

Public Access Mobile Radio (PAMR) and Internet of Things (IoT) Licence

Licence No (1) of (2019) (Amended)

Pursuant to the provisions of the Federal Law by Decree No. (3) of 2003 regarding the Organisation of the Telecommunications Sector and its amendments, this PAMR and IoT Licence is granted to **Professional Communication Corporation Nedaa** for the period of ten years with effect from 16 September 2019 to 15 September 2029 to install, operate and manage the Public Telecommunications Network and to provide the Telecommunications Service specified in this Licence within the United Arab Emirates, subject to the conditions of this Licence, the provisions of the Federal Law by Decree No. (3) of 2003, its Executive Order, and their amendments, the Regulatory Framework, and all other applicable laws and regulations in the United Arab Emirates.

SIGNED by

Eng. Majed Sultan Al Mesmar

Director General

The Telecommunications and Digital Government Regulatory Authority

Date: 24 November 2021

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Date of Amendment	Amendment
November 2021	<ul style="list-style-type: none"> - Amend the name of License entity: “Professional Communication Corporation Nedaa”; - Update of the Licence to reflect the scope and evolution of PAMR services and to include in the Licensed Services the provision of Internet of Things (IoT) services to a defined group of customers; and - Amend the defined group of customers to: Mission-Critical Services Sector - means agencies and organizations dealing with sensitive operations in the workplace that could have direct or indirect effect on safety, security and people’s lives or that pose a significant and widespread threat to human life, health, property or the environment; in which those services ensure fast response and quick access to major decision making entities.

Article (1)

Definitions

- 1.1. In implementing the conditions of this Licence, the following terms shall have the meanings given to them here unless the context requires otherwise. Any undefined term here shall have the meaning ascribed to it in the Federal Law by Decree No. (3) of 2003, its Executive Order and their amendments. Words denoting reference to persons shall include natural and/or legal persons.
- 1.1.1. **Affiliate** means in relation to the Licensee, any other juridical entity directly or indirectly controlling or controlled by the Licensee, or under direct or indirect common control with the Licensee;
- 1.1.2. **Authority** means the Telecommunications and Digital Government Regulatory Authority;
- 1.1.3. **Customer** means any person who has entered into a contract with the Licensee to receive the Licensed Service;
- 1.1.4. **Emergency Call** means a call made to designated emergency numbers such as police, fire, ambulance or other emergency services designated by the Authority;
- 1.1.5. **End User** means any person including a Customer who receives Licensed Services from the Licensee;
- 1.1.6. **Executive Order** means the Executive Order issued pursuant to the Federal Law by Decree No. 3 of 2003, as may be amended or replaced from time to time;
- 1.1.7. **Frequency Spectrum Authorisation** means a valid frequency spectrum authorisation issued by the Authority and permits the use of Radio Frequency subject to terms and conditions as stipulated by the Authority;

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- 1.1.8. **Internet of Things (IoT)**¹ means a global infrastructure for the information society, enabling advanced services by interconnecting (physical and virtual) things based on existing and evolving interoperable information and communication technologies;
- 1.1.9. **IoT-specific Connectivity**² means connectivity that is, transmitting, broadcasting, switching or receiving IoT related data by means of a Telecommunication network covering a wide area;
- 1.1.10. **Licence** means this document, as may be amended or replaced from time to time;
- 1.1.11. **Licensed Network** means the Public Telecommunications Network described in Article 3.1;
- 1.1.12. **Licensed Services** means the Telecommunications Services described in Article 4;
- 1.1.13. **Licensee** means the person described on page 1 of this Licence;
- 1.1.14. **Mission-Critical Services Sector** means agencies and organizations dealing with sensitive operations in the workplace that could have direct or indirect effect on safety, security and people’s lives or that pose a significant and widespread threat to human life, health, property or the environment; in which those services ensure fast response and quick access to major decision making entities;
- 1.1.15. **Other Licensed Operators** means entities other than the Licensee which are Licensed pursuant to the provisions of the Federal Law by Decree No. (3) of 2003, its amendments and Executive Order;

¹ As defined in “Internet of Things (IoT)” Policy.

² As defined in “Internet of Things (IoT)” Policy.

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- 1.1.16. **PAMR Services** means public access mobile radio services;
- 1.1.17. **PAMR System** means a public access mobile radio system comprising one or more transmitters using frequencies as authorized by the Authority and handheld Terminals as approved by the Authority, which enables the transmission of voice and data traffic;
- 1.1.18. **Radio Frequency** means any of the electromagnetic wave frequencies that lie in the range extending from 3 kHz to 3000 GHz;
- 1.1.19. **Regulatory Framework** means the regulatory instruments issued by the Authority from time to time including any revisions or amendments made to them;
- 1.1.20. **State** means the United Arab Emirates;
- 1.1.21. **Telecommunications Apparatus** means apparatus made or adapted for use in transmitting, receiving, or conveying any of the Telecommunications Services through a Telecommunications Network; and
- 1.1.22. **Terminal** means the equipment used by End Users to access the Licensed Service.

Article (2)

Coming into Force and Compliance

- 2.1 This Licence shall come into force on the date of its issuance by the Authority until its expiry date as set out in the Licence.
- 2.2 If the Licensee wishes to renew this Licence, it shall apply for renewal to the Authority not less than one-hundred-eighty (180) days before the expiry of the term

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of this Licence. The Authority shall consider the Licensee's application for renewal and, if the Licensee has complied in all material respects with the terms of this Licence, shall grant a renewal of the term of this license for a further period of ten (10) years from the date of expiry of the term.

- 2.3 The Licensee shall at all times comply with the terms of this Licence, the relevant provisions of the Regulatory Framework in effect at the time, the Frequency Spectrum Authorisation, and all the relevant laws of the State as may be amended from time to time.

Article 3

Licensed Network

- 3.1 The Licensee may install, operate and manage a Public Telecommunications Network comprising of PAMR System, ancillary Telecommunications Apparatus and IoT-specific Connectivity as authorized by the Authority. The Licensee may also install and use wireless broadband for their own network and use only.
- 3.2 Prior to making significant modifications or additions to the Licensed Network or to any stored commands or protocols contained in it, the Licensee shall apply to the Authority for approval to make such modifications or additions. The application for approval shall provide the Authority with full information regarding the proposed modifications and/or additions and the effect of such modifications and/or additions in the State. The Licensee shall not implement the proposed modifications and/or additions until the Licensee complies with the requirements of any competent authority responsible for public interest, safety and national security and the Authority has granted approval in writing.

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- 3.3 The Licensed Network including all Telecommunications Apparatus shall conform to the technical specifications for networks and equipment including for the use of Radio Frequency, as may be set out in the Regulatory Framework in effect at the time.
- 3.4 The Licensee shall obtain all necessary Licences and permits as may be required to build, modify and remove any construction in accordance with the relevant laws in the State.

Article 4

Licensed Services

- 4.1. The Licensee is authorised to deploy the Licensed Network to provide the following telecommunications service in the State:
- 4.1.1. Voice and data PAMR Services; and
 - 4.1.2. IoT services.
- 4.2 The Licensed Services, as listed in Article 4.1, may be provided only to the Mission-Critical Services Sector in the State for Mission-Critical Services for the purpose of enhancing security and safety only.

Article 5

Fees

- 5.1 The Licensee shall pay an annual Licence fee of AED 100,000 (one hundred thousand UAE Dirhams).
- 5.2 The annual Licence fee shall be paid in full on each anniversary date of the Licence.

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5.3 The Licensee shall pay Frequency Spectrum Authorisation fees and numbering fees as applicable and as required by the Authority.

Article 6

Universal Service Obligations

The Licensee shall fulfil its universal service obligations as specified in the Regulatory Framework in effect at the time.

Article 7

Commencement of Service

(Not Used)

Article 8

Subcontracting

The Licensee may subcontract the provision of any or all of the Licensed Services and the installation, operation and management of the Licensed Network to an Affiliate or another person (or otherwise arrange for those activities to be conducted by the Affiliate or another person on its behalf), with prior written approval of the Authority, provided that the Licensee shall continue to be fully liable for any obligations set out in this Licence or imposed on the Licensee pursuant to the Regulatory Framework in effect at the time, whether in relation to the provision of the Licensed Services, Licensed Network or otherwise. If the Affiliate is and remains wholly owned by the Licensee, the prior written approval of the Authority shall not be required, provided that the Authority is notified of such arrangements.

Article (9)

General Obligations

- 9.1 The Licensee shall:
- 9.1.1 comply with all emiratization policies in the State;
 - 9.1.2 maintain its books of account and financial statements in accordance with the accounting standards and principles generally applied in the State;
 - 9.1.3 ensure that its books of account are audited annually by an independent firm of auditors registered in the State;
 - 9.1.4 submit two (2) certified hard copies and one (1) softcopy of its annual financial statements to the Authority within four (4) months of the end of each financial year; and
 - 9.1.5 preserve its financial records and books of account for a period of ten (10) years after the end of each financial year.
- 9.2 The Licensee's financial year for purposes of maintaining its accounts shall start in January and end in December each year.
- 9.3 The Licensee shall provide information to the Authority on request and in the manner directed by the Authority, which may include any document, accounts, records, commercial agreements entered into with Customers/Other Licensed Operators or other information specified in a notice where such information may be required by the Authority for the performance of its functions.

Article (10)

Inspection and Monitoring

The Licensee shall permit the Authority or its authorized agent to have access to any premises of the Licensee and to inspect any Telecommunications Apparatus or relevant documents including accounts or other records at any time, to ensure compliance with the provisions of the Licence and the Federal Law by Decree No. (3) of 2003, its amendments, Executive Order and the Regulatory Framework in effect at the time.

Article (11)

Standard of Conduct

The Licensee shall not use or knowingly permit the use of the Licensed Network or the Licensed Services for any purpose that violates this Licence, the Federal Law by Decree No. (3) of 2003 and its amendments or any other applicable laws or the Regulatory Framework in effect at the time. The Licensee shall endeavour to take all reasonable action to ensure that the Licensed Network and the Licensed Services are not used for any such purposes.

Article (12)

Applications for Approvals and Authorisations

The Licensee shall apply to the Authority for type approval, Frequency Spectrum Authorisation, IoT Service Registration Certificate³, and number authorisation, where applicable in accordance with the Regulatory Framework in effect at the time and any procedures specified by the Authority for the authorised use specified in Article 4. The

³ As defined in “Internet of Things (IoT)” Policy.

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Licensee shall comply with the terms of any approvals and/or authorisations issued to the Licensee by the Authority.

Article (13)

Relationship with Customers

The Licensee shall in its dealings with Customers, act promptly and in a transparent manner. The Licensee shall not unduly discriminate against similarly situated Customers and shall generally deal with Customers in accordance with the Regulatory Framework in effect at the time.

Article (14)

Dispute Resolution

Where a dispute remains unresolved between the Licensee and Other Licensed Operators or between the Licensee and a Customer or where a complaint is referred directly to the Authority, the Authority may resolve the dispute in accordance with the Federal Law by Decree No. (3) of 2003, its amendments, Executive Order and the Regulatory Framework in effect at the time. In all cases the Licensee shall cooperate fully with the Authority for the resolution of such disputes.

Article (15)

Implementation of Charges, Conditions and Provisions of Public Services

In accordance with the Regulatory Framework in effect at the time, the Licensee shall make publicly available the charges for its Licensed Services and terms and conditions on which Licensed Services are provided.

Article (16)

Emergency Services and CLI

- 16.1 The Licensee shall provide an Emergency Call service in accordance with the Regulatory Framework in effect at the time.
- 16.2 The Licensee shall, as set out in the Regulatory Framework in effect at the time comply with any requirements by the Authority to transmit Caller Line Identification (CLI) and shall co-operate with Other Licensed Operators to enable them to transmit CLI as required in that direction, guideline or rule.

Article (17)

Continuity of Service

- 17.1 The Licensee shall not intentionally interrupt the operation of the Licensed Network or provision of the Licensed Services without first notifying the Authority in writing and giving reasonable notice to Customers. The notice shall indicate the time during which the interruption will take place.
- 17.2 The Licensee shall not cease to provide Licensed Services without an express written approval of the Authority.

Article (18)

Interconnection and Access

Access to, or interconnection of the Licensed Network to, the networks operated by Other Licensed Operators and the resolutions of any disputes regarding interconnection and/or access shall be governed by the Federal Law by Decree No. (3) of 2003, its amendments, Executive Order and the Regulatory Framework in effect at the time.

Article (19)

Competition

The Licensee shall comply with the rules regarding anti-competitive conduct as set out in the Regulatory Framework in effect at the time.

Article (20)

Public Emergency, Public Interest, Safety and National Security

- 20.1 In case of Public Emergency, the Licensee shall comply with any directions as the Authority or other competent authorities may issue in case of public emergency on matters relating to work or ownership of the Licensee.
- 20.2 The Licensee shall comply with any directions as the Authority or other competent authorities may issue from time to time on matters relating to public interest, safety and/or national security. The Licensee shall maintain calling party/called party details and subscriber information in accordance with any measures issued by any competent authority responsible for public interest, safety and national security. The Licensee also undertakes to install at its own expense any equipment required

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to allow access to its Licensed Network and/or the retrieval and storage of data for reasons of public interest, safety and national security as per directions issued by the Authority or other competent authority. This obligation shall extend to the provisioning of the facilities terminating at the stipulated premises of competent authorities and shall be provided in accordance with the directions provided by the competent authorities without charges of any kind. Furthermore, the Licensee shall undertake to not provide any services which do not meet the requirements of any competent authority responsible for public interest, safety and national security.

- 20.3 The Licensee shall comply with any direction from the Authority or any competent authority requiring it to allow any authorized person by the Authority or any competent authority to assume full or partial control of the Licensed Services and/or the Licensed Network. Any such direction shall be in writing.

Article (21)

Access to Land

- 21.1 The Licensee shall have access to and use of public and private land with the coordination with the local and federal competent authorities in accordance with the provisions of the Federal Law by Decree No. (3) of 2003, its amendments, Executive Order and Regulatory Framework in effect at the time.
- 21.2 The Licensee shall comply with the directions of the Authority or any other competent authority in relation to the protection of the environment.

Article (22)

Amendment of Licence

- 22.1 Every request for an amendment of the Licence by the Licensee shall be made by an application in writing and stating the following:
- 22.1.1 the particular conditions which are requested to be amended; and
 - 22.1.2 reasons for the request.
- 22.2 The Authority shall consider the request and may seek further information if necessary before deciding whether:
- 22.2.1 to amend the Licence;
 - 22.2.2 not to amend the Licence; or
 - 22.2.3 to amend the Licence but with modifications.
- 22.3 Amendment initiated by the Authority shall be by way of the following process:
- 22.3.1 draft notice of proposed amendment (which may include a variation, revocation or addition to the conditions of the Licence) and reason for amendment to be given by the Authority to the Licensee; and
 - 22.3.2 the Licensee shall be given a reasonable time to respond.
- 22.4 The Authority shall consider the response of the Licensee before deciding whether:
- 22.4.1 to amend the Licence;
 - 22.4.2 not to amend the Licence; or
 - 22.4.3 to amend the Licence but with modifications.

Article (23)

Breach and Penalties

- 23.1 The Licensee shall be subject to penalties as provided in the Federal Law by Decree No. (3) of 2003, its amendments and Executive Order, if the Licensee fails to comply with any of the following:
- 23.1.1 any obligation under the Federal Law by Decree No. (3) of 2003, its amendments and the Executive Order;
 - 23.1.2 any obligations within the provisions of the Licence; or
 - 23.1.3 any obligations contained in the Regulatory Framework in effect at the time.

Article (24)

Force Majeure

- 24.1 The Licensee shall not be in breach of any condition of this Licence if its failure to perform results directly from force majeure. Force majeure shall not include the insolvency of the Licensee, or the inability of the Licensee to meet its debts or other financial obligations.
- 24.2 The Licensee shall notify the Authority immediately on the occurrence of any event of force majeure giving the anticipated effects of the force majeure and the expected duration, and steps to be taken by the Licensee to mitigate the effects if possible.

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Article (25)

Language

The Arabic language version of the Licence is the binding version. However, an official English Language version has been prepared for guidance and assistance in interpretation of the Arabic language version.