the letter via approved communication channels, including editable URLs and the Legal reference of the violation in Arabic and English language.

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Centers

Service Fees

No Fees

Request Exception From Blocking System

Service Description

Bypassing the filtration of local internet service providers.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

7 working days for valid cases

Target Audience

Government

Service Requirements

1. IAM exemption form.
2. Passport copy of the requester.

Service Steps

1. Contact and coordinate with the concerned service provider through the designated account manager to obtain an IAM Exemption Form.
2. Fill up the IAM exemption form.
3. Attach a passport copy of the requester.
4. The Service provider will submit the request on behalf of the requesting entity as per the TRA procedures.

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Centers

Service Fees

No Fees

Backup as a Service

Service Description

A multi-tenant backup solution for the entities to protect their Virtual Data Centers hosted in FEDnet or/and the on premise workloads. The service is offered through a self-service portal that can be managed by the entity expert user.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

2 working days

Target Audience

Government

Service Requirements

Connect to FEDnet

Service Steps

1. Fill On-boarding template
2. Commercial proposal sent to the entity
3. Approve Quotation
4. Provision Service

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Mobile Application
Contact Center
Customer Happiness Centers

Service Fees

0.8 AED/GB per Month

Internet of Things Services

Service Description

The Telecommunications Regulatory Authority (TRA) intends to regulate IoT services within the United Arab Emirates to develop an ecosystem in a coordinated, coherent, safe and secure manner where it enforces certain requirements for providing IoT services.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

35 working days starting from the submission of IoT service registration form

Target Audience

Business
Government

Service Requirements

- Registration application
- Type approval certification

Service Steps

- IoT service provider fills-in IoT service registration form and provide all requested data and documents
-
- The service is evaluated internally by IoT internal committee 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 certificate is issued to service provider.
- In case that the service is classified as a mission critical service, then it is directed to external IoT national committee to evaluate, raise recommendations and submit it back to IoT internal committee, if approved, the IoT service certification is issued to the service provider.

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Mobile Application
Contact Center
Customer Happiness Centers

Service Fees

No Fees

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

within 3 working days

Target Audience

Business

Service Requirements

- Application should be submitted by a company registered in the TRA online system
- Filling-in the online request form to register telecom equipment.
- Providing technical documentation required for Declaration of Conformity level:

- Declaration of Conformity
- Letters of support from the manufacturers or their authorized agents
- Technical Datasheet
- For GSM devices:
  - Declaration of IMEI security.
  - List of approved IMEI.

- Provide technical documentation required for General Equipment Registration level:
- Declaration of Conformity
  - Test reports issued by a recognized test labs (International Laboratory Accreditation Cooperation (ILAC).
  - Letters of support from the manufacturers or their authorized agents
  - Technical Datasheet
  - For GSM devices:
- Declaration of IMEI security.
- List of approved IMEI.
- Fee payment
- Two sample should be submitted whenever it is requested from TRA

Service Steps

1- Log in using the existing username and password.
2- Submit the online request form
3- Review the application byTRA
4- Receive the service

Service Limitation and Link with other services

For businesses that are registered with TRA as an approved equipment supplier.

Service Delivery Channels

Website

Service Fees

Application Review: 500 AED
Certificate: 200 AED

Custom Release Permit for Telecom Devices

Service Description

This service involves issuing custom release permit for telecommunications equipment in the UAE / service may be requested by :

1- Individuals who are interested in importing telecommunications equipment for personal use.
2- Manufacturers and suppliers of telecommunications equipment in the UAE registered with TRA.
3- International companies or local companies those will attend exhibitions in UAE

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

within 1 Hour

Target Audience

Individual
Business

Service Requirements

For individuals:
1- customs documents for the shipment
2- technical specifications of the equipment (if necessary)

For companies: Type approval certificate
1- Customs Declaration
2- Purchase Order
3- international companies or local companies those will attend exhibitions in UAE, should submit the following documents to TRA :

A- 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
B- Undertaken letter mentioning that items will be return back after the end of the exhibition.

Service Steps

1- Create new account and get new username and password OR login using the existing username and password.
2- Submit the online request form
3- Review the application from TRA
4- Get the service

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Mobile Application

Service Fees

No Fees

Renew Approval of Telecommunication Devices

Service Description

Renew the registration and approval of telecommunications equipment in the UAE/ should be requested before the end of the Approval Certificate

Service Package

NA

Service Category and Type

Auxiliary Service - Transactional

Service Time

1 working day

Target Audience

Business

Service Requirements

1- Provide the required technical documents (If required)
2- Fee payment

Service Steps

1- Log in using the existing username and password.
2- Submit the electronic telecommunication registration form / Choose Renew option
3- Fee payment
4- Review the application by TRA
5- Receive the service

Service Limitation and Link with other services

Service Delivery Channels
Website

Service Fees
100 AED (Kindly note that a penalty of AED100 will be charged monthly after 30 days from the certificate expiration date, after 6 months application will be rejected)

License of Certification Service Provider(CSP)

Service Description
License of Certification Service Provider (CSP)

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time
14 working days

Target Audience
Business

Service Requirements

1. Memorandum of Association or equivalent documents approved by the UAE
2. CSP Statement of business activities (including activities not related to certification services if applicable)
3. Organizational structure of the company's ownership
4. Statement of financial resources and audited data for the last two financial years

5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification
6. Endorsement of trustees
7. External audit report (5 copies)
8. Statement of practice of certification

Service Steps

1. Click on "start service", then login using your credential or create a new account
2. Fill-in the application form and attach the needed documents
3. Review application by TRA
4. Receive the license

Service Limitation and Link with other services
NA

Service Delivery Channels
Website Customer Happiness Centers

Service Fees

- New application 5000 AED
- CSP License valid for one year 20,000 AED
- CSP License valid for Five year 75,000 AED
- Request to amend CSP registration data and documents 2500 AED.

Renew License of certification service provider

Service Description
Renew License of certification service provider

Service Package
NA

Service Category and Type

Auxiliary Service - Transactional

Service Time

14 working days

Target Audience

Business

Service Requirements

1. Memorandum of Association or equivalent documents approved by the UAE
2. CSP Statement of business activities (including activities not related to certification services if applicable)
3. Organizational structure of the company's ownership
4. Statement of financial resources and audited data for the last two financial years
5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification
6. Endorsement of trustees
7. External audit report (5 copies)
8. Statement of practice of certification

Service Steps

1. Click on "start service", then login using your credential or create a new account
2. Fill-in the application form and attach the needed documents
3. Review application by TRA
4. Receive the license

Service Limitation and Link with other services

For business that has obtained License of Certification Service Provider (CSP)

Service Delivery Channels

Website
Customer Happiness Centers
Mobile Application

Service Fees

- Renewal application 5000 AED
- CSP License valid for one year 20,000 AED
- CSP License valid for Five year 75,000 AED
- Request to amend CSP registration data and documents 2500 AED.

Notification of Foreign Certification Service Provider

Service Description

Notification of Foreign Certification Service Provider

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

14 working days

Target Audience

Business

Service Requirements

1. Memorandum of Association or equivalent documents approved by the UAE
2. Foreign CSP Statement of business activities (including activities not related to certification services if applicable)
3. organizational structure of the company's ownership
4. Statement of financial resources and audited data for the last two financial years
5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification
6. Endorsement of trustees
7. External audit report (5 copies)
8. Statement of practice of certification

Service Steps

1. Click on "start service", then login using your credential or create a new account
2. Fill-in the application form and attach the needed documents
3. Review application by TRA
4. receive the notification

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Centers
Mobile Application

Service Fees

- New application 5000 AED
- Registration of Notification of Foreign Certification Service Provider 5000 AED
- Request to amend registration data and documents 2500 AED.

Renew Notification of foreign certification service provider

Service Description
Renew Notification of foreign certification service provider

Service Package

NA

Service Category and Type

Auxiliary Service - Transactional

Service Time

14 working days

Target Audience

Business

Service Requirements

1. Memorandum of Association or equivalent documents approved by the UAE
2. the foreign CSP Statement of business activities (including activities not related to certification services if applicable)
3. organizational structure of the company's ownership
4. Statement of financial resources and audited data for the last two financial years
5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification
6. Endorsement of trustees
7. External audit report (5 copies)
8. Statement of practice of certification

Service Steps

1. Click on "start service", then login using your credential or create a new account
2. Fill-in the application form and attach the needed documents
3. Review application by TRA
4. receive the notification

Service Limitation and Link with other services

For businesses that has obtained Notification of Foreign Certification Service Provider

Service Delivery Channels

Website
Customer Happiness Centers
Mobile Application

Service Fees

- Renewal application 5000 AED
- Registration of Notification of Foreign Certification Service Provider 5000 AED
- Request to amend registration data and documents 2500 AED.

Accredited Domain Registrar License

Service Description

Obtain an Accreditation Registrar license from .ae Domain Administration (.aeDA) to provide services to applicants (Registrars) to register, transfer, renew or modify UAE's country code namespace

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

Depends on the speed of providing documents required for accreditation and registrar readiness

Target Audience

Business

Service Requirements

- 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

1. Fill in the application form
2. Provide all related documents and sign Registry-Registrar Agreement
3. Pay application fees
4. Pass all related tests
5. Pay accreditation fees
6. Top-up the registry account with sufficient amount to start operation

Service Limitation and Link with other services

NA

Service Delivery Channels

Website

Service Fees

Application fees 3000 AED
Accreditation fees 5000 AED

Renew License of Accredited Domain Registrars
Service Description
Renew License of Accredited Domain Registrars
Service Package
NA
Service Category and Type
Auxiliary Service - Transactional
Service Time
Two working days from receiving the fees
Target Audience
Business
Service Requirements
Renewal fees
Service Steps
Pay renewal accreditation fees through the payment channels mentioned in the Registry Registrar Agreement
Service Limitation and Link with other services
For businesses that has obtained accredited domain registrar license
Service Delivery Channels
Website

Service Fees
Accreditation Renewal fees 5000 AED
Accredited Registrar Account Top up Service
Service Description
Request to add credit to the Accredited Registrar account
Service Package
NA
Service Category and Type
Auxiliary Service - Transactional
Service Time
Two working days from receiving the balance
Target Audience
Business
Service Requirements
Accredited Registrar
Service Steps
Deposit the balance through the payment channels mentioned in the Registry Registrar Agreement
Service Limitation and Link with other services
For businesses that has obtained accredited domain registrar license

Service Delivery Channels
Website

Service Fees
No fees

Accredited Registrar Technical Support Service

Service Description

Provide the necessary technical information to the accredited registrars and respond to their inquiries

Service Package
NA

Service Category and Type
Auxiliary Service - Transactional

Service Time
Respond in Two working days

Target Audience
Business

Service Requirements
Accredited Registrar

Service Steps
Communicate with .ae Domain Administration (.aeDA) through website, email or phone

Service Limitation and Link with other services
For businesses that has obtained accredited domain registrar license

Service Delivery Channels
Website

Service Fees
No Fees

Email as a Service

Service Description

Email as a Service is the Shared email service offered to Government Entities, which provides a centralized email environment based on Microsoft Exchange 2013. It provides a self-service portal for the entities to manage their email accounts.

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time
1 working day

Target Audience
Government

Service Requirements
Fill-in EaaS Requirements Questionnaire

Service Steps
1. Submit a request. 2. Fill-in the form. 3. Provision the service

Service Limitation and Link with other services
NA

Service Delivery Channels
Website Contact Center

Service Fees
No Fees

G2G Connectivity

Service Description
FedNet provides connectivity between government entities, which enables a seamless and secure interconnected network where Government entities can share data over the encrypted Federal Government Private MPLS Cloud. Government Entities can securely publish and consume services from each other once the connection is established. Federal government entities can request for the services by communicating FEDnet service desk through the available channels. Local government entities should reach the service through local eGovernment, which will communicate FEDnet service desk.

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time
1 working day

Target Audience
Government

Service Requirements
1. FEDnet Connection 2. Entities approvals

Service Steps
For Federal Entities: Request to be sent to FEDnet service desk through the available communication channels. For Local Entities: Initiate a request with local eGovernment network team who will coordinate with FEDnet service desk to initiate the connection.

Service Limitation and Link with other services
NA

Service Delivery Channels

FEDnet Service Desk:
800FEDNET
servicedesk.fednet.gov.ae
servicedesk@fednet.gov.ae

Service Fees

No Fees

SmartPass Registration

Service Description

SmartPass allows users to access UAE Government services using a single account. Users just need to authenticate once to access multiple on-line Government e-services. The vast majority of UAE Government Services are available online. Without SmartPass, each UAE Government e-service requires a username and password to use the e-services. Consequently, a user needs to memories, or document, his username and password for all e-services that he can access. Having to memories, or document, multiple and different usernames and passwords often leads to situations where a user cannot access the desired e-service, due to forgotten passwords, or user accounts being blocked because of failed login attempts. The only solution is to unblock a username, and to choose a new password. Unblocking a username only reinstates access to a specific e-service. It does not solve the issue of having to memories, or document, multiple usernames and passwords. UAE Government e-services, enabled by SmartPass, accept the username and password that are stored in SmartPass. Therefore, in order to access UAE Government e-services, a user only needs to memories his SmartPass username and password.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

10 minutes

Target Audience

Citizens
Residents
Visitors

Service Requirements

1. Valid Emirates ID Card
2. UAE Mobile Phone Number

Service Steps

1. Insert Emirates ID in the card reader and place your finger on the scanner or enter your Emirates ID PIN to identify your fingerprint
2. Enter the following necessary data:
3. Mobile number
4. Email address
5. Username
6. Password
7. Enter the authentication code which you will receive via SMS to the mobile number you entered
8. You will be displayed a congratulations message reflecting that you have successfully registered with SmartPass

Service Limitation and Link with other services

NA

Service Delivery Channels
Website Customer Happiness Center Mobile Application Contact Center P.O.Box Kiosk

Service Fees
No Fees

MPLS Connectivity

Service Description
FEDnet connectivity provides a connection between Government Entities and FEDnet Datacenters where enables Government entities to access FEDnet provided services or other connected government entities using secure connectivity. Government Entities can securely publish and consume services from each other once connected to FEDnet cloud. Entities can be connected to FEDnet infrastructure through a dedicated physical link (MPLS) or virtual network technology (VPN). The communication mechanism is determined based on the FEDnet team's assessment.

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time
-

Target Audience
Government

Service Requirements
Official letter to TRA Director General. Required information will be gather after approval is obtained.

Service Steps
Official letter to TRA Director General

Service Limitation and Link with other services
NA

Service Delivery Channels
FEDnet Service Desk: 800FEDNET servicedesk.fednet.gov.ae servicedesk@fednet.gov.ae

Service Fees
Depends on services

Service Desk

Service Description
The FEDnet service desk has been established to provide 24-hour technical support services to government entities that's benefiting from FEDnet services. To ensure the satisfaction of the customers, the service is provided according to the highest levels of service and speed in response through 3 available channels to communicate directly with the team. The government entity is automatically registered to FEDnet technical

support service as soon as it gets enrolled on any of the FEDnet services.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

Incoming phone calls are answered by FEDnet Service Desk within 30 seconds. Maximum Acknowledgement Time for Incidents and Service Requests by phone and web is within 20 minutes.

Incident resolved:
Severity 1: within 4 hours
Severity 2: within 8 hours
Severity 3: within 4 days
Severity 4: within 5 days

Target Audience

Government

Service Requirements

Entity Expert Users contact details.

Service Steps

Service will be registered by default as soon as entity enrolled on any of the FEDnet services.

Service Limitation and Link with other services

NA

Service Delivery Channels

FEDnet Service Desk:
800FEDNET
servicedesk.fednet.gov.ae
servicedesk@fednet.gov.ae
Service Fees

NA

Secure Internet

Service Description

FEDnet provides Secure Internet Connectivity to Federal Government entities through a dual Internet Service Provider (ISP) Solution allowing for high throughput and redundancy.

The Internet Service provides a consolidation of internet connections across Federal Entities. This reduces the perimeter against intruder attacks by limiting the public vulnerability point to just one Internet Gateway, as the FEDnet is the main internet service provider to the federal entities, which leads to 99.99% service availability throughout the year, and saves the entities the service costs.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time
NA

Target Audience
Government

Service Requirements
• New request: official letter to TRA DG. • Add-on service: contact FEdnet service desk. Required information will be gathered after the approval is obtained.

Service Steps
In case it is a new request, it should be through an official communication with TRA DG. In case it is an add-on service, it can be sent to FEDnet service desk through the available communicationchannels.

Service Limitation and Link with other services
NA

Service Delivery Channels
FEDnet Service Desk: 800FEDNET www.servicedesk.fednet.gov.ae servicedesk@fednet.gov.ae

Service Fees
The fee is decided based on service size & management decision.

e-incidents response
Service Description
Responding to incidents by investigating what has occurred on the machine(s) and presenting the findings to the given entity

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time
One – three Weeks

Target Audience
Government

Service Requirements
NA

Service Steps
1. Entity sends logs 2. Investigating the incident 3. Present findings to entity

Service Limitation and Link with other services
NA

Service Delivery Channels
Website aeCERT Website

Service Fees
NA

Mobile App Testing

Service Description

The Automated Mobile Application Testing Service that is being offered through our custom built mGOV Lab allows our Constituents to perform mobile application testing in an automated fashion combining static code analysis, dynamic analysis, binary analysis, device compatibility, load and security testing into one comprehensive report, thus enabling developers to amend errors and non-conformities in their code prior to going live.

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time
1 – 6 Working Days (Max. 2 Weeks)

Target Audience
Government

Service Requirements
NA

Service Steps

1. Click on start service and then login using your credential or create a new account
2. Register in our mGOV Lab platform
3. Upload your compiled mobile application and its source code
4. The application will be queued, tested and a report will be generated and accessible in the platform

Service Limitation and Link with other services
NA

Service Delivery Channels
Website

Service Fees
NA

Penetration test & vulnerability assessment

Service Description

The Vulnerability Assessment service helps organizations (entities) to quickly identify all vulnerabilities and weaknesses on the targeted servers or network devices or web application. The service delivers adequate mitigation recommendations for the identified vulnerabilities. If the assets are not public a VPN connection is required. Therefore, for the Penetration Testing it doesn't stop at simply uncovering vulnerabilities, it goes to the next step to manually exploit those vulnerabilities in order to provide a proof of concept for the real world attack vectors against an organization assets.

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time
Scoping and Scheduling: 3-5 Days Project Execution: 3-15 Days from the scheduled start date

Target Audience
Government

Service Requirements
Rules of Engagement to be filled.

Service Steps
1. Click on start service and then log in using your credentials or create a new account 2. Agree to the terms and conditions and fill in the rules of engagement 3. The team will analyze your request and scope / schedule the project and get back to you

Service Limitation and Link with other services
NA

Service Delivery Channels
Website

Service Fees
No Fees

Information Security Lectures

Service Description

Provide lectures and workshops in the field of information security for government entities, schools and universities, in addition to public lectures.

Service Package
NA

Service Category and Type
Variation Service - Transactional

Service Time
The time specified by the entity via the awareness portal

Target Audience
Individual Business Government

Service Requirements
The government entity is part of the computer emergency response team.

Service Steps

1. Enter the awareness portal
2. Select the date, time, subject and location
3. Approving the time by TRA
4. Conducting the lecture

Service Limitation and Link with other services

NA

Service Delivery Channels

Awareness portal
https://e-service.aecert.ae

Service Fees

No Fees

Infrastructure as a service

Service Description

FEDnet provides 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 can be rapidly provisioned and released with minimal management effort or service provider interaction. 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

NA

Service Category and Type

Variation Service - Transactional

Service Time

1 working day

Target Audience

Government

Service Requirements

Fill-in IaaS Requirements Questionnaire

Service Steps

1. Submit a request.
2. Fill-in the form.
3. Agree on the financial offer
4. Provision the service

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Contact Center

Service Fees

Based on the requirements sizing.

Request mGovernment Training sessions

Service Description

Providing training sessions about ICT related topics on different channels.

Training Channels:
1. Onsite
2. Online live webinar
3. Self-paced

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

4 Days

Target Audience

Individual
Business
Government

Service Requirements

To have an account in the mGovernment Portal

Service Steps

1- Register through the official website http://www.mgovtraining.government.ae
2- Search for course
3- Attend complete course

Service Limitation and Link with other services

NA

Service Delivery Channels

Website

Service Fees

No Fees

Block or Unblock Websites

Service Description

Requests to block and unblock websites that are in violation of the UAE laws by the local internet service providers.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

3 working days for valid cases

Target Audience

Government.
Individuals:
https://www.tra.gov.ae/en/about-tra/information-and-egovernment-sector/internet-guidelines/details.aspx#pages-67184 or contact us on: info@tra.gov.ae

Service Requirements

Official letter from the government entity

Service Steps

1. An official letter addressed to TRA from the government entity, including:
a. Specifying the URLs to be blocked/unblocked (URLs to website sections or homepage if the content is inclusive
b. Copy of the content in violation
c. Description of the nature of violation
d. Legal reference of the violation in Arabic and English language
e. Explicitly specifying the required action to be taken.

2. Send the letter via approved communication channels, including editable URLs and the Legal reference of the violation in Arabic and English language.

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Centers

Service Fees

No Fees

Request Exception From Blocking System

Service Description

Bypassing the filtration of local internet service providers.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

7 working days for valid cases

Target Audience

Government

Service Requirements

1. IAM exemption form.
2. Passport copy of the requester.

Service Steps

1. Contact and coordinate with the concerned service provider through the designated account manager to obtain an IAM Exemption Form.
2. Fill up the IAM exemption form.
3. Attach a passport copy of the requester.
4. The Service provider will submit the request on behalf of the requesting entity as per the TRA procedures.

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Customer Happiness Centers

Service Fees

No Fees

Backup as a Service

Service Description

A multi-tenant backup solution for the entities to protect their Virtual Data Centers hosted in FEDnet or/and the on premise workloads. The service is offered through a self-service portal that can be managed by the entity expert user.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

2 working days

Target Audience

Government

Service Requirements

Connect to FEDnet

Service Steps

1. Fill On-boarding template
2. Commercial proposal sent to the entity
3. Approve Quotation
4. Provision Service

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Mobile Application
Contact Center
Customer Happiness Centers

Service Fees

0.8 AED/GB per Month

Internet of Things Services

Service Description

The Telecommunications Regulatory Authority (TRA) intends to regulate IoT services within the United Arab Emirates to develop an ecosystem in a coordinated, coherent, safe and secure manner where it enforces certain requirements for providing IoT services.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

35 working days starting from the submission of IoT service registration form

Target Audience

Business
Government

Service Requirements

- Registration application
- Type approval certification

Service Steps

- IoT service provider fills-in IoT service registration form and provide all requested data and documents
- The service is evaluated internally by IoT internal committee 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 certificate is issued to service provider.
- In case that the service is classified as a mission critical service, then it is directed to external IoT national committee to evaluate, raise recommendations and submit it back to IoT internal committee, if approved, the IoT service certification is issued to the service provider.

Service Limitation and Link with other services

NA

Service Delivery Channels

Website
Mobile Application
Contact Center
Customer Happiness Centers

Service Fees

No Fees

Service Packages

- The Authority provides several service packages in the center in collaboration with other entities:

- Spectrum licensing for fishing and picnic boats -individuals
- Consumer dispute resolution with telecom services providers - Individuals and business sector

- Required information about the packages is available through all service delivery channels

@THEUAETRA, www.tra.gov.ae