TRA

Telecommunications Regulatory Authority

هيئة تنظيم الاتصالات

United Arab Emirates

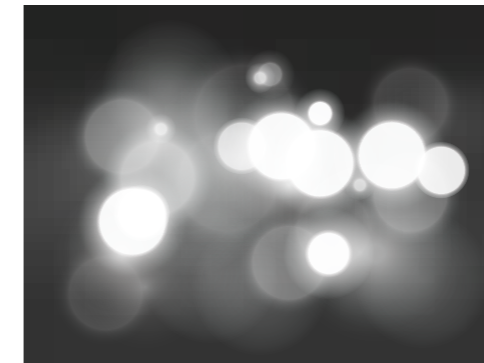# ANNUAL REPORT

TELECOMMUNICATION REGULATORY AUTHORITY

2014

Contain

@THEUAETRA
www.tra.gov.ae

Our Vision, Mission
Corporate Values

The UAE is a global leading country in ICT.

Our Vision

Our Mission

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

Corporate Values

Pioneering: We nurture innovation and creativity, assume leadership and effectively influence the support and development of the Sector.

Customer Service: We strive to improve our customers satisfaction through our commitment to the continuous improvement and development of the quality of our services.

Empowerment: We endeavor to empower our employees in decision-making and participation in achieving our goals within inspiring work environment.

Collaboration: Collaborating & Working constructively with the concerned people to develop and implement work mechanisms (internally and externally).

Commitment: We are committed towards our responsibilities to the State in providing the best technology for the Sector.

Mohamad
Ahmad Al-Qamzi

TRA Chairman Message

An old Chinese proverb says: «An ounce of gold can't buy you an interval of time" which means time is more precious than gold. And those who lead a busy life firmly believe that time is the most valuable and precious resource human beings own.

At this critical moment and as we say goodbye to the past year and welcome a new promising year, we look forward to a new chapter as we observe this great national workshop around us with a high sense of pride about the blessings that God granted our beloved country especially being led by great people who taught us since the dawn of the union, the art of chasing time to achieve success. They were and are still a source of inspiration for their own people and the whole world which makes the UAE experience a beacon and shining example on achieving great milestones within relatively short time frames.

The magnificent union journey represents a great epic that tells the story of human triumph over time, while the story of the TRA is actually a minimized picture of this great national epic as it succeeded during around a decade of time to establish itself to become a vital element of the development sustainability and the progress achieved on economic and social levels in the UAE.

The year 2014 witnessed many important strategic achievements at the global, regional and national levels, which have left a profound impact in reinforcing the prestigious and unique position occupied by the UAE ICT sector. These achievements have highlighted the critical role played by this sector in promoting the global presence of the UAE and its vital role in international efforts and initiatives that serve the objectives of sustainable development, which is one of the most fundamental pillars in the work of the International Telecommunication Union (ITU).

We were able while leading the national team participating in the ITU Plenipotentiary Conference in South Korea, to win the membership of the ITU Council for the third time in a row, in addition to the membership of the Radio Regulations Board and we became the region's first country to achieve this important milestone and outstanding achievement. This clearly reflects the strong ties between the TRA and the members of the ITU Board which came as a result of the constructive initiatives we made on behalf of the UAE over the past ten years, starting from founding the TRA in 2004.

At the national level, the TRA was able to implement many vital initiatives and huge projects falling within the scope of the UAE Vision 2021 set by our wise leadership in order to improve the standards of quality and excellence in services provided to facilitate the lives of customers and exceed the concept of satisfaction reaching to customer happiness where the happiness index has become a key part in evaluating all services. This requires us to continue our efforts in order to develop and support the necessary infrastructure in accordance with the conditions and criteria set for each project, and then build work teams and hire national cadres who are qualified academically and administratively to take over all the tasks and responsibilities assigned to them and to ensure a smooth and excellent

performance to achieve the desired objectives of these projects. Moreover, the launch of the UAE Electronic Federal Network project was a milestone in the process of transformation towards the provision of smart services by the UAE government entities. The FEDnet provides an advanced and integrated infrastructure necessary to achieve interconnection between local and federal entities and provide a practical, low-cost and more effective solution in all aspects relating to data management, maintaining privacy and enhancing security and safety standards. In the same context, and in order to promote creativity at the level of government entities in the UAE, the TRA launched the mGovernment centre of Digital Innovation (CoDI) which started training the ICT sector staff and officials in the federal and local government entities in order to build a national human capital capable of successfully accomplishing the UAE mGovernment transformation process. During 2014, the centre succeeded in hosting 67 remote training sessions as well as 25 onsite training courses across the UAE with participation of more than 1,083 trainees from various government entities.

Being the statutory body responsible for the regulation of ICT sector in the country, we are working on reviewing and developing the laws and regulations so that they become the sole guarantor and unified reference for all matters relating to the organization and control of working mechanisms and the relationship with certified service providers in the UAE. We would like to stress that we give this subject high priority in order to ensure having a fair competition between various companies where quality standards are key in attracting customers, which serves as an incentive for innovation and creative ideas and supports this vital sector and contributes in enhancing its international status.

In the TRA, and through the formation of several national work groups and our collaboration with the Prime Minister's Office, we were able to reach new heights in the transformation process towards the mGovernment project launched by H.H. Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai. The projects of the FEDnet and the Center of Digital Innovation (CoDI) and the mGovernment training program represent fundamental pillars capable of advancing this huge project.

And in order to spread the innovation culture in all work aspects and stages, and because we strongly believe in the importance of developing and attracting Emirati talent to work in this vital sector, the ICT Fund, through "Be›tha" scholarship program, offers a number of scholarships for Emirati citizens to pursue their studies in the UAE or abroad and the number of grant beneficiaries has reached 333 students this year.

I firmly believe in the importance and role of each and every member of the TRA team and his/her ability to enrich the work culture in this leading national entity. And I would like to take this opportunity to thank every one of you for all the efforts that contributed to the success and excellence we achieved today. And I completely appreciate the great determination of all of you to give more and contribute in reinforcing the position of our beloved country. Thus, I urge you all to intensify your efforts and the team spirit we share and create a positive and

dedicated work environment so that we can reach our goals set out in the work strategy for the coming years.

Hamad
Al Mansoori

TRA Director General

Every time we bid farewell to a year and get ready to welcome another, we open a new page and hold our pens to draft new achievements. The best thing about our beloved country is that its love always fuels us to achieve more, and its limitless ambition inspires us all to believe that the sky is our limit. We must keep our eyes on the target which is elevating UAE competitiveness, and in order for us to achieve this goal we must learn from our mistakes and commit to not deviating from our wise leadership's vision.

I would like to seize this opportunity to extend my sincere gratitude to all TRA employees for their solid sense of belonging to their country and wise leadership and for their devotion to TRA values and principles, particularly, the communication and interaction, empowerment, and customer service values, as implementing these values yielded a remarkable success.

Our team spirit and the support that we provide to each other were the key factors of our success in bringing our organizational values to life. This collaborative spirit doesn't conflict with our need for a positive competition that is fueled with a strive for excellence. We must also continue developing creative talents in a way that enables them to grow and flourish.

Our wise leadership's strategic vision is guiding our path towards elevating the UAE ICT sector. This direction is based on two main criteria that revolve around the quality and type of the services provided, and their ability to keep up with the rapid changes and developments that ICT is witnessing globally.

In this regard, the transformation from Smart Government to mGovernment contributes effectively to making people's lives easier by enabling them to complete all government transactions through using smart applications. These efforts come in the framework of the directives of H.H. Sheikh Mohamed Bin Rashid Al Maktoum, UAE Vice President, Prime Minister, and Dubai Ruler, of launching the mGovernment. H.H. Sheikh Mohamed Bin Rashid launched the initiative during last May, and since then, we have been using the mGovernment as the guiding light for all our efforts.

The role that TRA is playing in contributing to accelerating the UAE development's velocity and building a knowledge based economy reflects the prominence of TRA to the UAE Government's roadmap. We pride ourselves for our efforts in this area, as they are all exerted by creative Emirati caliber who realize the vital role that ICT plays in building the development infrastructure and achieving the mGovernment transformation.

We are working tirelessly to protect the subscribers' interests, and launch initiatives that encourage investments, innovation, development and education. We are committed to our social responsibility as we always implement the most premium international standards in supervising and regulating the sector. We harvested the fruits of our efforts when UAE acquired the first position in the Arab Region according to the Network Readiness Index (NRI) and ranked 23rd internationally according to a study that was conducted by the World Economic Forum recently.

When it comes to the national domain (.ae), we witnessed a notable increase in the number of registrars as it exceeded 170,000. This figure positions UAE as the first in the region for the number of registrations within the nation's respective range. We are almost done with accomplishing one of our greatest projects that will achieve a quantum leap in the UAE Government's performance which is the mGovenrment transformation. We are also too close to finalizing linking all Federal Governmental Entities to one network (FEDnet). We will witness soon the launch of numerous initiatives that will enhance the network significantly and will play a major role in handling customer complaints.

TRA is exerting immense efforts to support the Emiratization policy which is a strategic priority to achieve the goals of 2021 vision. We are training and developing national capacities according to a clear vision that the Center of Digital Innovation (CODI) and ICT Fund are implementing. CODI aims at encouraging innovation and elevating government performance, in addition to elevating UAE global competeness. ICT Fund is also striving to encourage national caliber to join the ICT sector as it is one of the vital enablers for the sustainable development. ICT Fund embarked on an ambitious journey of exploring and developing

national capacities, in addition to enabling them to achieve qualitative accomplishments by arming them with the required knowledge to compete globally.

In conclusion, I would like to affirm that we are on our way towards a brighter future that is inspired by our wise leadership, and that we are aware that the development that we are witnessing today was just an idea and a dream yesterday. Therefore, I am directing this word to TRA family members and I want to assure them that their ideas will shape tomorrow's achievements.

I would like to express my gratitude for your tireless efforts to achieve our strategic vision and contributing effectively to elevating the ICT sector's competitiveness at a local, regional, and international level.

Overview

It can be said that 2014 was a year of international achievements for the Telecommunication Regulatory Authority in the United Arab Emirates, where the authority has reaped the fruits of its work and plans throughout the previous years. The beginnings date back specifically to 2006, which saw the election of the state represented by the Authority for membership of the ITU Council for the first time, and then successive achievements followed by reflecting the leading role of the authority in hosting the major international events organized by the International Telecommunication Union. Perhaps hosting three of them in 2012, which was considered a case that never took place for over the 150 years of age of this prestigious international organization, is a proof of the Union's senior management trust in the Authority. This has coincided with a significant development in the authority's role at the regional and international level especially after its leadership of the action Gulf and Arab teams in charge of preparing for the work of international conferences, and providing a vision as well as strategic action plans regarding the work papers to be suggested and discussed during these conferences and international forums while working at the same time on how to provide the necessary support for the draft resolutions related to communications and information technology sector in the Arab region on the one hand and to issues of relevance on the international and humanitarian aspect on the other hand. The topics included supporting youth and empowering women through giving them greater and more effective tasks in the Union and the Global Telecommunication and Information Technology sector.

ICT Fund
Information & Communication Technology Fund

صندوق تطوير قطاع الاتصالات وتقنية المعلومات
Information & Communication Technology Fund

Aiming to achieve gradual and tangible development in UAE ICT sector, the General Authority for Regulating the Telecommunications Sector (TRA) launched ICT Fund during 2008.

ICT Fund aims to provide financing and advisory services to companies, institutions, and individuals to enable them to enrich the information and telecommunication capital that UAE enjoys through research and scientific knowledge. ICT Fund also provides commercial viability to projects and initiatives

Aiming to advance innovative technical development in UAE, the fund strives to elevate the standards of UAE ICT initiatives and projects and enhance communication between the sector and academia to encourage national caliber to join the research and technical development fields.

ICT Fund also aims at positioning UAE as an ICT pioneer in the Middle East through enabling and adopting sustainable innovation. ICT Fund believes that investing in creative initiatives and ideas that contribute to the intellectual growth of the sector will play a major role in realizing the aspired global position for UAE.

Scholarships Program
After evaluating the present standing of the national human capital that is specialized in ICT, TRA launched the scholarships program to sponsor thousand distinguished student to pursue their studies and achieve their academic goals. By the end of 2014, the number of sponsored students reached 610.

A study on digital literacy levels
In order to develop human capital and develop their skills, ICT Fund supported a study on the digital literacy levels in UAE and its development opportunities. The study evaluated the digital literacy levels across the UAE as well the curriculum

and educational facilities. A more comprehensive study was also conducted with the aim of understanding and analyzing the availability of digital literacy programs in the country for teachers, the elderly and people who are facing learning difficulties.

Supporting medium sized and small companies
TRA is leading an initiative that aims at researching, studying, and providing recommendations to support small and medium sized ICT projects. These recommendations will contribute massively in launching targeted support programs that provide trainings and strengthen relationships between companies.

Mohammed Bin Rashid Smart Learning Program

The program integrates new technologies with traditional educational tools used in classrooms to make education an interactive and exciting experience for both teachers and students. Teachers will be able to focus on the performance of each student which will contribute significantly to developing their individual capacities and improve their skills. The smart learning classrooms will encompass computers, tablets, and smart boards in addition to other educational systems used currently with the aim of supporting the development process that UAE educational system is undergoing. At the end of 2014, more than 264 school across UAE registered in the program.

Text used in the graph:

Maximizing every learner's potential

Improving participation, attainment and

progression

Motivation

Effective schools that utilize modern technology

Engaging and empowering kids and families

Capacities

Flexible, robust and sustainable infrastructure
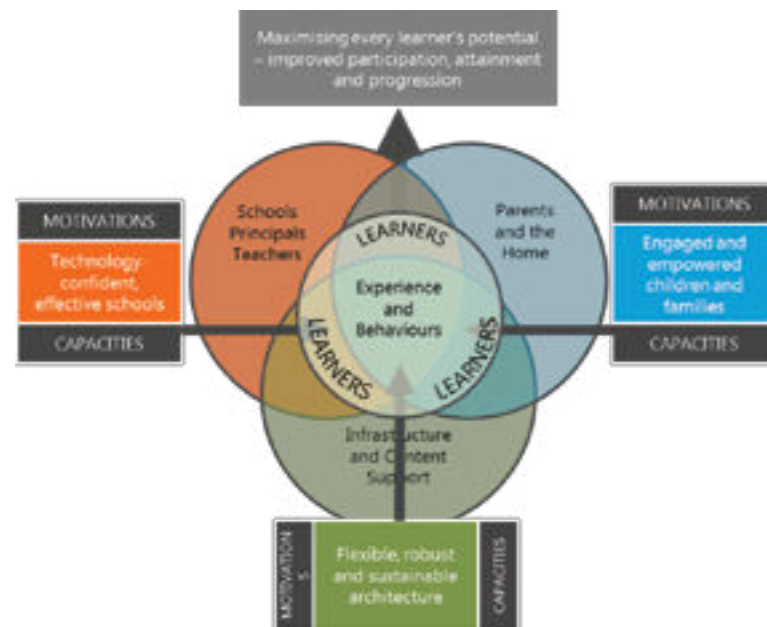
School ,principals and teachers

Parents

and the home

Infrastructure and content

support

Learners

Experience and behaviour

Graph Description: The Smart Learning Program supports UAE 2021 vision which aims ta fortifying the country's global position in knowledge and innovation.

mGovernment's Achievements in 2014

الحكومة الذكية
mgovernment

mGovernment's Roadmap
Aiming to implement the mGovernment's initiative perfectly, TRA formulated an inclusive roadmap that encompasses all significant milestones and includes technical, administrative, regulatory, economic, informational, and awareness aspects.

mGovernment's Guidelines
UAE mGovernment formulated a comprehensive theoretical reference to guide governmental entities toward the realization of the mGovernment transformation.

National Plan
Aiming to elevate customer satisfaction levels, UAE mGovernment strives to provide services specifically designed for its customers. These services embody the mGovernment's mandate which is based on number of key roles. These roles include supporting the cooperative transformation in UAE through providing training, supporting consultancies, in addition to providing and implementing initiatives across UAE.

Supporting mGovernment's position at a local, regional, and international level – Phase One

In the framework of a forethought strategy, UAE mGovernment is adopting a set of smart initiatives that ensure a high level of interactivity between the mGovernment and various segments of the public. These initiatives aim at making UAE mGovernment a role model with accomplishments that reverberate in the region and the world. The project targets creating and implementing a smart strategy to promote mGovernment's services and raise awareness of its goals and messages in UAE at a local, regional, and international level through a series of projects notably:

"mGovernment" TV Program:
Is a weekly TV program that is presented on 15 channels and aims to support all governmental entities in the mGovernment's transformation, in addition to shedding the light on the transformation projects, and the society's cultural change in adopting these smart applications through creative media solutions.

"mGovernment" Magazine
It is a specialized periodical magazine published by TRA and aims at raising awareness of the mGovernment's concepts across various public segments. The magazine highlights the most noted successes and experiences. It also sheds the light on the gaps and possible improvement in the government's websites, services, and applications. Moreover, it strives to communicate customers' opinions coherently with the aim of providing decision makers with the opportunity to take informative decisions, enable more

innovative services, and embody the mGovernment's principles. The magazine is from and for the customers and it is not a one-way communication platform, but an open participation field that is available on the official portal of UAE Government.

mGovernment Portal

The official portal of UAE Government was launched with a new facelift and with a smart devices' version. The portal is considered the main platform for all government services and the comprehensive information source for individuals, companies, and UAE visitors. In addition to the new version, "Sharek" application, a social channel similar to Twitter, was kicked off to enable users to follow specific topics and receive updates on the topics that interest them. The new version implements the new Gamfication system that effectively engages users in interactive activities with the government and among themselves. Needless to say, improving the portal is in line with restless efforts exerted to make UAE the best in the world by 2021.

Monitor and measure governmental entities' commitment to mGovernment's enablers

In light of UAE Cabinet's resolution (3\60 and 1) for 2012 regarding the activation of the mGovernment's initiative, and based on the strategic indicators, the Information and e-Government sector at the TRA was appointed as an enabling entity responsible for evaluating all Federal Government entities that offer services to individuals and businesses and can be transformed into an mGovernment's entity. Based on that, 6 enabling indicators were defined in the strategic planning cycle 2016-2014. These indicators include the percentage of transformation from

smart to mGovernment, the percentage of using smart and mGovernment services, customers satisfaction levels, general awareness levels, government's websites' commitment to websites' quality standards, and mGovernment services' commitment to smart and mGovernment services' quality standards. All indicators aim at reinforcing transformation levels in the UAE.

mGovernment App Store

This project provides a significant platform for promoting mGovernment's applications, raising customers' awareness, and encouraging people to adopt smart services. The store offers important features namely; the location service which works on ordering the applications in accordance with the Emirate in which the customer resides , and the new application alert service to name a few.

UAE Government Entities' Survey Portal

A new survey platform that takes in consideration the best user experience. This platform enables the government to conduct surveys with optimum efficiency starting from the portal to the smart device. Moreover, it extends communication borders between the government and its customers through diversifying channels to enable customers to express their opinions transparently. The platform is designed to support English and Arabic, and it simplifies all complications that we encounter with surveys today. Moreover, it enables the government to monitor its progress and evaluate its performance more efficiently. Additionally, the platform is filled with a pre-defined surveys and offers a set of templates that can be shared among government entities.

## mGovernment Training Program

The program aims at improving the efficiency of government employees and university students in areas such as application development, suppliers' selection, and mGovernment strategic planning. Events vary between seminars, lectures, and interactive laboratories according to the topic that is being studied. Events related to management and strategy are available for non-technical governmental officials who are specialized in mGovernment planning and implementation. Technical events are available for government officials responsible for designing mGovernment's services.

TRA Center of Digital Innovation (CODI)

This center marks a significant milestone in the mGovernment's roadmap and it provides an advanced laboratory to test the effectiveness of government's applications and its compliance with standards and specifications such as the ease of use and security standards to name a few. CODI will be responsible for managing the mGovernment App store and will provide technical consultancies to government entities regarding transforming to mGovernment, in addition to contributing in improving human capacities in this field.

FEDnet

FEDnet comes as an extension to the current electronic government networks like Abu Dhabi and Dubai. This network will serve as an incubator for the electronic hosting center that gathers all Federal Government's data in a tremendously secure environment to ensure durableness and instant intervention in emergencies. FEDnet contributes in strengthening the integration between data bases, systems, and applications to provide better services to customers.
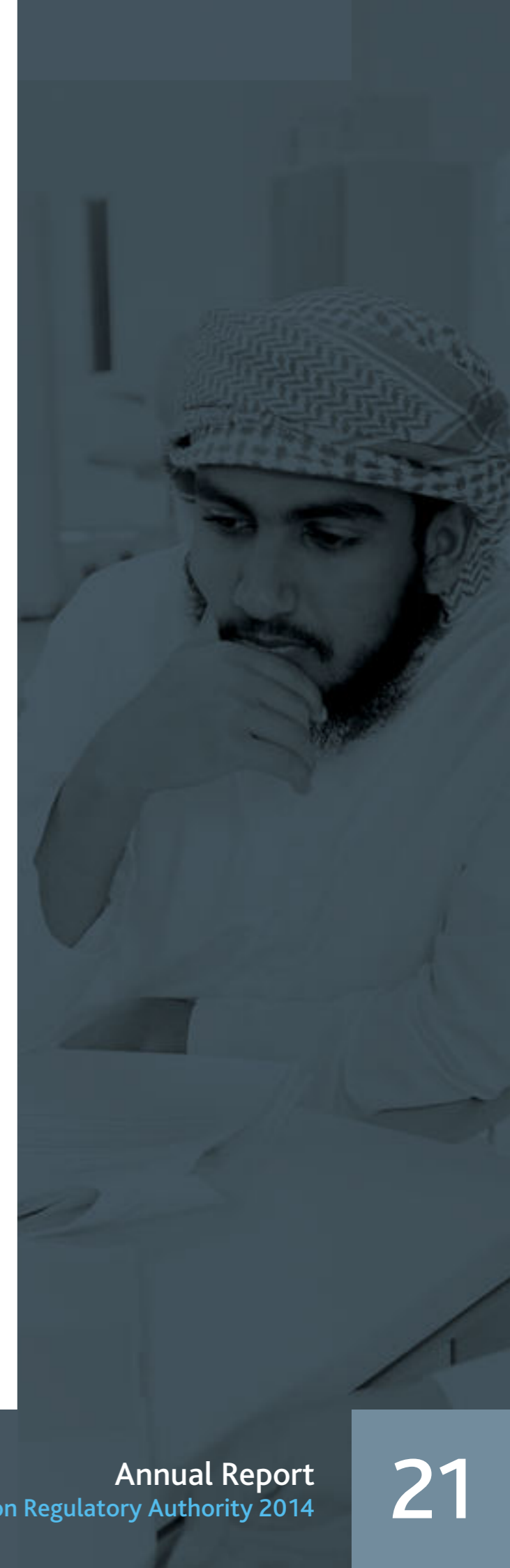
Information &
eGovernment/
mGovernment

The Information & eGovernment/ mGovernment sector is responsible for supporting infrastructure and strategies that drive the e-Transformation process of UAE government entities through the implementation of eGovernment and mGovernment's plans, in line with the Federal eGovernment Strategy, in order to ensure attaining the relevant national indexes and providing the appropriate environment and conditions for occupying the 1st rank globally in the area of electronic/ mobile services.

The Information & eGovernment/ mGovernment sector drafts and implements policies and guidelines for managing the official portal of the UAE government government.ae which adopts the concept of e-participation in an interactive way that encourages individuals and institutions to participate in decision-making process and improve offered services.

The sector also takes charge of a range of central services that represent a fundamental pillar for the electronic and Mobile Transformation Process at the national level. These services include UAE Government Cloud Services, mGovernment training, consulting services, official portal of the UAE government, official UAE mGovernment app store, mobile surveys and other UAE government services.

The Sector also oversees the management of ICT infrastructure and its implementation to ensure compliance with the legislations related to developing and promoting the services sector, in addition to overseeing operating and promoting the national Internet domain names, including «.ae», and (امارات.). The sector also included the UAE Cyber Security Coordination Center which was established in order to facilitate authentication processes, protection, and

response to cyber-security incidents.
The Sector also takes charge of implementing mGovernment initiatives and projects including mainly setting and implementing the UAE mGovernment road map and mGovernment Guide, in addition to a number of projects related to mGovernment including Trusted Services Manager (TSM), mGovernment Innovation Center and overseeing the mGovernment transformation process and many others.

The Information & eGovernment/ mGovernment sector consists of three departments: eGovernment/ mGovernment Operations Department, Development Department, and Policies and Programs Department. Each department is divided into various sections as shown in this report.

First: eGovernment / mGovernment Operations Department

The Information & eGovernment/ mGovernment sector's Operation Management Section is responsible for many vital tasks related to mGovernment infrastructure including mainly the UAE Electronic Federal Network (FEDnet) dedicated for providing a unified infrastructure to deliver mGovernment services for all institutions and individuals in the UAE.

The UAE Electronic Federal Network (FEDnet) is one of the main strategic initiative of the TRA and it provides an infrastructure for the government entities to provide mobile services for dealers in the United Arab Emirates. The Fednet works to enhance the effectiveness, efficiency, reliability and security level in order to provide services and common solutions for both government entities and users in the UAE.

The Federal network also provides a multi-level protection environment that ensures protecting the safety and security of the infrastructure in order to boost the use rates and exchange data among the parties related to the network's cloud.

Infrastructure Management Section
This section is responsible for the central infrastructure that provides support for the FEDnet cloud and enables connectivity among different government entities on one hand, and linking these to the Internet in a secure manner on the other hand.

Cloud Section
This Section handles infrastructure being a service provided by the UAE Electronic Federal Network (FEDnet). This infrastructure comprises a flexible cloud environment capable to meet the increasing demand for computing and storage resources. The center of this section follows up on the work of this service on a daily basis throughout the year.

Application Management section
This Section manages the applications hosted on the Federal Network, which comprise some common systems offered by UAE mGovernment for federal entities such as the e-mail service, online content management, and Portal Content Management.

The UAE Electronic Federal Network (FEDnet) Initiative
The UAE Electronic Federal network (FEDnet) was launched in line with the national plan aimed at providing a shared secure infrastructure and creating an available, convenient and on-demand network access to a shared pool of configurable computing resources for all federal government entities. (e.g., networks, servers, storage, applications,

and services).The project extends over a period of 18 months starting from June 2014 until December 2015.

The main objective of the FEDnet Program is to link all government entities with each other and provide a safe, sustainable and uninterrupted connectivity between these entities through a unified infrastructure.

By strengthening the communication between various UAE federal entities using a single, secure and joint infrastructure, the TRA lays the foundations for implementing the UAE mGovernment initiatives and projects identified in the national plan.

The FEDnet Cloud-Based Infrastructure as a Service (IaaS) was designed to be a virtual and automatic which allows the provision of on-demand services through a common infrastructure in virtual and physical environments by adopting a simpler and more cost effective approach. With this approach, applications no longer need to be linked to specific network server or storage device. Instead, federal entities can utilize, store and harness computing and storage resources which in turn helps to speed up the launch of services and cut the costs.

Scope and duration of the project

The project aims to connect the 42 federal entities.

The project extends over a period of 18 months from June 2014 until December 2015.

Service Level Agreement
Service level agreement (SLA) was developed with the FEDnet operators to manage the service.

Service Level Agreement covers three main areas: service availability, time to fulfil the service request, and time to fulfil change requests.

The SLA's key performance indicators include enhancing the level of service provided to meet the government's expectations and encourage continuous improvement in service.

The FEDnet Services
Connectivity between entities
Government entities can share data safely and benefit from other entities services once they are linked to the FEDnet.

Shared Internet
In addition to cost saving, the design reduces area of exposure to intruders' attacks by limiting the general vulnerabilities and limiting them to only one access point to the Internet through the federal network.

The network was designed to get its internet supply from the two operators to ensure optimum continuity.

Network Operations and systems management center
It is a center available around the clock to monitor the network performance and receive service beneficiaries' requests from government entities.

Shared E-mail
A shared government e-mail service that is flexible and capable to accommodate the growing needs of users.

Cloud infrastructure
This infrastructure is the first of its kind at the government services level in the region and it's supported by electronic link with government entities through the

FEDnet. The cloud infrastructure enables the entities to provide services with minimal launch time and cost through an automated system that allows them to request and use the needed resources like processing and storage units whenever needed.

Information Security Management
The Information Security and Security Incidents Management System is operated by a security operations center dedicated to work 24 / 7, 365 days.

Emiratisation
One of the top priorities of the project after the successful operation of the network is Emiratisation. It was agreed with the service providers of the project that the annual target Emiratisation rates should be (20%) in order to support the Emirati citizen and foster their skills to enable them to work in the project. The rate should reach 100% by the end of the fifth year of the project.

Second: Development Department
The Development Department supervises preparation and implementation of the eGovernment/ mGovernment transformation strategy and plans for the federal entities in the UAE. It supports the implementation of the government›s plan in this area in line with the federal eGovernment/ mGovernment strategy. The department also is in charge of monitoring and measuring the strategic enablers' indicators towards smart government 2014-2016 and providing all kinds of advisory support for the federal entities on the same issue. It also drafts and implements policies and guides for the UAE official government portal management and carries out these policies on various sites and portals under its responsibility including the UAE Electronic Encyclopedia

(UAEPedia), mGovernment portal, bayanat.ae, and the e-participation portal (Sharik.ae). In addition, the department supports the federal government entities to develop and manage their websites in order to contribute to enhancing the mGovernment enablers' indicators and delivering the government›s message to the public through Electronic / Mobile and other channels.

The Development Department is divided into the following sections:

1. Market/Sectors Development Section on eGovernment the of pillars the "Reinforcing TRA: the of objective strategic following the supports Iton focuses it as ",level federal the:

- Monitoring and improving the eGovernment/ mGovernment transformation levels in federal entities;

» By working to raise the level of eGovernment/ mGovernment transformation of government services in the United Arab Emirates and boosting the level of electronic presence of the Federal government entities through following up electronic/ mobile transformation plans of the Federal entities services and monitoring and measuring mGovernment indicators in addition to providing its advisory support of various types for federal entities to ensure achieving the desired results.

- Enhancing Competitiveness of the UAE in the United Nations;

» by working to contribute in enhancing the UAE competitiveness in the field electronic/Mobile government on

the global level and this comes in the context of achieving the national agenda aimed to make the UAE occupy the first rank globally in the field of electronic/Mobile services according to the United Nations e-government index, a partnership is being developed with the UN organization to develop government services in compliance with the e-services index on the internet.

- operations. transformation Mobile electronic/ support to policies and standards the Developing.

» Through performing benchmarking against the best international practices in the field of electronic/ Mobile transformation of the services

- applications and atformspl Developing

» Working on developing electronic platforms / mobile applications designed to contribute in reinforcing the pillars of eGovernment/ mGovernment and support the management's projects and national projects

Department: this of projects Key

- indicators: mGovernment to entities government of compliance the measuring and Monitoring -

» According to the Cabinet Decision no. (1/3/60) for 2012 in regards to approving the Federal eGovernment Plan and Decision no. (315 \ 11 \ 30) for 2013 in regards to activation of mGovernment Initiative and building on the strategic indicators, the TRA monitors and measures the government entities' commitment to the mGovernment Indicators. The initiative aims to raise the level of e-transformation of government services and enhance the electronic lifestyle in the United Arab Emirates.

- The development of electronic and mobile services maturity Index measuring platform

» This initiative is centered on developing an electronic/mobile platform to measure the level of progress achieved by the federal entities in applying the mGovernment enablers and this is done by providing periods of assessment for one or more of the mGovernment enablers, either for all entities or some of them as needed. Then entities will be assessed and reports will be extracted. The system provides the possibility of building and updating the measurement standards models and updating the measures (values) for each standard as well as the calculation equations. The system also allows federal entities to perform self-assessment to find out the current status and pinpoint the points of improvement. In the second phase, the system offers a dynamic report extraction unit and a mobile follow-up panel (dashboard).

about view detailed a with stakeholders and makers decision provide to is system this of aim The development services the and path transformation mGovernment the of situation general the enablers. mGovernment overall the of application besides

Smart government survey:

- It's a new platform for survey that takes into account providing the best user experience, and enables the government to create survey and questionnaires with high efficiency including portal and mobile devices. It also expands the scope of communication with citizens through various channels such as websites and mobile devices and help them express their opinions in a transparent way. This platform was designed in both Arabic and English languages with simplifying all the complexities that are usually found in surveys. It also enables the government to monitor the progress achieved and create reports and compare the performance in an easier way in order to analyze the data more efficiently. In addition, the platform is filled with a pre-determined survey and it also provides a range of templates that can be shared among government entities.

Store app mGovernment:

- The mGov App Store is an important platform for promoting government applications and introducing them to the public, which contributes to increasing awareness on the concepts of mGovernment and encouraging people to use smart services. The mGov App Store provides important features such as the location service that categorizes applications in accordance with the Emirate in which the user resides. Moreover, the application provides notification for new applications released by any government entity in the UAE.

Section: the of achievements and Activities

Achievement 2014	Activity Secondary Service/ Supplementary Service	Initiative/ Program/ Primary Service
The mGovernment Enablers Team and in cooperation with the Office of the Prime Minister reviewed and the enhanced mGovernment Enablers Indicators by comparing to best global practices and standards	Updating the list of mGovernment Enablers indicators	
The mGovernment Enablers Team held introductory workshops on mGovernment Enablers Indicators as follows: The first workshop: Sept 24, 2014 Dubai - Conrad Hotel - 130 attendees representing 42 federal entity Thesecond workshop: March 24, 2014 - Dubai – TRA Office - Representatives from 45 federal entity	Workshop on mGovernment Enablers Indicators for the Strategic mGovernment 2014-2016	Monitoring and measuring the compliance of government entities to mGovernment Enablers indicators
The mGovernment Enablers Team supervised developing a "measurement" system for mGovernment enablers during the fourth quarter of 2014 and it was used in the evaluation process of the first four indicators of mGovernment Enablers which was performed at the end of 2014.	Developing the mGovernment Enablers Electronic Measurement System	
The mGovernment Enablers Team held introductory workshops on mGovernment Enablers Indicators Measuring System as follows: The first workshop: 16 November 2014 Dubai – TRA office 75 attendees The second workshop: 17 November 2014 Abu Dhabi – TRA Office 60 attendees	Awareness workshops on the mGovernment Enablers' Indicators Measurement system for mGovernment 2014-2016	

Achievement 2014	Activity Secondary Service/ Supplementary Service	Initiative/ Program/ Primary Service
The mGovernment Enablers Team supervised developing a "measurement" system for mGovernment enablers during the fourth quarter of 2014 and it was used in the evaluation process of the first four indicators of mGovernment Enablers which was performed at the end of 2014.	Developing the mGovernment Enablers Electronic Measurement System	
The mGovernment Enablers Team held introductory workshops on mGovernment Enablers Indicators Measuring System as follows: The first workshop: 16 November 2014 Dubai – TRA office 75 attendees The second workshop: 17 November 2014 Abu Dhabi – TRA Office 60 attendees	Awareness workshops on the mGovernment Enablers' Indicators Measurement system for mGovernment 2014-2016	
The mGovernment Enablers Team conducts follow-up on the electronic/ mobile transformation plans for the key services offered to individuals and businesses by 42 federal government entities and assessing their commitment to these plans and prepared reports with the needed recommendations	Constant follow-up on the work of federal entities and the electronic/ mobile transformation plan for all its services	Monitoring and measuring the compliance of government entities to mGovernment Enablers indicators
The mGovernment Enablers Team provided advisory support to all federal entities on mGovernment Enablers as follows: * Holding individual meetings with each Entity to explain the mGovernment Enablers Indicators in detail and discuss ways to meet these standards requirements * Communicating with these entities on a regular basis through various communication channels and providing advice	Advisory Support for federal government entities	

Achievement 2014	Activity Secondary Service/ Supplementary Service	Initiative/ Program/ Primary Service
The mGovernment Enablers Team supervised the process of "zero" evaluation of the mGovernment Enablers Indicators used in the mGovernment 2014-2016 strategy during the months of November and December 2014	Evaluating mGovernment Enablers Indicators for 2014	
The mGovernment Enablers Team prepared reports on the commitment of the federal entities to the mGovernment Enablers Indicators for 2014 with proposing recommendations and highlighting the improvement points for each federal entity individually (a total of 42 a detailed report)	Preparing Reports on mGovernment Enablers for 2014	
Workshop for all federal entities on 03/09/2014 In order to develop a plan for improving UAE Government electronic presence according to international standards adopted in the evaluation process by the United Nations Department of Economic and Social Affairs (UNDESA) and providing recommendations and consultancy.	Drafting and implementation of a joint action plan with the United Nations to improve the 2016 index	A joint action plan with the United Nations
* Date: September 15, 2014 * Location: Prime Minister's Office Attendance-8 people * Date: September 29, 2014 * Location: Prime Minister's Office Attendance-4 people * Date: October 8, 2014 * Location: TRA Office Attendees 20 people Invitation sent to federal entities to attend the workshops * Date: October 29, 2014 * Location: The Ministry of Higher Education and Scientific Research Attendees- 10 people	Presenting the smart survey on federal entities	Smart Survey Workshops

Electronic Portals Management Section

It supports the following strategic objective of the TRA "Promoting an electronic lifestyle in the UAE" through:

- Developing the official portal of the UAE Government to occupy the first rank globally.
- Managing the relationship between mGovernment and its dealers through social networking channels promoting e-participation;
- Providing a government content that's precise, clear and thoughtful serving the government's mGovernment message and its strategic vision.

Below a review of the most important portals managed by the section:

1. The official portal of the UAE Government (government.ae)

His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, launched the official portal of the UAE Government in May 2011 to provide a comprehensive framework for displaying all the services provided by local and federal government entities and the unified source of information about these services and the entities that provide them. The Portal offers its services to the three categories of the public: individuals, businesses, and visitors. It also includes an interactive map of the UAE important sites and attractions, and a section for the various events, exhibitions and conferences and links to various local and federal government entities sites.

2. The UAE eParticipation portal Sharik.ae

The UAE Government gives high priority to the views and opinions of various members of the society when drafting its policies and taking decisions. In this context, the official portal of the UAE government launched e-participation portal Sharik.ae which includes all open channels with customers, such as the government's accounts on social media platforms, the government's forum, discussion forum, live chat and the traditional channels of communication such as e-mail.

3. Bayanat.ae Open Data Portal

Data has a significant presence and impact in today's world where people produce every day huge amounts of data that can be analyzed and transformed into solutions, programs and useful applications. The UAE e-government was keen to develop "Bayanat.ae" data portal which includes links to sources of UAE government data and reusable open data documents.

4. The UAEpedia.ae

It is a project from the UAE and about the UAE, an online library dedicated for comprehensive information about UAE from various sources available, and represents a national resource about the UAE in all fields. The UAEpedia is based on participatory content, where the various UAE entities provide content in their relevant area. The UAEpedia includes special pages for the famous UAE figures and a section for video and another for Emirati pictures. This project comes within the efforts to promote national identity and enrich the Arabic content.

Achievement 2014	Activity Secondary Service/ Supplementary Service	Initiative/ Program/ Primary Service
The TRA organized the "Arabic Content: Our language, our identity" forum in cooperation with the Emirates Publishers Association to commemorate the World Arabic Language Day on December 18, 2014 in the presence of all federal, local and private entities.	Celebrating World Arabic Language Day	"Arabic Content: Our language, our identity"
On October 15, 2014 during GITEX at the mGovernment stand, Dubai World Trade Centre	The test launch of 2nd version of UAEpedia website and application	A workshop about UAEpedia
Highlighting the contributions of the UAE mGovernment and TRA in supporting the Arab content through cooperation with federal entities to enrich the UAEpedia by making it the first base of comprehensive information about the UAE from various available sources. 18 Federal government entities in attendance December 25, 2014, TRA Office in Dubai	Training concerned parties on the UAEpedia and its mobile application	A workshop on using UAEpedia website and mobile application

Promoting the status of UAE mGovernment locally, regionally and globally

There is a critical need to highlight the achievements of the UAE in the field of smart transformation because it's very important in order to reinforce the UAE's leading position regionally and globally.

Hence it was really important to launch an integrated and intricate initiative that strengthens the country's position locally, regionally and globally, promote smart services, spread awareness on the concepts of smart community, information society and knowledge economy, promote innovation, entrepreneurship and creativity culture, and highlight the initiatives and projects that fall within the mGovernment strategy.

This was applied through the following:

The "Smart Government" TV program
This program is the first of its kind and it is dedicated for highlighting the national developments and progress in mGovernment project and the activities of the federal and local government entities in this regard. It's a weekly program aired on 11 local and regional television channel, and its run three times on each channel which makes it go on air 33 times each week.

The program includes news segments and field investigations and surveys to gather public's views and experiences with the UAE mGovernment. It also highlights the relevant international experiences and presents interviews with decision-makers in the UAE government entities.

The mGovernment Magazine
The mGovernment Magazine was launched to provide a magazine that represents and tells the story of the UAE ICT sector in general, and the UAE mGovernment in particular. The magazine is issued on a weekly basis, and is being distributed on two tracks; the first track includes government entities and semi government institutions, and the second track is for public distribution on individuals. Distribution has been expanded to include GCC at this stage.

The magazine sheds light on mobile applications launched by government entities from time to time, and presents users views on these applications. It also includes sections such as global and local news, specialized reports, and field investigations and interviews.

The mGovernment Magazine has an electronic version in the form of a Web portal that includes all the material published in the paper version, in addition to the daily developments and important issues that arise from time to time.

Third: Policy and programs Management Department
The Policy and programs Management Division is responsible for the development and implementation of policies and regulatory frameworks related to the UAE ICT sector on the national level, including Internet domain names, cyber security, and internet access management. The division is composed of three main sections:

National Doman (.ae) Section: Responsible for supervising, operating and promoting the national Internet domain names, including the ".ae" and ".امـارات"

ICT Policies, Planning and Technology Section: It focuses on research and development policies and efforts of developing and promoting the ICT sector. In addition, it follows up on Internet Governance policies compliance, Access Management, Internet resources, domain names, data protection, and privacy.

The United Arab Emirates Computer Emergency Response Team (aeCERT): It is the coordination center dedicated for cyber security in the UAE. It was established in order to facilitate authentication, protection operations, and response to incidents related to cyber-security on the Internet.

Standards, Policy and Planning Section
This section focuses on the study and research and development efforts and policies for enhancing the UAE ICT sector in addition to monitoring compliance with Access and Internet Governance strategies, internet resources, domain names, data protection, privacy, and encryption. The Section is also in charge of supervising all initiatives related to the ICT sector governance including internet access points. The Section also drafts and implements domain names initiatives including (e-health, e-justice, etc.), and supervises its implementation through coordination with government entities.

Key Project of this Division:

UAE Data Centers Standards:

- A guide was prepared about the UAE data centers standards including mainly the most important criteria that should be applied in these centers and also used in the government sector and its evaluation mechanism. The guide was accomplished and finalized in preparation for its launch.

Broadband Speed Test:
- The broadband performance test initiative was launched by the TRA in 2011 in collaboration with the licensees. The initiative mirrors TRA devotion to promote an intelligible environment through allowing internet users to test their internet connectivity speed provided by their internet service providers. In 2014 the program which provided by the service provider in collaboration with the licensees was upgraded to a new version and this was done on two stages, to have a successfully updated program that gives more accurate results for the tests, and supports high-speed broadband offered by service providers to their customers.

- The number of uses of the service during 2014 reached 1,162,918.

Internet access system maintenance:

During 2014, the below was tackled:
- Identifying all technical problems in the system and resolving them.
- Identifying system upgrade requirements in accordance with the emerging changes on Internet access procedures.
- Renewing the contract with the developer to implement the upgrade requirements.

Workshops:
- Various workshops were organized and hosted in collaboration with partners

from the public sector in order to accelerate and improve internet related complaints solving procedures where an integration was accomplished with these entities using an automated system for dealing with complaints;
- Various workshops were prepared and hosted in collaboration with leading Internet Service Providers in order to deal with violations and protect Internet users in the country.

Verifying government accounts on the Internet
- An initiative was launched to verify government accounts on Facebook.
- Verification of government accounts on Twitter was continued where 50 government accounts were verified.

Internet Access Procedure:
- 7527 complaints related to websites violations were handled in 2014 to where threats were eliminated to protect Internet users in the country;
- 470 user sites used for phishing mail were dealt with where danger was eliminated to protect users in the country. Phishing attempts were varied including stealing accounts, credit card numbers, or sensitive and private users' data;
- 9 applications that violate users' privacy were dealt with.

A study on social media websites
- A study was performed including general information on regulating internet and the laws applicable to Internet service providers in the UAE. The study also tackled a number of social networking websites where abuse reporting procedures provided by these sites were reviewed in addition to drafting a simplified instructions and guidelines for users on how to use these procedures.

International Participations
- Representing the UAE in the ICANN's Governmental Advisory Committee;
- Preparation and coordination for an international visit of the GCC delegation aimed at developing relations with the world's leading Internet companies;
- Representing the UAE in the meetings of the Arab Domain Names (.arab) and ("عـرب.") Steering Committee.
- o Presidency of the GCC Committee for services provided through the Internet applications and hosting its meetings.

Initiatives

Projects/Missions
'eBiz SOS 2014' Workshop (April 20, 2014) Organizing a workshop on ways to reach customers and identifying the role of the Authority in providing a secure and protected operating environment that allows customers to accomplish their transactions and business operations.
eBiz Connect' Workshop (June 4 2014) Organizing a workshop on ways to reach customers and identifying the role of the Authority in providing a secure and protected operating environment that allows customers to accomplish their transactions and business operations.
'eBiz ePayment' Workshop (November 24, 2015) Organizing a workshop on ways to reach customers and identifying the role of the Authority in providing a secure and protected operating environment that allows customers to accomplish their transactions and electronic operations.

Other initiatives
White papers and statistics related to electronic transactions and e-commerce in the UAE during the first and second quarters, and Mobile Phone data during the last quarter of 2014.

Workshops
A series of workshops aimed at promoting competitiveness and growth of e-commerce through taking necessary steps towards introducing all aspects related to electronic transactions and e-commerce in the UAE and facing the current challenges and enhancing the customer's confidence in the digital economy.

- Summary of eBiz SOS Workshop (April 20, 2014)
- April 20, 2014, TRA, Dubai Office

eBiz SOS Workshop

Total Registration: 64
Total Attendees: 43
Total Feedback: 18
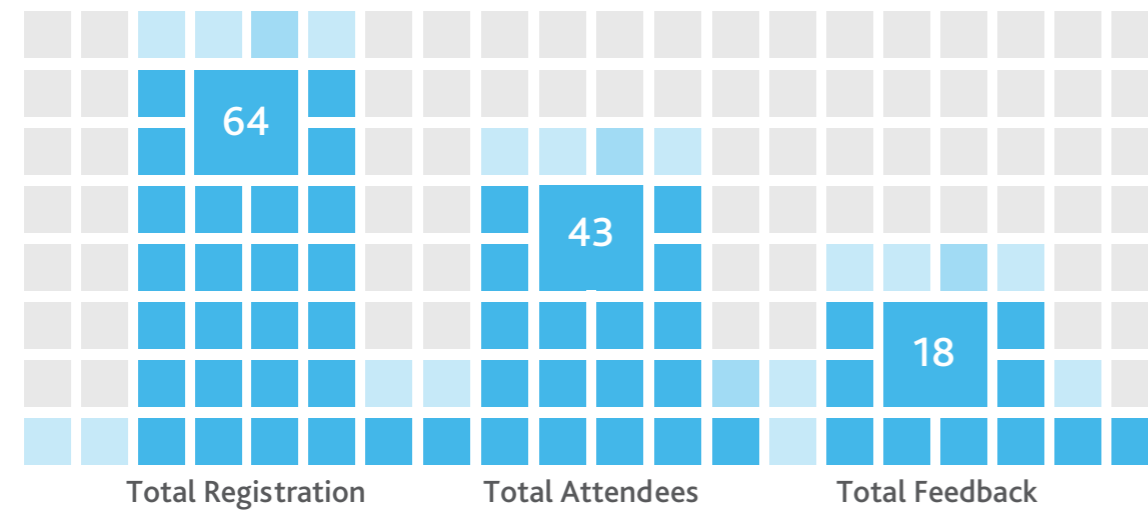
eBiz Connect Workshop (June 4th, 2014) TRA Dubai Office

eBiz Connect Workshop

Total Registration: 66
Total Attendees: 50
Total Feedback: 14

eBiz Connect Workshop

Total Registration: 66
Total Attendees: 50
Total Feedback: 14
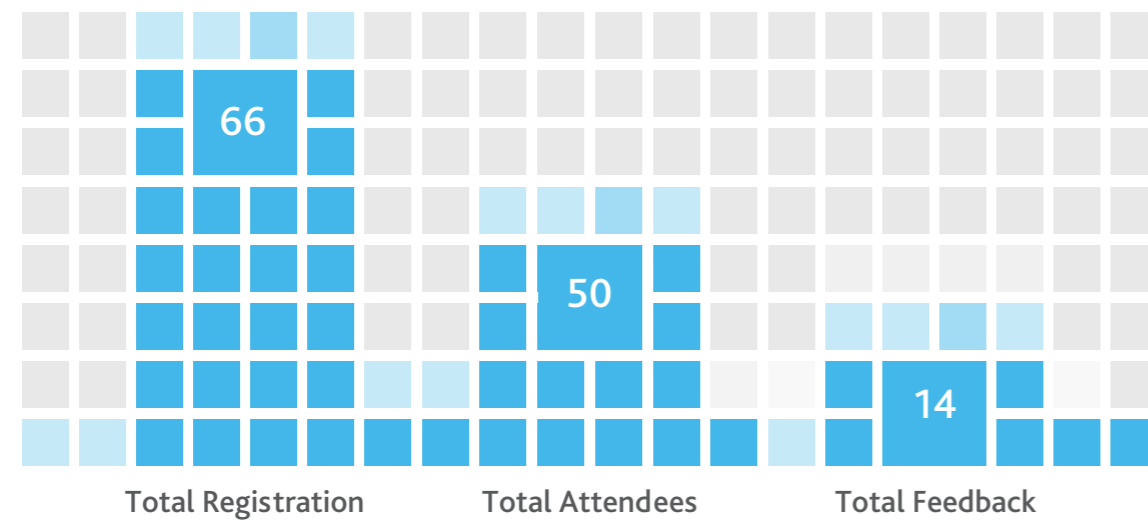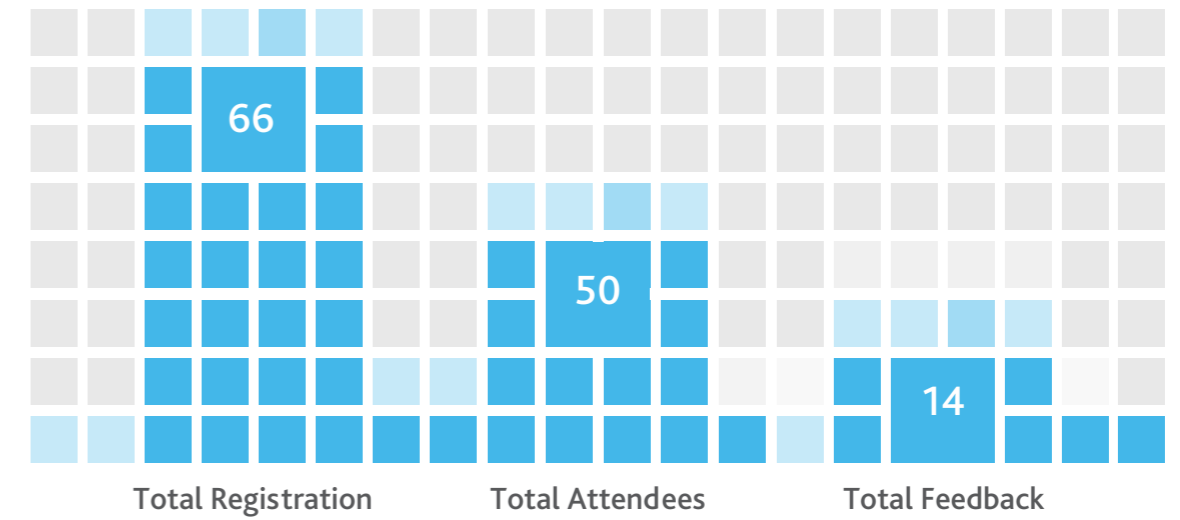
eBiz ePayment Workshop summary (November 24, 2015): TRA, Dubai
The workshop aims to bring together key stakeholders in the field of electronic business and e-commerce. Given it's a new dimension in this area, the session focused on several aspects including mainly the developments in e-commerce in the region and the UAE.

eBiz ePayment Workshop

Total Registration: 70
Total Attendees: 55
Total Feedback: 16
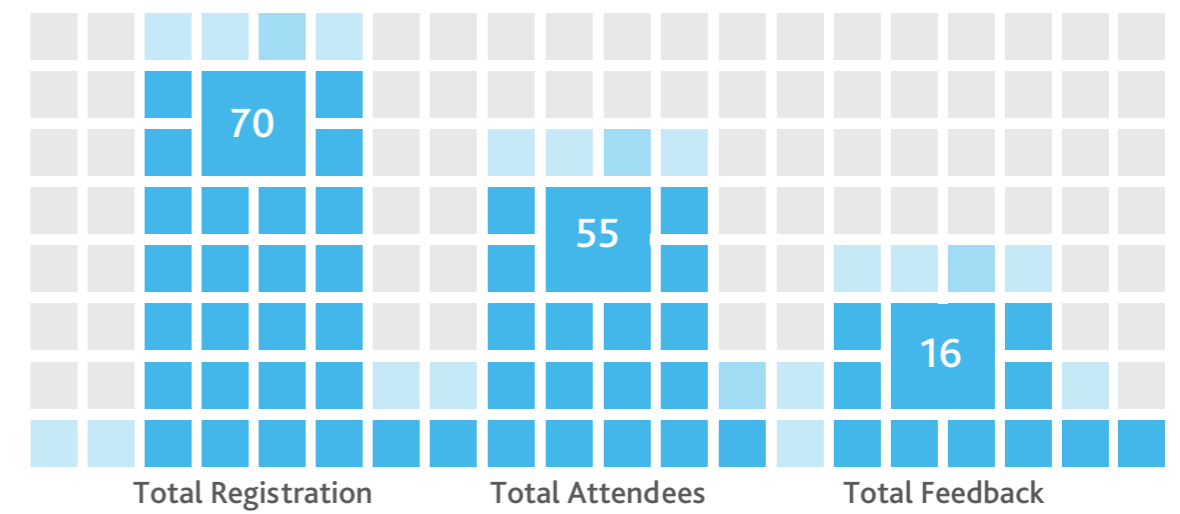
Smart Data strategy

In line with the directives of our wise leadership on the need to achieve excellence in developing government services, and in line with the UAE mGovernment initiative and given the importance of multi-source data and its uses (Smart Data), the TRA developed the Smart Data Strategy Project to enable government entities and decision-makers to take advantage of smart data and analyze it to develop solutions and policies addressing important issues related to vital sectors in the UAE. The Smart Data Strategy achieves the objectives of the mGovernment National Plan.

The project aims to:
- Stimulate exchange and availability of data between government entities.
- Data analysis for making decisions and developing appropriate solutions.
- Encouraging availability and exchange of data to the public.

The following outputs were developed for the Smart Data Project:
- Smart Data Strategy (Common and open).
- Data Sharing Framework.
- Project Governance.
- A draft for a federal law on data exchange and availability in the Federal Government.
- Technical structure.
- Roadmap.

The TRA is currently working on the implementation of Smart Data Strategy Project and its outputs. TRA worked on preparing and drafting a request for proposal for Smart Data Platform Project and Smart Data Standards project in implementation of the adopted road map.

Assessing the current status for applying the sixth version of the Internet Protocol (IPv6) in the UAE:

In order to study the current situation and assess the readiness of the service providers in the UAE to use and apply IPv6, the TRA believes that the success of this project requires concerted efforts and cooperation in order to attain the desired preparedness in order to face running out of IPv4 Internet addresses and also keep up with new developments of this era by using the new protocol.

Thus, the TRA submitted a request for information from UAE Internet service providers to study the current status of the set plans of both licensees for the using new protocol in networks and services, and review the best ways to set policies and strategies for a better future of the Internet and business in the UAE.

IPv6 Capacity Building Project

With the (IPv4) addresses being on the verge of exhaustion, internet stakeholders all over the world have been collectively coordinating and cooperating in devising policies, strategies and action plans with the aim to raise awareness and promote the deployment and usage of the new protocol (IPv6). Capacity-building in this area in the UAE is considered a key element in the transition project. Raising awareness of the stakeholders and their knowledge of this version will contribute significantly to facilitating the process of transformation. This document will provide a detailed explanation on most important objectives of the IPv6 capacity building project, how to plan its start, who are the team members and stakeholders, and the key achievements and challenges.

In this context, the TRA and in coordination with RIPE NCC launched the fifth IPv6

training campaign at its office in Dubai on February 2-6, 2014. This training program was highly welcomed by participants, where the audience included officials from various government entities and students of the Higher Colleges of Technology in Dubai.

The TRA, and in collaboration with the same company, held the sixth training course on this subject at its office in Dubai during the period between 7 to 11 September 2014. And in light of its continued cooperation with RIPE NCC, the TRA plans to increase the number of training workshops annually.

The benefits gained from these workshops can be summarized as follows:
- Provide a platform for experts in the area of IPv6 allowing them to exchange expertise and knowledge;
- Recognizing the growing importance of the need to transform to IPv6.
- Improving the technological performance in government entities.

The World Summit Award –Mobile

Contest 2014

The TRA plays the role of the 'National Expert' of the United Arab Emirates and is responsible for nominating candidates for the WSA -mobile contest. The TRA participates in this event since 3 years and this year's edition was held on February 1-3 in Abu Dhabi.

The World Summit Award Mobile Contest is a global initiative organized every two years by the International Center for New Media (ICNM) in line with the UN's WSIS Geneva Action Plan 2003 and WSIS Action Plan Tunisia 2005. The Contest focuses on technological developments, and includes a jury of national experts representing 170 countries. The WSA-Mobile Award is divided into eight categories, and the five winners for each category are announced during a huge dinner ceremony followed by the start of the exhibition and conference. The Award was launched in June 2010 to meet the growing demand of the rapidly increasing international trend of mobile applications. The award is dedicated for the world's best and most innovative e-Content and ICT applications and it's

supported by the Abu Dhabi Systems & Information Centre (ADSIC).

The purpose of the award is to boost participation and highlight the best Emirati projects and compete at the international stage, which enhances the presence of the UAE in the international Mobile arena and will also serve as a reference in order to enhance the standards of excellence and quality in the future for mobile applications in the UAE. At the same time, it serves as a motivation and incentive to develop applications and mobile solutions at the local level.

As a result of this project, the application submitted by Dubai police was selected from 480 applications from more than 100 countries. And in a step that reflected the huge efforts focused on innovation in the field of mobile phone in the "Smart government and Participation Category", Dubai Police application was hounored in the attendance of the United Nations representatives, Ministers of Communications and Information Technology, and representatives of the private sector during the World Summit Award

Mobile Contest conference which was hosted by the Abu Dhabi Systems & Information Centre (ADSIC) in Abu Dhabi on February 1-3, 2015.

Participation in the World Summit on the Information Society (WSIS)
The World Summit on the Information Society is a United Nations' conference organized by the International Telecommunication Union in order to develop a global framework for tackling the challenges that face the work of Information Society.

1. The WSIS Annual Forum
The Forum is part of the summit activities. It provides a unique opportunity for those involved in the network issues to review and participate in many discussions on the implementation of the World Summit goals.

The Forum is held in accordance with the principles followed in the World Summit on the Information Society meetings which are held in May. The preparations for the Forum are based on the consultative meetings and sessions that precede the Forum and bring together all WSIS stakeholders. The WSIS Forum Agenda and Program are set based on the official requests that are received during the open dialogue.

The WSIS Forum 2014 saw participation of 1600 figures, including 100 ministers and leading figures representing international organizations, governments, the business sector, civil society organizations, and academies. The attendees met in Geneva at the World Summit community in addition to reviewing the World Summit outcomes after ten years since its launch. During the Forum held on June 10 - 13 June, and was preceded by preparatory meetings on the ninth of June, two tracks were identified: the High-Level Track, consisting of policy statements, WSIS prize ceremony, and approval of documents resulting from meetings, and the Forum Track. Based on the meetings of the Forum which will be held in May, the Forum focused in its agenda and topics on the outcome of the open consultation process which was attended by all the parties concerned with the World Summit on the Information Society. The opening speech was delivered by the UAE representative, H.E. Dr. Abdulqader Al Khayyat, TRA Board Member and Chairman of the Board of Trustees for the ICT Fund.

The UAE delegation actively participated in the Forum by holding a workshop organized by the UAE mGovernment team under the title "Smart Future, Smart Government," in addition to two workshops organized by four entities, and an online discussion panel organized by the Ministry of Interior under title "Child Protection on the Internet".

The WSIS Forum UAE delegation included 20 people representing six government entities, including the TRA, UAE mGovernment, Abu Dhabi Systems & Information Centre (ADSIC), Mohammed Bin Rashid Smart Learning Program, Abu Dhabi Food Control Authority, Dubai Land Department, Emirates Real Estate Solutions, and the Ministry of Interior's Child Protection Centre (online participation video conferencing).

2. WSIS Project Prize 2014
As part of the World Summit on the Information Society Initiative, the annual WSIS Project Prize aims to recognize initiatives that played a prominent role in the country's progress towards the achievement of some projects with high quality. The TRA has selected the nominated projects to represent the UAE at the WSIS Awards. These efforts have also led to highlighting the projects submitted by those nominated entities and calling the public to vote to increase winning chances.

The TRA aims through this project to encourage governmental and non-governmental entities to actively participate in showcasing their achievements on the international stage and as a result of these tireless efforts, the United Arab Emirates won two awards, namely:

Capacity Building Award: Mohammed Bin Rashid Smart Learning Program won the award in recognition for its role in spreading

the use of ICT Technology use in public schools, and building bridges of

communication and developing Information infrastructure in the UAE. On the other hand, the Award highlighted the achievements of the MBRSLP Center in teacher training, curriculum development, and enabling access to information resources in addition to raising the knowledge level in all aspects of ICT sector among students in order to foster their innovation and creativity and encourage them to learn. Empowerment of certain categories and girl in particular is very important in order to win this award and the center implements its plans within male and female schools and also includes students of various community categories, including students with disabilities.

The e-Learning Award: won by ADSIC's 'e-Citizen' program, a free innovative training program that enables those with basic computer and internet skills to learn

how to use computers and Internet. The training is provided in Arabic by teachers of the Higher Colleges of Technology.

The UAE Computer Emergency Response Team (aeCERT):
It is national team whose mission is provide and maintain a safe cyber environment in the United Arab Emirates.

The aeCERT team also provides advisory and educational and awareness services through hosting lectures and workshops on cyber security and covers various groups in the community, from school students to staff working in different sectors in the state.

And using the latest technologies, the aeCERT Team provides information security quality services by detecting vulnerabilities and penetrations tests to ensure an optimum security level across the networks of the team affiliates.

For the year 2014	Offered Services/ Results
75	Awareness workshops and sessions
20	Discovering Vulnerabilities and penetration attempts
4	Awareness leaflets
38	Phishing and fraud (number of reported incidents that were handled)

Number of attendees	Open invitation
Awareness workshop on IT Security in Dnata Building	350
The Big entertainment Show	304
Total	654

Domain Administration

إدارة أسماء نطاق الإنترنت
Domain Administration

The .ae Domain Administration (.aeDA)
The .aeDA was established by the TRA as a Regulatory Body and Registry Operator for the .ae domain name in the UAE.

The .aeDA is responsible for the setting and enforcement of all policies with regard to the operation of the .ae ccTLD as well as overseeing the operation of the Registry System.

The .aeDA's role is to:
• Develop and execute policy.
• Grow, develop and market the .ae namespace.
• Accredit and manage .ae Registrars.
• Educate the public, delivering and promoting the .ae domain name.
• Facilitate the .ae Dispute Resolution Policy.
• Represent .ae at International Forums.

Key Projects of the .ae Domain Administration (.aeDA):

.aeDA communication program with UAE governmental and private entities and institutions
It aims to spread the culture of national domain name of the UAE and highlight the tools and techniques that can have a significant impact on the domain name industry in the United Arab Emirates in order to reinforce the leading position of the UAE domain name in the region, and to support the UAE's profile in the Internet industry.

• The Strategic objective: to create a competitive regulatory digital environment, that is safe and sustainable and occupies a leading position on the ICT Global sector;
• The importance of the project:

» Achieving a greater market share in the Internet domain names industry;
» Partnership with governmental entities and institutions to spread the culture of using national domain name of the UAE.

.aeDA Participations during 2014

International Activities
Participation in the ICANN meeting in Singapore (March 23 -27, 2014)

Topics discussed include:
Latest developments in the new top-level domains program;

1. Governments Advisory Committee

topics including objection on controversial top level domain ;
2. Issues related to the management of registries and registrars and other subjects that benefit the management of the domain name administration technically and in the operations.

Local Activities:
1. Participation in the workshop hosted

for the students of Higher Colleges of Technology in Dubai (May 13, 2014).

2. Participating with a presentation about the Arabic domain name (. امـارات) in

the "Arabic content: Our language, Our identity," organized by the TRA in cooperation with the Emirates Publishers Association to commemorate the World Arabic language Day (18 December 2014)

Results of operations plan 2014:
Thank God and thanks to the efforts of all .aeDA team, we were able to achieve 2014 targets as shown in the following table:

Target Level 2014		Current Level	Frequency Measurement	Operational performance metrics		Concerned Department	Activity/Secondary Service/ Supplementary Service	Initiative/ Program/	Strategic Objective
Result	Target								
100%	100%	Not available	Annual	Progress Percentage of Domain name program			Spreading awareness among public on the role of .aeDA and its services	Domain Name industry development program	Seeking to ensure fair provision of the required resources to develop best services in the ICT sector
100%	98%	98%	Annual	Availability rate of the service around the clock			Request for registering TLDs .ae and .إمارات and general domain names	TLDs Registry system Services	
100%	98%	98%	Annual	Availability rate of the service around the clock			Domain Name renewal		
100%	98%	98%	Annual	Availability rate of the service around the clock		Policy and programs department	Update of Domain Name Registry Data		
100%	98%	98%	Annual	Availability rate of the service around the clock			WHOIS Domain Name Information Service Request		
80%	73%	70%	Annual	Percentage of transactions achieved in the target time			License request for Domain accredited registrars		
100%	73%	70%	Annual	Percentage of transactions achieved in the target time Percentage of transactions achieved in the target time			License Renewal Request for accredited domain registrars	Domain Accredited registrars services	
78%	78%	75%	Annual	Percentage of support requests recorded in the target time			Technical Support request for accredited domain registrars		
3	3	3	Annual	Number of fee collection channels		Number of fee collection channels	Credit Addition Request the account of accredited domain registrars		

Other initiatives and management projects relating to smart transformation and UAE mGovernment:

UAE mGovernment Roadmap:
From the very beginning, the UAE mGovernment team worked on drafting a clear and well defined roadmap for a two-year timeframe that includes the transition path from e-government to smart government. And with the political support and the available resources besides the determination and the strategic approach, the roadmap was found on a strong belief that the UAE will succeed in demonstrating an outstanding model of smart government that is considered one of the best in the world.

The mGovernment was designed so that it aligns with the UAE Federal e-government Strategy by focusing on three major areas: improvements in the overall environment, enhancing readiness level and improving customer satisfaction. These focus areas were demonstrated in the four corresponding tracks, where the first and second complies with the improvements in the general environment in order to advance the mGovernment.

The UAE mGovernment Transformation roadmap consists of four main tracks as follows:

• Establishing the environment for mGovernment to flourish
• Assessing capability and capacity of government entities
• Establishing shared resources across government entities at the national level
• Achieving Citizens' happiness.

The mGovernment Guidelines
The mGovernment team has prioritized the task of developing a guideline to be used as a guide for the government entities in development operations and in their transformation towards mGovernment. The Guide provides a set of guidelines for the government entities that prepare them for the transition process and help them overcome some of the challenges that they will face while trying to benefit from the advantages of smart government. It also includes a set of guidelines aimed at making government entities "ready for smart transformation" in terms of development requirements and implementing the latest smart applications and services that rely on information and communication technology.

The UAE mGovernment Guideline covers the issues that need to be taken into account when planning and implementing smart services, including technical issues and usability and how to deal with these factors in addition to the security measures that need to be taken. The guideline also focuses on the ways to choose a government services that will be provided through smart channels and devices.

The UAE m-Government's Center of Digital Innovation's (CoDI)
The m-Government's Center of Digital Innovation's (CoDI) was established to serve as an integrated platform that offers a range of services and solutions related training of government entities staff on

leading the smart transformation process in addition to providing advisory services on this subject through a specialized team that has an extensive experience in this

field. The center also includes a special department for testing mobile applications provided by various government entities in order to verify their compliance with the approved conditions in terms of quality and reliability.

The UAE mGovernment training program

The UAE mGovernment training program aims to promote the smart government culture and build the competencies and capabilities in this vital area. It doesn't only include government employees, but also the information technology university students and job seekers as it involves them in remote training courses which help them in their study field and their future career.

The mGovernment Training and Education Program includes a variety of events and training courses that were carefully designed to meet the needs of all parties working with the mGovernment program across the United Arab Emirates. The theme design of events and courses provided for participants helps in understanding and promoting access to high-value mobile services.

The program features a diverse range of events including seminars, lectures, and interactive laboratories depending on the topic being studied. And while events focusing on management and strategy are availed to government officials (non-technical) who are specialized in planning and implementing mobile services for smart government, the technical events are hosted for government staff responsible for designing and engineering the mGovernment services. Training courses for 2014 were provided in all emirates. To know more about events in each Emirate and for registration please visit the training program official website: mgovtraining. government.ae.

Mobile Application Testing Laboratory

The CoDI's Mobile Application Testing Laboratory provides testing services for applications in addition to verifying their quality and safety before including them in the official UAE Government app store on Google and Apple platforms. The laboratory provides its services for all government entities at the local and federal levels as well as educational institutions and universities in the United Arab Emirates.

Application testing provided by the laboratory include compatibility test, binary analysis test, static code analysis, dynamic analysis test, anti-reverse engineering test.

Addressing modern challenges and issues – Cyber Bullying

Cyber Bullying represents a real challenge that is facing the comprehensive and healthy development process of the young generation. In collaboration with the UAE Computer Emergency Response Team (aeCERT), we organized a special workshop to exchange knowledge and best practices in addressing the phenomenon of cyberbullying. The workshop agenda included a comprehensive introduction to highlight and define Cyber Bullying and how to identify the victim and deal with the one practicing this behavior as well as the best ways to help families of the victims. The TRA organized regular workshops in UAE schools to increase communication opportunities with youth who are often victims of this phenomenon. Moreover, parents were welcomed to these events where the addressed topics included safe ways of using the Internet, tips on protecting privacy and passwords, and the use of Internet Parental Control Filters.

RAD Inputs

TRA Annual Report 2014

The General Authority for Regulating the Telecommunication Sector published its sixth annual market review for the period from 2011 to 2014. The results illustrate clearly that the market is continuing to thrive. The number of fixed telephone subscriptions reached 2.1 million, while mobile phone subscribers resumed increasing to reach 16.82 million subscriptions by end of 2014, with penetration rate of 199.3, which is considered as one of the highest penetration rates in the world. Moreover, the number of Internet subscriptions reached 1.09 million subscription.

General Statistics

Consumer Inquiries and Complaints
The consumer Affairs Section aims at protecting subscribers by intervening to resolve their complaints against service providers. The Consumer Affairs Section in the Regulatory Affairs Department receives complaints on a daily basis, totaling 3427 complaints over the past year. The complaints are mainly about billing, which amounted to 1676 complaints in 2014. In addition, there were 105 complaints about coverage as well as 1646 miscellaneous complaints.

Despite the significant increase in the number of complaints, the team was able to process and resolve the complaints received in 2014 in 20.5 working days, which is lower than the targeted KPI for 2014 which is 23 working days. This highlights TRA's endeavor to elevating customer satisfaction and increasing their happiness. TRA handled around 551 complaints related to the Mobile Number Portability (MNP) Service in 2014, which consumed a lot of time, resources and required coordinating communication between the licensees. There were also 4 complaints on radiation which were resolved in coordination with the TDA team.

Weekly report on the status of complaints
TRA prepared a weekly report on the complaints' status to ensure smooth follow-up process. A weekly sector report highlighting open, closed and overdue complaints was also sent.
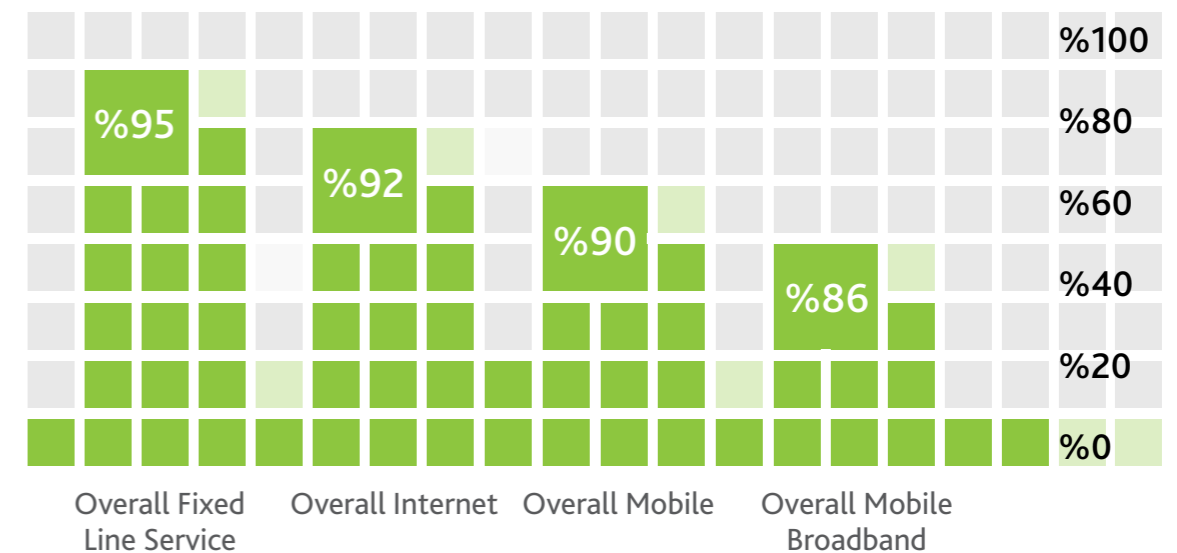
Prince Control Reviews
Aiming to ensure that the proposed prices do not impact the competition in the sector negatively, TRA receives daily requests from licensees to control retail prices. As for approving PCRs, TRA also makes sure that such requests do not affect consumers' interests negatively, as protecting their interests tops TRA's priorities. In 2014, the total number of PCRs submitted to the TRA was 269 of which 230 were approved.

Information and Communication Technology in the UAE

Consumers' satisfaction survey 2014
TRA undertook a nation-wide survey during the year 2014. Data was gathered from a robust sample size of 2,622 households throughout the UAE. The survey focused on assessing the access, usage of, and demand for ICT services by households and individuals in the UAE. Additionally, the survey addressed customer satisfaction levels regarding the ICT services provided in UAE.

%100
%80
%60
%40
%20
%0

%95 Overall Fixed Line Service
%92 Overall Internet
%90 Overall Mobile
%86 Overall Mobile Broadband

Proportion of households with a fixed line phone 59%
Proportion of households with an internet connection 90.1%
Proportion of Individuals using the Internet 90.4%
Proportion of individuals with a mobile phone 99.7%

UAE Ranking
in International Indices

A multitude of recently published international studies demonstrate that UAE's exceptional performance is acknowledged globally.

2014 Networked Readiness Index (NRI)
The UAE ranked 2nd among all Arab states in the 2014 Networked Readiness Index (NRI) study issued by the World Economic Forum, and the 24th among all 148 countries assessed, moving up by one position from the 25th in the 2013 ranking. The NRI measures the capacity of an economy to fully leverage ICT for increased competitiveness and development. The NRI study was published in The Global Information Technology Report 2014 and is based on data collected by organizations such as the International Telecommunications Union (ITU), the World Bank, and the United Nations (UN). In terms of the analyzed individual indicators, the UAE ranked first among the

Arab states in terms of:
• The availability of latest technologies
• Use of virtual social networks
• E-Participation Index
• Secure Internet servers
• low Software piracy rates and Percentage of software installed
• Business-to-consumer Internet use
• Business-to-business Internet use

Internationally, the UAE was ranked:
• 1st equal in mobile network coverage, in terms of the percentage of the population covered
• 1st in the importance of ICT to the Government's vision of the future.
• 2nd in Government success in ICT promotion.
• 2nd in ICT use and Government efficiency.
• 2nd in the impact of ICT on access to basic services.
• 3rd in Government procurement of advanced technologies products.

• 4th in laws relating to ICTs.
• 4th in impact of ICTs on new services and products.
• 4th in firm level technology absorption.
• 9th in the Government Online Service Index.
• 9th in the impact of ICTs on new organizational models.

Full report is available at:
http://www.weforum.org/

2014 ICT Development Index (IDI):
The International Telecommunications Union (ITU) recently launched the 2014 edition of its report – Measuring the Information Society (MIS). The MIS report, which has been published annually since 2009, features key ICT data and benchmarking tools to measure the information society, including the ICT Development Index (IDI). The IDI captures the level of ICT developments in 166 economies worldwide and compares progress made during the last year

The UAE has made progress and moved one place up in its IDI ranking to 32nd in the world. This was the 2nd highest ranking among all the GCC and Arab states.

Key findings of the report include the following:
• The UAE ranked 6th in the world for the mobile cellular sub-basket.
• The UAE ranked 7th in the world in the ICT Price Basket; and.
• The UAE ranked 14th in the world in the fixed telephony sub-basket.

The report is available at:
http://www.itu.int/en/ITU-D/Statistics/Pages/publications/mis2014.aspx

2014 World Economic Forum: Global Competitiveness Report GCI:
A recently published report by World Economic Forum based its competitiveness

analysis on the Global Competitiveness Index (GCI), a comprehensive tool that measures the microeconomic and macroeconomic foundations of national competitiveness. The competitiveness index is determined by measuring 12 sets of indicators, which include Technological Readiness and Innovation. The UAE was ranked 12th shooting up 7 places out of 144 countries for the GCI 2014-2015. Key findings of the Global Competitiveness Report were:

- The UAE ranked 2nd in the world in Government procurement of advanced tech. products.
- The UAE ranked 3rd in the world in Quality of overall infrastructure.
- The UAE ranked 3rd in the world in Burden of government regulation.
- The UAE ranked 3rd in the world in

Foreign Direct Investment (FDI) and technology transfer (Investment bringing new technologies).
- The UAE ranked 6th in the world in Mobile telephone subscriptions/100 population.
- The UAE ranked 6th in the world in Effectiveness of anti-monopoly policy.
- The UAE ranked 7th in the world in Firm-level technology absorption.
- The UAE ranked 8th in the world in Availability of latest technologies.
- The UAE ranked 9th in the world in Intensity of local competition.
- The UAE ranked 10th in the world in Individuals using Internet.
- The UAE ranked 10th in the world in extent of market dominance.
- The UAE ranked 11th in the world in Mobile broadband subscriptions/100 population.

UAE Rankings on the International Important Indices 2008-2014

Customer Satisfaction

TRA's Consumer Affairs section is responsible for logging consumer complaints and responding to them on daily basis, especially when customers aren't satisfied with the feedback they received from the service provider.
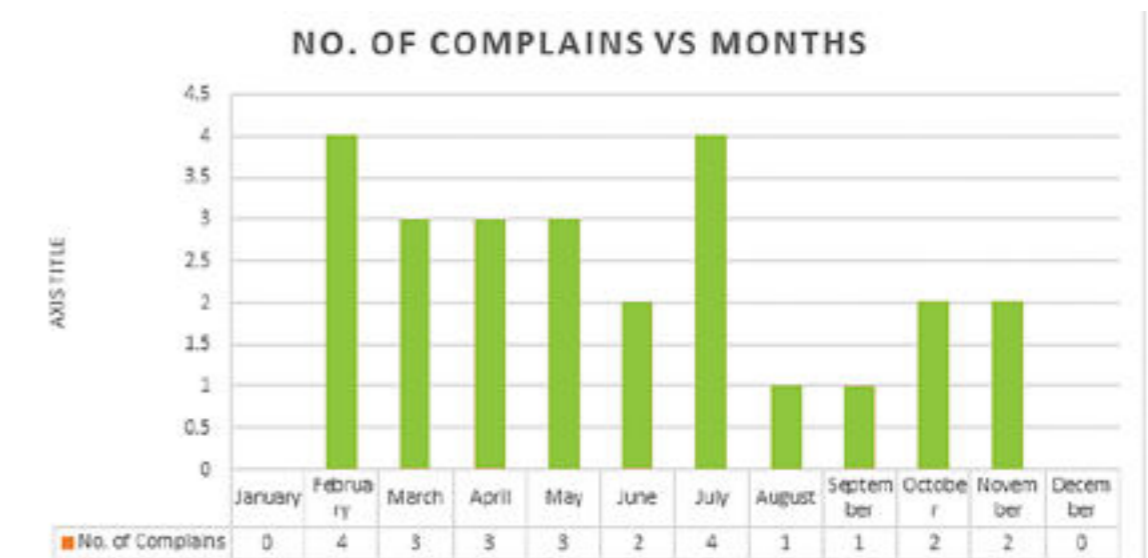
In 2014, TRA processed 3,427 complaints that focused mainly on billing and coverage. TRA responded to these complaints within two working days by acknowledging the receipt of the compliant immediately and working on a resolution within 15 working days. In order to improve response time, the section has provided weekly reports on received complaints to allow service providers to review issues and cases and to respond to them in a timely and professional manner. The telecom operators in the country audited all procedures related to consumer invoices and the audit report was

shared with the telecom operators. 80% of work plan was taken into action.

We launched the electronic transformation process for handling customer complaints in 2014. In coordination with "du" and "etisalat", we transformed from using traditional methods in dealing with complaints and preparing reports and notes to using digital channels. In addition to providing the necessary foundation for achieving faster response rates, we reduced paper and energy waste resulting from printing and sending paper documents.

In 2014, TRA received 25 complaints about harmful interferences which negatively affected the frequencies allocated to licensed users by the TRA. TRA has processed and resolved these complaints and protected user rights in a timely and professional manner.

No. of complaints about harmful interferences	Appropriate actions for complaint resolution	No. of Closed complaints
25	25	25

NO. OF COMPLAINS VS MONTHS

No. of Complains	January	February	March	April	May	June	July	August	September	October	November	December
	0	4	3	3	3	2	4	1	1	2	2	0

Number of complaints distributed by number of processing days
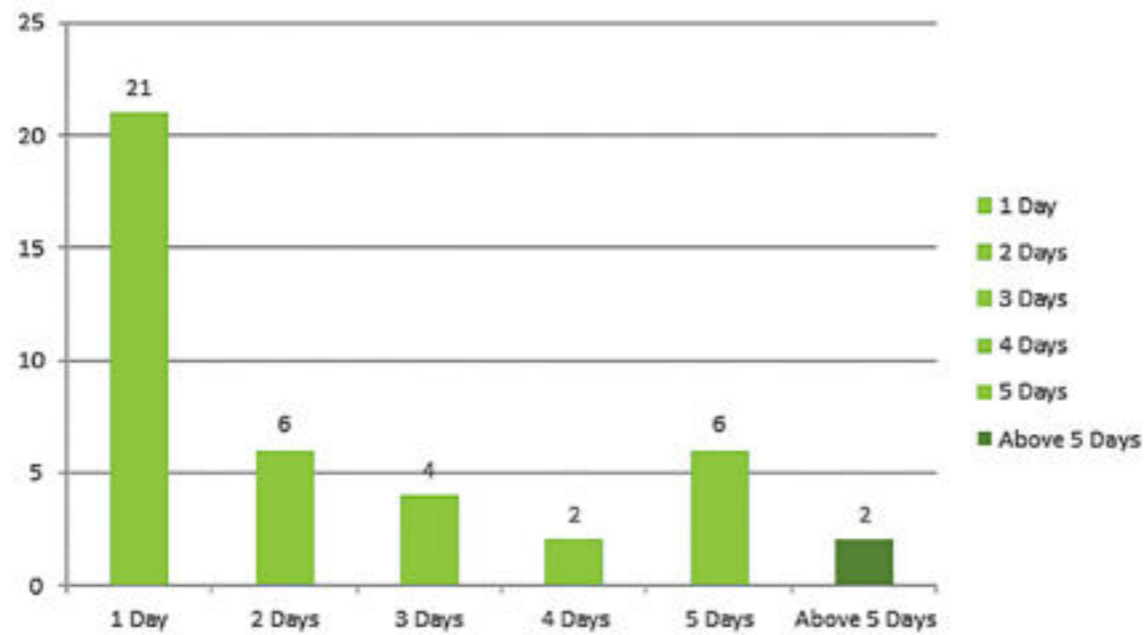
In line with the continuous effort to monitor ICT environment in UAE, as well as to assess its efficiency to meet the needs of the business sector; TRA has undertook a nation-wide survey. In this survey, TRA asked set of questions with the aim of assessing the perception about the telecommunications industry's prices and scope of service.

Through two surveys covering consumers and businesses, we were able to collect data on the levels of customer satisfaction and to identify the most common reasons behind the low customer satisfaction levels. Data was collected from a robust sample size of around 2,600 households throughout the UAE through face-to-face interviews. Also, a total of 1,500 businesses across the UAE participated in the business survey via face-to-face interviews with key decision makers in the business sector.

Key results of the survey

- 9% of individuals have submitted a complaint to their telecom service providers

- 29% of individuals are aware that they can escalate there complaints to the TRA

- Of those, 10% only have ever raised a complaint to the General Authority for Regulating the Telecommunications sector (TRA)

-
- 39% of these complaints are related to Internet services, 34% to mobile services, and 7% to fixed telephony

- With regard to businesses, 40% of businesses had at one stage complained to a service provider. Only 4% had complained to the TRA

- The majority of complaints were about the internet and fixed telephone services

Services to which Complaint(s) Relate
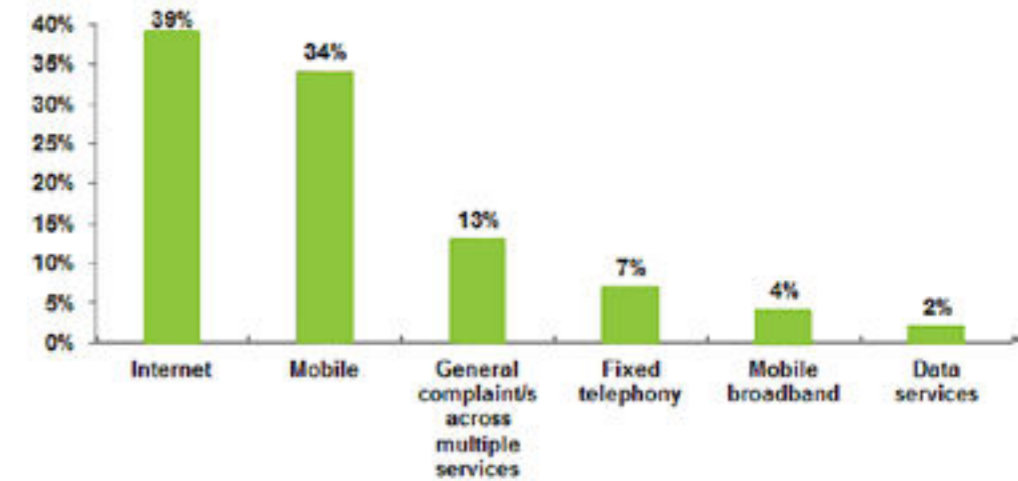
Nature of Complaints
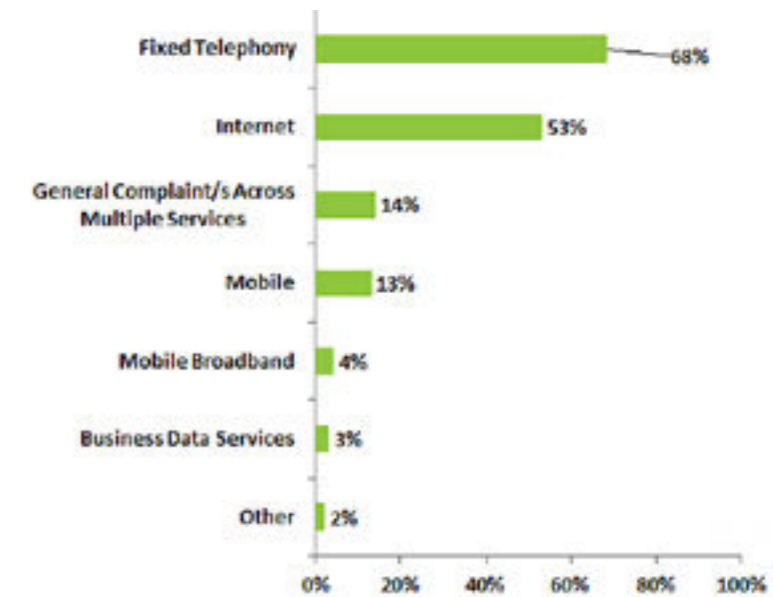
Business Sector Satisfaction Level about Telecommunication Services

Telecommunications Sector
Spectrum

In 2010, the TRA performed a technical survey to measure mobile radiation levels across UAE and the results revealed that radiation levels resulting from mobile services including GSM, UMTS and LTE in Abu Dhabi, Dubai and Al Ain are well below the rate set by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) Guidelines focusing on levels of general population's exposure to radiation and the levels of non-ionizing radiation. The TRA plans to conduct similar surveys in all the emirates.
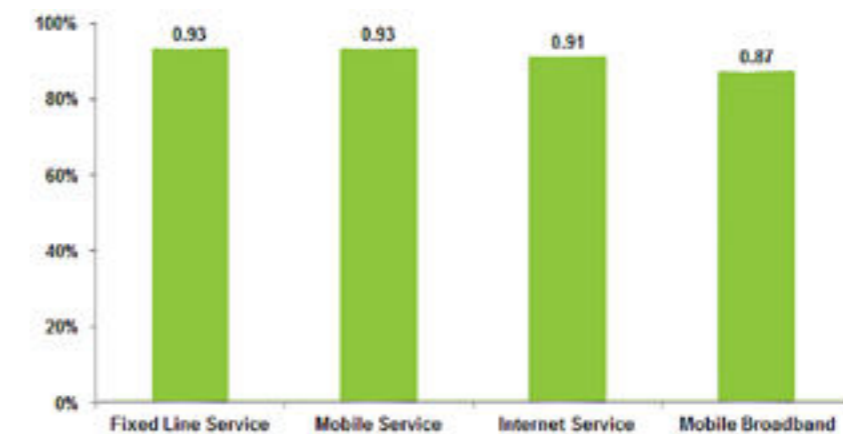
The survey measured the radiation levels in 50 private stations for the two telecom operators in the country in Abu Dhabi, Dubai, Al Ain and the northern emirates in order to ensure that both companies are applying the regulatory policies and standards of the International Commission on the protection of non-ionizing radiation. This survey comes in the framework of the TRA's commitment to protect the safety of citizens living in all parts of the United Arab

Emirates. The TRA regularly conducts field studies to verify the compliance with all national and international standards and best practices.

And in order to keep pace with the sustained growth of the ICT sector, the TRA has purchased a mobile monitoring station equipped with a very advanced system to oversee the frequencies and identify the direction of the source. This station will enhance the TRA's ability to manage spectrum more efficiently and protect spectrum users from harmful interferences that affect the quality of signal reception. The Spectrum Department actually began working efficiently on this project.

The TRA conducted 13 field surveys in 2014, including three surveys in Yas Island to verify the actual use of the spectrum before assigning frequencies to the regions which hosted the F1 event every year. This helped in efficient use of frequencies and reducing possibilities of harmful interference.

Projects

The Purchase of a Mobile Spectrum Monitoring Station:
The TRA purchased a mobile monitoring station to oversee spectrum using advanced features capable to keep up with the developments of the wireless communication technology in the country, which has contributed in enhancing the efficiency of Spectrum system monitoring in the TRA and its ability to provide the necessary support for the various entities and during significant national events.

Mobile service spectrum fee study:
The Authority, represented by Spectrum Department, conducted a comparative study on mobile service frequencies fees applied currently in the frequency list by contracting with a global consulting firm. This firm compared the frequency fees

with 10 countries by using global standards and specifications in the comparison mechanism.

Digital terrestrial television broadcasting in the United Arab Emirates
The Spectrum Department developed a plan for distributing spectrum for digital terrestrial television broadcasting in the UAE, and the necessary spectrum frequencies were allocated for both Abu Dhabi Media Company and Dubai Media Incorporated and the Sharjah Media Corporation.

In this context, Sharjah Media Corporation launched a project to install transmission technology towers using digital broadcasting technology where the initial broadcast will come from Al Khan area, Sharjah Studios, Dhaid, Kalba, Dibba, and Khor Fakkan. The Authority collaborated with Sharjah Media Corporation in coordination with some digital TV manufacturers to provide household TVs in order to conduct tests. The TRA sent a request to the DVB organization in Geneva in order to allocate the ID number of UAE's digital broadcasting network. Sharjah Media Corporation has begun the first broadcast of digital television in the United Arab Emirates, as there are two towers operating in Sharjah and covering the areas of Sharjah, Dubai, Ajman and the east coast using HD broadcast technology.

The Regional Forum and Arab Meeting to coordinate broadcasting service- May 18 -22

The TRA represented by the Spectrum Department hosted the Regional Forum and First Arab Meeting to coordinate Digital Terrestrial Television channels in the 470-694 MHz frequency band. Arab departments agreed on continuing their coordination efforts and send their

new requirements to the International Telecommunication Union to conduct iterative process (iterations), which may take from 6 to 9 months. Moreover, the spectrum department prepared the UAE's spectrum requirements for the digital channels, and sent them to the International Telecommunication Union for iteration, analysis and registering.

Technical requirements for devices receiving digital terrestrial TV broadcasting in the UAE

The TRA represented by the spectrum department has developed technical specifications and standards for the devices that receive digital terrestrial television broadcasting in the country in collaboration with digital TVs manufacturers and with the Emirates Authority for Standardization and Metrology. After finalizing these specifications, they were submitted and approved by the Emirates Authority for Standardization and Metrology then submitted to the UAE Cabinet which approved the final specifications for the devices receiving digital terrestrial television broadcasting in the UAE where all

importers, manufacturers and distributers of TV devices must follow these technical specifications starting from August 2015. The TRA sent these specifications and standards to the GCC Technical Office in Bahrain in order to circulate them on GCC countries and also submit them to the GCC Standardization Organization for approval and adoption. In addition, the TRA shared these technical specifications with the Arab States Broadcasting Union in preparation for its adoption and implementation in the Arab countries.

Regional Events and Activities
Mobile World Congress- Barcelona (Feb 24-26, 2014)
The United Arab Emirates, represented by the Telecommunications Regulatory

Authority (Spectrum Department) won the Spectrum for Mobile Broadband Award as the best government adopting most transparent, sustainable and stable strategies in the Spectrum road map.

Participation in the ITU meetings on "Mobile in the 700 MHz Spectrum Band"

The TRA participated in seven different meetings within the work of the Joint Task Group (JTG 4-5-6-7) and the Working Party 5D (WP5D), in addition to the meetings of the Working Party 5A (WP5A) and the fifth Study Group (SG5) in the ITU's Radio Sector in order to discuss topics related to Mobile Allocation in the 700 MHz Spectrum Band. The TRA representing the UAE has made several contributions some of which were submitted in partnership with a number of Arab departments present at the meeting. The meeting saw several extensive formal and informal side discussions with other regional groups, including the European and African groups in order to reach to communication formats about the desired outcomes of the Joint Task Group Meeting and the Working Party 5D on the arrangement of channels and some technical characteristics of mobile service in this band in order to have a unified arrangement across the world. The proposal about the band 700 MHz channel arrangement was also added to the agenda of preparatory meeting of the conference. These visuals supported by several Arab departments reflected the need to work hardly to finalize the study around them in addition to submitting working papers including proposals on the frequency bands of public protection applications and disaster relief in the broadband.

The most important outcomes of these meetings were on the Agenda Item 1.1 of the World Radiocommunication Conference 2015 about including the proposed methods to fulfil this item and the concerned sharing studies in the

draft report of the preparatory meeting in addition to the candidate bands for additional Mobile Allocation or the definition of the international mobile communication systems.

The meeting reviewed the common positions of the Arab team about the proposed methods to meet the Subject "B" under Item 2.1 with regards to the protection of broadcasting service and unifying positions around it with the European and African departments where these views were added to the draft text of the preparatory meeting. The meeting also discussed a new recommendation on the minimum level of the out-of-band emission (OOBE) in ITU's Region 1 and it was decided to use it as an initial draft for a new recommendation that was discussed within the Study Group 5 to be discussed in the work of the Radiocommunication Assembly (RA-15).

Gulf and Arab preparatory meetings for the World Radiocommunication Conference 2015 (WRC-15)

The TRA participated in the preparatory meetings of the Gulf team responsible for preparation for the World Radiocommunication Conference in addition to the Permanent Arab Group Spectrum meetings which included 4 meetings. The TRA contributed with work documents on all the conference agenda items where the TRA illustrates the UAE positions about these items which exceeded twenty. These

items include discussion of coordinating the use of frequencies between the GCC and the neighboring countries for the TV and broadcasting services in addition to the mobile service, and coordination with Arab and Gulf countries to come out with unified positions representing the common views that take into account the common interests of the UAE and the Gulf and Arab

countries knowing that the UAE heads the Arab Spectrum Team since 2007 in addition to three small working groups within the Arab team structure.

Reviewing the International Telecommunication Union Handbooks about National Spectrum Management and Computer-Aided Techniques for Spectrum Management

The UAE headed the working group responsible for reviewing the International Telecommunication Union handbook on National Spectrum Management and Computer-Aided Techniques for Spectrum Management. The work of these teams started since 2011 and the review of these two important handbooks was completed within the work of the Study Group 1 in the International Telecommunication Union Radio Sector.

Working Party 5D- Vietnam (11 to 20 February)

The TRA participated in this meeting to discuss the 700 MHz Spectrum Band and submitted a working paper on the arrangement of the channels of this band for mobile service to be unified at the global level.

35th meeting of the Technical Committee-Technical Office, Bahrain April 15 to 17

The 35th meeting of the Technical Committee was held in the Kingdom of Bahrain during the period on April 15 to 17, 2015, where the attendants reviewed the positions of the Gulf departments regarding the World Radiocommunication Conference 2015 (WRC-15) agenda items.

They also discussed coordinating the use of the frequencies between the GCC and the neighboring countries for the TV and broadcasting services in addition to the mobile service.

Technology Development
Department

Local and international events:

Mobile World Congress, Barcelona, 24-27 February 2014
The GSMA represents the interests of mobile operators worldwide, uniting nearly 800 operators with more than 250 companies in the broader mobile ecosystem, including handset and device makers, software companies, equipment providers and Internet companies, as well as organisations in adjacent industry sectors. The GSMA also produces industry-leading events such as Mobile World Congress, Mobile World Congress Shanghai and the Mobile 360 Series conferences.

Telecommunications Regulatory Conference Qatar, March 2014
The conference witnessed discussing an array of significant topics including the access to active and non-active infrastructure, the standards and operations, in addition to discussing telecommunication regulation practices that are adopted by European countries. The conference agenda also entailed having a closer look on the developers' opinions, smart cities, and telecommunication regulatory authorities. Moreover, the conference witnessed many discussions that aimed at having a deeper and better understanding of the challenges and opportunities that will accompany the next generation of Broadband networks and services, in addition to defining the needs of developers and those responsible for smart cities and the regulatory authorities. The conference's agenda entailed exploring service providers' views on the Broadband networks' market supply and demand, in addition to discussing the "Access to Inactive Infrastructure" and the cost of the fixed Broadband services.

Sponsoring and Participating in the Crisis and Emergency Management Conference (CEMC), Abu Dhabi, 25-26 February 2014
As a governmental partner, the TRA participated in the fourth edition of the Crisis and Emergency Management Conference (CEMC) 2014 which aims at raising the awareness of the local communities in UAE and the GCC about managing emergencies and introducing them to the system and the procedures that can be used during potential crisis. A multitude of experts, thought leaders, and authorities from around the world attended the conference. The conference witnessed discussing a range of significant topics that shed the light on establishing an advanced infrastructure that is resilient enough to handle emergencies, in addition to creating a detailed emergency plan, and keeping pace with the social media tools as they represent a catalyst for achieving progress.

The 12th Arab Regulators Network Meeting (ARNET), Muscat, 28-29 April 2014
The meeting witnessed discussing the experts' recommendations on current and new projects, ITU and the Arab Regional office activities, in addition to topics related to linking Arab internet networks, and the ECERT's regional activities.

M2M Conference, Dubai, 22-23 September 2014
This is the first conference that brings all M2M experts in the region under one roof, and it marks the ideal platform for experts in this field to gather and share thoughts. The M2M technology enables devices to connect with each other directly without the need for human intervention which will help promote innovation, broaden investment opportunities, shorten the production cycle, increase productivity, reduce costs, save energy consumption, and contribute to building a sustainable future for UAE.

ITU 4th Green Standards Week, China, 22-26 September 2014
This event was organized by the ITU and was dedicated to the theme "Building Smart and Sustainable Cities". It marks a global platform for discussions and exchanging knowledge with the aim of raising awareness of the importance of utilizing technology in building smart and sustainable cities and guarantee a sustainable future.

The Issues, Challenges, and Organizational Flexibility in Crisis Management from Global Perspective, Kuala Lumpur- 4-5 November 2014
The conference witnessed discussing many

significant topics related to identifying the issues and challenges facing the telecommunications sector, as well as the challenges facing the ICT with regards to business continuity management. TRA delegation participated in several workshops and sessions, which entailed comprehensive and detailed discussions related to these aspects. TRA's contribution in the conference enabled it to exchange experiences and benefit from the countries that came a long way in this area.

The 10th Business Continuity Management Forum, Dubai, November 11, 2014

The conference focused on three main aspects which are namely; ensuring correct understanding of the roles that licensees are required to play, ensuring harmony between licensees' specialized teams, and exchanging expertise about business continuity.

Broadband World Forum, Amesterdam, October 21-23 2014

TRA enjoyed a remarkable participation at the conference, as it entailed providing a comprehensive and integrated presentation about the vital role that broadband networks play in the social and economic development, as they accelerate the economic transformation and the broadband infrastructure development in the country.

Techshare Middle East, Doha, November 4-5, 2014

The forum represented an ideal platform to exchange local and international expertise about digital access and assistive technology for People with Special Needs. Moreover, the forum discussed ways to empower people with special needs to succeed academically and vocationally.

Moreover, it shed the light on exploiting assistive technology to help overcome audio-visual autism disability. The forum was attended by a muiltude of prominent experts who discussed the best practices and future trends.

ITU Arab Regional Economic and Financial Region, Kuwait- November 24-25, 2014

The Technology department provided a detailed explanation about the vital role that Broadband plays in the social and economic development. The conference agenda entailed discussing several topics related to customs' cost policies in the region, regulating and licensing systems in the digital environment, converged impact of the Internet and OTT voice universal services, in addition to the best practices in the field of international roaming. All topics aimed at one goal which is developing ICT sector as it is a vital enabler for economic development.

ITU Telecom World 2014, Doha, December 7-10, 2014

The exhibition provided an exceptional experience to all participants, as it enabled them to simplify the future's complications through providing decision makers with a better understanding of the sector's developments to assist them in formulating the right decisions and the most effective strategies for the future. Moreover, the exhibition provided participants with a deeper insight to the future and the models that should be taken in consideration. The exhibition achieved this through a multitude of events such as the exclusive "Leaders' Summit", interactive discussion sessions, keynotes, and workshops that lasted for four days. The conference provided the participating delegation with a better understanding of

technology's impact on society and how IOT will change the living trends. Moreover, the delegation participated in discussions about the telecom and media role in a connected world, the new legal and social contracts for digital society, and the future of digital information security.

M2M workshop and conference, Sofia, France, December 9-11 2014

TRA delegation presented many significant topics, and participated in several discussions and workshops. These workshops entailed discussing the latest specifications and standards of Telecommunication devices (M2M) and different challenges of using M2M technologies in various projects, including the findings and recommendations. The delegation also presented projects and systems that have been successfully implemented in the world, as well as studies on the broad applications of M2M systems which have become more available in many industries. The delegation also provided an overview about the proposed technical solutions and recommendations of the European Institute of specifications and standards of communications.

Projects:

Mobile Number Portability:

The project's concept is based on enabling customers to keep their mobile numbers when switching between operators. The project's main goal is granting subscribers with the freedom to change the service without changing their mobile numbers which will result in increasing the sector's competitiveness. TRA commenced implementing the first phase of the system by the end of 2013, while the second phase include improvements for operators such as scheduling the number

of portability requests per licensee per day, improving websites' management using the automated transformation, and establishing a system for receiving customers' inquiries, in addition to allowing them to request changing the network without changing the mobile number. These improvements also include enhancing the system's control and enabling customers to follow up on the request status through using XML.

The first stage included sending specifications' draft to all licenses, and the licensees provided their feedback on it. Moreover, this stage entailed discussing the specifications that are going to be implemented during the second stage in cooperation with the licensees and the service operators. TRA also ensured that service operators enabled subscribers to accomplish the transfer. The transfer service is now available, and TRA commenced implementing the second stage, as it held a workshop from the 27th to the 28th of October 2014 to discuss the operator's feedback on the specifications' draft.

Automating the Numbers' Allocation Process:

The project is based on developing a system that enables automating the submission of numbers' allocation requests. The project is in line with the government's directives of automating the procedures/services, in a way that accelerates service delivery and facilitates managing the numbers' allocation, in addition to reducing the human error probability. TRA commenced implementing the system, then held meetings with the service providers, and received the semi-final version of the specifications' document. Currently, TRA is discussing the mobile numbers 'allocation specification document, and

the automation will be implemented at a later stage. After the automation is fully implemented, licensees will be able to provide mobile allocation requests through the system directly, which will accelerate the process and eliminate possible

errors. The project is expected to end at the end of 2014. TRA received the initial implementation plan, and after testing it, a training session will be held for licensed operators to introduce them to using the new system. TRA will also enable licensed operators to conduct many tests on the system, with the aim of exploring the issues, and work on solving it.

Evaluating the Mobile Networks Quality in UAE:

TRA conducted a field survey to test and evaluate the quality of the mobile networks and services that are provided by the licensed operators (Etisalat and Du) with the aim of enhancing the service quality and encouraging operators to be more competitive. TRA team formulated the plan, identified the testing scenarios and the team prepared the equipment to commence the field testing as of mid-April and will last for three months. The Log Files were shared with the licensed operators' technical teams. Moreover, the advisory company presented the field examination results at TRA headquarters. The project was completed during October when all the detailed reports were submitted and the results were presented to the TRA's management and the operator's CEOs during the fourth quarter of 2014. TRA is also planning to conduct another field scanning and display the results on TRA's website, and share it with local media channels.

Eliminating Mobile Theft:

The project is based on establishing a regulatory tool for mobile devices' central registry, which is a database that encompasses the International Mobile Station Equipment Identity (IMEI) for devices that have been reported and locked at a country level. This regulatory tool was designed to reduce mobile thefts and ensure that all licensees have the adequate procedures to disrupt any lost mobile device that was reported by the subscriber at a country level. TRA followed up on implementing the policy that was issued by the licensees and ensured that all systems are implemented. Moreover, TRA is planning to launch several awareness campaigns that are scheduled to be launched soon.

"Regulatory Policy" and "Subscribers' Registration Policy" Requirements:

The regulatory policy sets the controls for mobile phone subscribers' registration policy and it aims to increase the accuracy of the registration. TRA accomplished registering the last batch of "My Number, My Identity" campaign on the January 16, 2014. Then, it commenced suspending and cutting the service on those were late for the registration. By the end of March 2014, 20.7 million (joint current and new) were registered and the service was suspended from 5.5 million users who were late for updating their data. In the same context, TRA is ensuring that licensees received the "Mobile Subscribers Online Registration" requirements which commit them to

install electronic readers in all sales outlets. TRA team completed suspending the service from the last batch during April 2014, and it succeeded in registering

more than 22.9 million subscribers by the beginning of June 2014, in addition to suspending the service from 6.1 subscribers who were late in updating their data. TRA team is still keeping track of all the registration violations and it encouraged licensees to take the appropriate action. The team is also ensuring that licensees are implementing the "Mobile Subscribers Online Registration" requirements which commit them to install readers and scanner in all outlets. Till the 1st of October 2014, 24.3 million subscribers were registered and the service was suspended from 7 million subscribers who were late in updating their data. Du confirmed the completion of registering all companies and individual subscribers.

TRA also finalized ensuring that operators completed suspending the service for those who were late in updating their service from the 6th batch.

eCall:

In case of a crash, an eCall-equipped car automatically calls the nearest emergency center in no longer than 15 minutes. The project aims at strengthening the role of the telecommunications sector in providing a secure environment in the country and contributing to reducing the time to provide assistance to the victims of car accidents and thus help in saving lives. On the other hand, the project contributes to achieving UAE National Agenda goals by reducing the response time to emergency calls to 4 minutes time (The car accident calls represent 42% of the emergency calls). In this context, the eCall Forum was launched, and an initial visualization of the networks' technical capability was formulated. The assessment

committee selected an advisory company to implement the project and share the recommendations with the higher management. After attaining the approval, Etisalat and Du networks were prepared for field testing, and the project is set to commence during mid-January 2015.

Green ICT:

The Technology Development Department conducted additional standard comparisons to eliminate the carbon emissions through studying the best practices implemented by other regulatory authorities. TRA also organized an awareness workshop for its employees and the sector employees to raise their awareness of the Green ICT concept. TRA participated in the first Green Economy conference that was organized by the UAE Ministry of Environment and Water. TRA also prepared a table to collect data from electricity companies about the Diesel consumption, and it communicated with operators, municipalities, and energy authorities, in addition to organizing other awareness workshops that focused on green practices.

TRA encouraged Etisalat and Du to shift from paper receipts to online payments. In the same context, a meeting was organized with the Ministry of Environment to discuss cooperation opportunities and underline TRA's role in sustaining Green practices in UAE. TRA also

cooperated with the Ministry of Economy, as it provided it with adequate information about all TRA's initiatives and especially the ones related to the green sector.

Auditing Licensee's Commitment to the National Emergency Plan:

Aiming to sustain business and service continuity, TRA audits licensees' commitment to requirements and to maintaining highest readiness levels. In light of this, TRA developed an auditing mechanism to ensure licensees' commitment to the requirements, identify shortcoming and create reports with the aim of taking the right and preventive decisions. After receiving the results, TRA followed up on the closure points, and reviewed the plan to add the final touches to issuing No.2 of the plan, in addition to issuing the last quarter report of the year. By 2013, all points were closed, and another auditing process took place between 7-17 November, and it included all licensees' offices.

Validating the Aspects of UAE National Emergency Plan:

TRA conducted a field exercise with the aim of training the telecom sector employees on the plan and enhance it through careful preparation of visual demonstrations, sending correspondence and invitations, in addition to providing presentations. TRA executed the exercise during June and sent the report with recommendations. The team worked on preparing for the exercise through a comprehensive plan that mimics the scenario of the previous exercise (Echo Lightning 1). They also took advantage of TRA training guide. The exercise was conducted on June 30, 2014. Then, TRA team prepared a final report that highlighted the most important remarks, strength and improvement areas, recommendations and then shared it with the operators to move forward accordingly.

Electronic Type Approval:

It is a system that enables the automation of telecom suppliers' registration, approving communication devices, and custom clearance. This project comes in line with the government's direction towards automating all procedures and services. Moreover, this project elevates service quality and accelerates its delivery, in addition to minimizing the probability of human error. The implementation commended during the first quarter of 2014, and it was launched officially during June. The system now is up and running and TRA is currently receiving customers' requests and is assisting them in using the system optimally with the aim of increasing customer happiness.

Conducting a Study to Unify Standardized Specifications in the GCC:

The project is based on unifying communication devices' technical specifications, and setting standardized specification for the communication devices in GCC, which will contribute to accelerating the type approval process. As for the executuion, a draft was sent to the technical committee of the GCC General Secretariat, and a meeting was scheduled to discuss the draft further.

Monitoring the Communication Devices Market:

TRA monitors the market through websites and conducting field visits, in addition to coordinating with strategic partners to spread awareness. TRA organizes a number of monthly inspection visits during each quarter. TRA also coordinated with the Police and the Economic Departments to monitor and eliminate market violations and regulations

Support Services Sector

Administrative affairs

Environment

Being a regulatory body, the TRA's environmental impact is considered low compared to the overall ICT sector. The TRA is committed and insists on reducing its environmental impact and supporting the sector to reduce its impact on our precious environment.

Health, Safety, Environment and Quality Policy

The TRA is constantly seeking to achieve excellence in all aspects related to maintaining general health, safety, environment and quality. The TRA is also committed to applying highest standards of quality in the process implementation inside and outside the organization. The TRA spares no effort to preserve the environment and ensure workplace safety and health standards are thoroughly applied by tightening and rationalizing energy consumption and controlling waste generation and prevention of pollution and avoiding accidents, injuries and diseases as part of its responsibility towards its employees and the community. The TRA fulfils these objectives through the application of best practices and constantly improving the performance of health, safety, environment and quality sector management system.

With regard to its own operations, the TRA takes the pride that Dubai office has seen the fruits of its efforts to reduce the environmental impact and won the Leadership in Energy and Environmental Design (LEED). Dubai office was the TRA's first building to receive LEED certificate through its commitment to embrace the building management system (BMS) and cooling control system and light sensors and using energy-saving lighting, which helped to reduce the use of electricity. Moreover, our facilities management team have adopted a preventive maintenance approach and made sure that equipment and infrastructure of the building are always working with optimal efficiency.

Water and Energy Consumption

		2013	2014	Change Rate
Electricity	KW	5,301,331	6,399,708	21%
Water	Gallon	618,586	1,044,280	69%

Our energy emissions has increased in 2014 as a result of increasing the number of staff. We are aware that we need to focus our efforts on reducing energy emissions and reduce water use. We have appointed a specialist to review energy use within the Authority and his responsibilities will include improving the quantity and quality of data collected about energy and water, in addition to the initiatives detailed in this report.

Energy Saving Initiatives carried out in 2014:
- Installation of the variable frequency motor for air conditioners.
- Adjusting fans inside the parking lots so that they work only during office timings.
- Turning off fans in TRA parking lots for specific periods rather than having them work all the time in order to save energy.
- Movement sensors integrated in the lighting units.
- Improving the use of solar-powered lighting.

Looking towards the future, the TRA is working to adopt a similar approach to that of Abu Dhabi Office where a comprehensive review of energy consumption is performed in all its locations in order to identify opportunities for energy savings.

The TRA is to trying hard to reduce the waste coming from all its offices through providing the necessary training for its staff at all facilities. The TRA also contracted with a third party for recycling cans, metals, paper, glass and plastic through waste collection and recycling. We have succeeded in recycling four tons of waste in 2014.

The TRA is fully aware that the process of enhancing the infrastructure won't be accomplished without urging a behavioural change and that's why the TRA held a

workshop in order to raise awareness on the concept of green communications and information technology followed by numerous awareness presentations on the same topic. The TRA presented a comprehensive report on its initiatives in the area of environmental practices as well as the adoption of a special information request for getting information from the operators in order to analyse data and use it. The TRA held a joint meeting with the Ministry of Environment to discuss ideas and ways of cooperation in this area.

In 2014, the TRA succeeded in reducing the volume of printed papers in the office by 4% through the use of double printers and using printing centers to reduce the need for each employee to have a printer of his/her own. Rate of printing by users also decreased when we have identified the cost of print jobs. We have added the phrase "Think before you Print" to the signatures at the bottom of e-mail messages in order to encourage a culture of rationalizing paper consumption.

The TRA's impact on the ICT sector
The TRA is leading several initiatives aimed at reducing carbon emissions resulting from the ICT sector through developing and activating policies, procedures and recommendations.

At the global level, the TRA conducted a study on best practices adopted by the various entities involved in the regulation of the ICT sector and information technology. Then we submitted this study which is considered a global standard measurement at an international conference held under auspices of the International Telecommunication Union.

At the UAE level, the TRA met with representatives from the telecommunications sector to discuss their participation and contributions in reducing

carbon emissions from their mobile services sites. They were asked to prepare accurate stats about the amount of paper consumed in the sector in an attempt to identify and reduce wasting paper.

Human Resources

TRA Employees
The TRA a recognizes the importance of human capital and its vital role in developing the telecommunications sector and in supporting the TRA to fully achieve its mission being the regulatory body for this vital sector. The employees' satisfaction is an important indicator for the TRA and we annually conduct surveys to assess the level of satisfaction of our employees. Department managers meet regularly with employees to discuss the results of this survey, address staff's feedback, and develop plans to improve work conditions and environment.

Here are few examples of steps taken in the past to address the employee survey results:
- Projects to improve human resources and self-service systems.
- Projects to improve performance, evaluation and training systems.
- Projects to improve new employee's orientation through expanding the scope of the process and adding more topics such as satisfaction with the service and understanding the role of the TRA and the nature of its work in addition to understanding self-service system and updating the handbook of the process and understanding policies.
- Awareness workshops on human capital services and its processes.

The training is focused on building skills and knowledge to support employee development on personal level. In 2014, the TRA provided more than 8,500 hours of training for its employees, with an average of 29 hours per employee. In addition, the TRA runs a scholarship program where we have witnessed recently the graduation of two of our employees. The TRA plans to continue developing this program in 2015 to provide new grants within the Authority.

	Number of Employees	
	Total	Emirati Nationals
Leadership Post	4	4
Supervisory	28	20
Executive	86	70
Technical	177	145
Other	10	0
	305	239

As part of its responsibility towards Emiratization, the TRA participates in many job fairs on an annual basis. In 2014, the TRA participated in the Abu Dhabi Career Fair and Dubai Career Fair and other similar events in colleges and universities, as well as special career exhibitions for people with special needs. The TRA is also working directly with students centre in Khalifa University and the Higher Colleges of Technology with a special focus on supporting students in order to graduate a future generation of talented professionals in the field of ICT.

Emiratization
The rate of emiratization reached 82% in the TRA.

Corporate Social Responsibility

Blood donation
The annual blood donation campaigns have received a remarkable response by the TRA staff during the past few years and the number of employees who donated blood has increased to 30 employees this year. The campaign was organized inside the TRA Office where Dubai Health Authority provided a mobile blood donation bus fully equipped with the latest medical equipment to ensure the safety and health of employees.

Blood donation campaign was organized in conjunction with the TRA's Occupational Health and Safety Month initiative which is held annually in November. This initiative includes several awareness sessions and volunteer work opportunities, workshops,

educational competition, a training course and a handbook all of which are designed in order to promote healthier and safer working environment.

Other programs included eye health campaigns which were held with the support of Noor Dubai Foundation where the TRA provided free optical tests for all staff. And through the advanced technology used in the mobile clinic, eye infections and diseases can be detected very early.

Accessibility for people with special needs
In order to ensure that people with special needs can access all telecommunications services, the TRA is keen to provide special terms and services dedicated to these individuals. The TRA is currently participating in consultations with a group of partners in the sector with the support of the Ministry of Social Affairs to develop an "instruction manual" project for the sector in order to provide a special reference and guidance materials that meet the needs of this segment.

Providing support for humanitarian work in the United Arab Emirates
TRA is keen to support young Emiratis in social volunteering efforts. We have provided support for the UAE Humanitarian Work Initiative 2014 which was held under the name "Zayed Humanitarian Work Day… Love and loyalty for the generous Zayed".

TRA participates as a member of "ABILITIESme" initiative, which was launched in order to engage government entities and civil society in improving the social integration of young people who suffer from learning difficulties. This program seeks to develop school and

university curricula to fit with special educational needs.

The TRA also supports the UAE Deaf Association through its sponsorship of "Hear My Voice" Deaf empowering campaign which aims to raise awareness on sign language among all segments of the UAE society as well as integrating people with special needs in community activities and the society in general.

Supporting the development of youth skills
The TRA is seeking through its support for the "Annual Emirates Skills National Competition 2014" to promote excellence and develop long-term life skills of young people in the UAE. The competition celebrates outstanding talent in the field of technical and vocational skills and seeks to inspire and

motivate the younger generation to embrace innovation and take initiatives and choose technology based career path.

Crime Prevention Conference
The TRA participated in the second edition of the Crime Prevention Conference which was held under the patronage of Lieutenant General HH Sheikh Saif bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Interior. Organized by Abu Dhabi Police General Headquarters, the conference was held under the theme of 'Family: Prevention and Protection' on February 17 – 19 at the Fairmont Bab Al Bahr Hotel in Abu Dhabi.

The conference witnessed participation from a number of key industry experts and speakers in the field of crime prevention and discussed the most important issues facing families in this modern world. The conference agenda included work papers

and panel discussions on global models and examples applying best practices in children care, mother support, and the development of related mechanisms to ensure a better quality of life and to achieve more stability in the society.

The main purpose of this initiative is to highlight the importance of early motherhood and its huge impact in forming the child's personality and behaviour in the future. In addition, the conference aims to spread awareness on the mother's role and duties in providing care and protection for her child, and the responsibility of the institutions in this area. Moreover, the conference serves as a perfect platform for sharing best global practices in crime prevention and providing the opportunity to introduce the partners on the importance of investment in early childhood care to reduce and prevent crime rates.

TAWDHEEF 2014

The TRA participated in Abu Dhabi Recruitment Exhibition TAWDHEEF 2014, the leading recruitment exhibition in Abu Dhabi, held under the patronage of His Excellency Sheikh Nahyan bin Mubarak Al Nahyan, Minister of Culture Youth and Social Development in the United Arab Emirates in the Abu Dhabi National Exhibition Centre from February 3rd- 5th.

The 2014 edition of the TAWDHEEF was organised exclusively for UAE Nationals in order to increase opportunities for Emiratis to find suitable job roles in both the public and private sector.

The TRA's participation in this event came as a result of the Authority's strong belief in the vital role of the expertise and capabilities of national cadres and in line with its ongoing efforts aimed at attracting more nationals to work in various TRA

sectors and in all its centres.

World Internet Day

The TRA participated as an official sponsor of "World Internet Day" hosted by Al Salam School for primary and secondary education in Dubai. This move falls within the framework of the TRA's CSR efforts aimed at raising awareness on Internet and mobile security topics among the young generation.

The TRA communicated with the school administration to identify and discuss the most important points and topics that will be reviewed with the students. The event highlighted the dangers resulting

from the misuse of the Internet, including exposure to blackmail and exploitation, publishing private family information involuntarily, stealing money and exposure to threats, communicating with strangers and other risks that may represent a real danger to children and youth.

ABILITIESme Exhibition and Conference

TRA participated in the ABILITIESme Exhibition and Conference as the official 'National Telecommunication Partner'. Held under the Patronage of His Excellency Sheikh Nahayan Mabarak Al-Nahayan Minister of Culture, Youth and Community Development and Honorary President of Future Centre for Special Needs, Abu Dhabi, the event took place in the Abu Dhabi National Exhibitions Centre from 24th – 26th March 2014.

The ABILITIESme Exhibition and Conference is positioned as a strategic Corporate Social Responsibility (CSR) initiative aimed at supporting people with disabilities and special needs communities. The event seeks to engage government and civil society with the view to improving

social and community integration of young people with autism; nurture potential and advance the capabilities of wheelchair-bound adults; grow academic strengths and physical astuteness of children with down-syndrome and reinvent standards of educational excellence in both the school and university curriculum.

Careers UAE 2014

The TRA participated in the 14th edition of the "Careers UAE 2014" fair which was held at the Dubai World Trade Centre under the patronage of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, during the period between April 22 and 24. The TRA's participation in this key national event falls as part of its strategic vision aimed at providing appropriate employment opportunities for national cadres in the state.

The exhibition provides a significant interactive platform that attracts most talented professionals and UAE nationals looking for a job opportunity, as they can meet with representatives of recruitment companies and HR managers in key organizations. Moreover, the exhibition provides UAE nationals with an opportunity of training, education and employment in more than 11 different sectors, as well as familiarizing them with the latest developments in the labor market, and enabling them to apply for jobs with the possibility of a having job interviews during the event.

Police Sports Association Event 2014

The TRA participated in the Police Sports Association Event 2014, organized by the Ministry of Interior as the official 'Bronze Partner'. The event took place at the Police Officers Club in Abu Dhabi from March 30th to 10th April and included 16 different

games and contests with the participation of police officers from departments across the UAE, both men and women.

The Police Sports Association Event included a range of competitions and tournaments held in various emirates across the UAE under the patronage of the UAE Leadership who support the importance and the role of sports in reinforcing the UAE's leading global position. Athletes competed in the following sports: Athletics, archery, Ironman Triathlons, volleyball, soccer, swimming and martial arts, rowing and tug of war.

The Annual
Emirates Skills National Competition

The TRA confirmed its full support to the 6th "Emirates Skills National Competition 2014" organized by "Emirates skills Organization" at the Abu Dhabi National Exhibition Centre on April 14-16. The competition witnessed participation from many Emirati students and employees who competed to show their skills and capabilities in many fields including science and technology, health and culture among others.

A technical committee including some of the leading experts and stakeholders reviewed all submissions received by the participants and developed a special mechanism for benefiting from these innovative ideas in daily life in addition to selecting and awarding participants in each field. The "Emirates skills Organization" communicates with these talented contestants and foster their skills to help them engage in the practical daily life and become effective and productive society members.

"Mother of the Nation - Pride of the UAE"

The TRA participated as a 'Bronze Partner' in the "Mother of the Nation - Pride of The UAE" campaign - created in order to celebrate and honor the work of H.H. Sheikha Fatima bint Mubarak, Chairwoman of the General Women's Union (GWU), Supreme Chairperson of Family Development Foundation (FDF) and the Honorary President of the Emirates Business Women Council. Held under the patronage of the Department of Presidential Affairs, this event took place on 23rd March 2014 in Emirates Palace Hotel.

The celebration involved an entirely new component as The Emirates Business Women Council organized an accompanying event under the theme of "An evening of gratitude for the Lady of boundless generosity". The event included a photo exhibition that highlighted Her Highness' contribution to the progression of women globally in addition to speeches and poems stressing on the vital role of her initiatives in supporting women's social and economic activities in the UAE, region and also on the global level. The Board will issue a commemorative book titled "Mother of The Nation - Pride of The UAE" which will shed the light on a number of aspects of Her Highness' life and her direct involvement in advancing the position of Emirati women and reinforcing her role to contribute in the UAE success and prosperity.

A workshop for a group of students from Higher Colleges of Technology in Dubai

The TRA held a workshop at its Dubai office for a group of students from the Higher Colleges of Technology in Dubai. The workshop aims to familiarize them with the rules and conditions relating to the Internet access and social networking websites using techniques.

The initiative came in the framework of the TRA's ongoing efforts to strengthen its relations with educational institutions in the UAE as well as educate the younger generation on how to best deal with nowadays' modern technology as they represent the largest segment of social media and internet users. The workshop agenda also included a series of presentations on domain names system and the mechanism of aeCERT team work as well as organizing a field visit to the .aeDA domain names laboratory, the digital forensics laboratory and the UAE mGovernment center of innovation.

"Zayed Giving Campaign 2014"

TRA announced its support for the efforts of launching "Zayed Giving Campaign 2014" organised by the Department of Presidential Affairs to mark the tenth death anniversary of the founder of the United Arab Emirates (UAE) and the builder of its renaissance late Sheikh Zayed bin Sultan Al Nahyan. A special evening ceremony was held on Wednesday 25th June at the Etihad Ballroom, Emirates Palace Hotel, Abu Dhabi.

The campaign highlighted a wide range of key humanitarian initiatives and activities of the UAE in the field of giving and charity. It truly reinforces the vision of the founder of the United Arab Emirates about the decent life values and everything related to maintaining one respect to himself and to his partners in humanity.

MOU with the National Human Resource Development and Employment Authority (TANMIA)

TRA signed an MOU with the National Human Resource Development and Employment Authority. The agreement is aimed at developing the competencies of Emirati citizens to enable them to work in the UAE ICT sector and participate in its development in addition to boosting the Emiratisation rates in this vital sector.

The MOU included the launch of "Tomouh" initiative which entails providing a strategic framework for preparing and building UAE citizens' skills and competencies to enable them to join the ICT sector and thus contribute to achieving the UAE 2021 vision and the national agenda.

The agreement also included working to provide educational opportunities and offering advanced training courses and supporting all initiatives, programs and cooperation frameworks proposed and agreed upon by both parties in the same domain. The agreement also aims to gradually increase Emiratisation rates on both quantity and quality levels in the ICT sector in order to contribute in developing and reinforcing social stability in the country.

According to the agreement, both parties will provide the necessary funding for training packages and comprehensive programs for developing national competencies and building strategic partnerships with both public and private sectors in this regard.

Week of Excellence 2014

The TRA hosted Week of Excellence 2014 from Sunday, August 31 until Thursday, September 4. The program for this initiative encompassed a series of lectures designed to increase employee productivity and urged them to share innovative ideas and proposals, birthing practical solutions to make a quantum leap in the way work is performed and thus providing TRA customers with added service and benefits.

Dr. Jassim Al-Mulla, from Dubai Police , led the activities with a workshop entitled "Administrative Excellence and Creative Thinking". The workshop exhibited examples on how to encourage staff to find solutions to challenges facing them, instead of complaining. Moreover, there was a lot of focus on the subject of customer care and how to achieve the highest levels of satisfaction. This topic was essential

to provide good impressions of the institution, through systematically evaluating customer and staff satisfaction, reflecting positively on work done. The points raised in the workshop include a discussion about rewarding the best suggestion from a company, the importance of continuous effort and optimism towards the possibility of achieving success, and avoiding stereotypes at work. Also, an emphasis on creativity, its tools, obstacles and consequences, as well as creative thinking skills, fluency, flexibility, originality, details and sensitivity towards problems.

Abu Dhabi Men's College (ADMC) Employment Exposition

TRA participated in the Abu Dhabi Men's College (ADMC) bi-annual Employment Exposition. The exposition is an excellent opportunity for the TRA to expose its ICT career opportunities to fresh graduates, who are keen to enter the workforce within the sector.

The TRA Emiratization plan has seen recent updates in its policies, where the efforts yielded a significant 80% increase by the end of 2013. These figures are the expected result of a systematic strategy based on the search for the most competent national talents in diverse fields, with relation to the ICT sector. The employment exposition is an exceptional platform to provide opportunities for the TRA to prove its efficiency and ability to lead the nation's development and technological advances.

Blood Donation Campaign

The TRA organised a blood donation

campaign for its staff at its headquarters in Abu Dhabi and Dubai. The awareness drive was the inaugural event in TRA's Occupational Health and Safety Month initiative, which is aimed at spreading awareness of such issues to the organisation's employees throughout November. The TRA cooperated with the Dubai Health Authority in preparing the blood donation campaign initiative, to highlight the importance of blood donation as a contributor to a healthy and collaborative society.

Kifah Al Khatib, Senior Clinical Scientist at DHA, led the informative programme and discussed how staff members, in both the Abu Dhabi and Dubai offices, can contribute to their work community by safely donating their blood to enhance the level of happiness, health and productivity at TRA.

Flag Day
The TRA celebrated the flag hoisting ceremony at both its Abu Dhabi and Dubai offices to mark the Flag Day initiative of Vice President and Prime Minister and Ruler of Dubai, His Highness Sheikh Mohammed bin Rashid Al Maktoum where employees gathered to witness the raising of the UAE Flag.

The UAE Flag day is an annual national occasion celebrated in conjunction with the anniversary of the accession of HH Sheikh Khalifa bin Zayed Al Nahyan to the presidency of the UAE. Marking this occasion, Vice President and Prime Minister and Ruler of Dubai, His Highness Sheikh Mohammed bin Rashid Al Maktoum issued his directives to all UAE Federal and local government entities to unite and raise the UAE flag high on the buildings across UAE at the same time on the 3rd of November every year.

A lecture on workplace health and safety conditions
TRA hosted a lecture entitled "A Safe and Healthy Work Environment for a Civilized and Advanced Society" in collaboration with Dubai Health Authority (DHA). The lecture was attended by a large

number of TRA's employees and comes within the framework of the TRA's Occupational Health and Safety Month initiative held throughout the month of November.

This awareness lecture aims to introduce the TRA staff to the occupational safety concept at the workplace, its main principles as well as the measures and precautions that should be taken while focusing on the factors and causes leading to common errors and how to avoid them. The lecture was delivered by Ismat Essam Ghazal, Skills and Self Development Consultant at the Medical Education Department, who focused on many important issues related to this subject including staff safety, fire precautions, facilities security, protection from contagious diseases, and how to protect against injuries and health hazards at the workplace.

"The launch of organizational excellence project and discussing the evaluation report"
The TRA hosted an internal workshop under the title of "The launch of organizational excellence project and discussing the evaluation report". This workshop that witnessed a great participation by TRA staff aims to spread the culture of excellence, creativity and promote the spirit of innovation at the level of all TRA departments and divisions.

The workshop agenda included a presentation focusing on a set of indicators and mechanisms of internal work and ways

to exchange expertise and knowledge in the field of spreading the culture of excellence and promoting the quality concept as a way of life and work and not just a result to be achieved. The workshop also included conducting a practical training where participating managers were divided into different working groups each of which took charge of handling some expected aspects of enhancement and development then working on the analysis and coming with the proposed procedures and a list of initiatives to be implemented based on the indicators and results attained.

Awareness Workshop on reducing energy sources consumption
In collaboration with Dubai Electricity and Water Authority, the TRA organized an awareness workshop on reducing the consumption of energy sources of various kinds. The workshop which has seen the participation of a large number of TRA staff aimed to spread the culture of rationalizing consumption in the workplace and preserving natural resources in order to support the sustainable development objectives at the state level.

The workshop, titled "Energy Sources Reduction Facts and Practices" was organized through video communication technique in order to provide the opportunity for Abu Dhabi Office staff to participate and benefit from the workshop. The workshop agenda included a detailed explanation of most important steps and practices that help save energy sources at work, home and public facilities alike. This workshop comes within the framework of TRA's ongoing efforts to preserve resources and tighten consumption in line with the state's strategy in this area.

International Affairs

The TRA has participated during February in the meetings of the Advisory Committee for "the International Telecommunications Satellite Organization" (ITSO), representing the UAE at the organizations headquarter in Washington. This participation came in the wake of the accession of the UAE to this committee. In the same context, the authority has taken part in the Satellite Conference and Exhibition, which was held in Washington from 10 to 13 March. On the other hand, TRA has joined the fourth commission task force meeting on the "satellite services" which was held in the ITU headquarter in Geneva from February 5 to 19, and it has also participated in the second meeting, from June 25 to July 11 in Geneva as well. These meetings fall within the framework of the vigorous actions taken by the authority to participate actively and to prepare for the work of the

Radio communication Conference, which will be held in November 2015 in Geneva. In addition, the authority has submitted an official request to the Ministry of Foreign Affairs on the registration of the moon satellite "Dubai Sat 2" under the name of the United Arab Emirates in the Office for Outer Space Affairs in the United Nations, and has also participated in the meetings of the seventh commission task force which discussed the "space science services," and was held from May 6 to 13 at the ITU headquarter in Geneva. In the same context, the TRA has taken part in the "Luxembourg Satellite Conference" which was held from May 6 to 8, and in a coordination meeting about satellites which took place in the United Kingdom in November.

On the other hand, and in preparation of celebrating the passage of 150 years since

the ITU's foundation, the organization's council agreed that the UAE's Telecommunication Regulatory Authority heads the new ITU Council, which was held for this purpose where the participation in the first meeting took place on February 28 in Geneva. The TRA was also involved in a workshop titled "the efficient use of the spectrum / orbit resources" organized by the Union in the city of Limassol, Cyprus from 14 to 16 April. The Authority has also taken part in the meetings of ICANN 49 hosted by Singapore from 22 to 27 March, and in the organization's fiftieth annual meeting, which was held in May and took place in London coinciding with the high-level meeting of governments regarding the international Internet affairs.

As a gold sponsor for the fourth time in a row, the authority has participated in the activities of "The World Summit on the Information Society Forum", the international high-level event, which was held in Geneva from 11 to 13 July. It has also taken part in "the meeting of international partners on Internet policy issues", which was held in Brazil from 23 to 24 April, in addition to participating in the 14th Global Symposium for Regulators, in the Kingdom of Bahrain during the period between June 3 to 5, and in the annual technical meeting of the computer security incident response teams (CSIRTs) from 28 to 29 June in the city of Boston.

With regard to the ITU Telecommunication Standardization Sector (ITU-T) the authority has participated in the second academic committee meeting, in a special workshop under the title "Caller ID Spoofing" which was held from May 28 until June 6 in Geneva, in a seminar which was also held in Geneva during November and discussed the ways to address information and communication pseudo-technology

devices, and in the fifth school committee meeting of the ITU-T, which was held in India at the end of the year. And as for the ITU Radiocommunication Sector (ITU-R), the Authority was involved in the work of the Advisory Group, which was held at the ITU headquarter in Geneva during the period between 24 to 27 June, and in The ITU World Radiocommunication Seminar which lasted for five days and was held in December. Furthermore, the authority has attended in the first of September the High-Level Leadership Meeting which preceded the work of the ninth edition of the annual Internet Governance Forum (IGF) that lasted from 2 to 5 September, in addition to its participation in coordination meetings with leading Internet companies in the United States from 22 to 25 September.

In preparation for the ITU Plenipotentiary Conference, the authority has taken part in the last meeting of the Asian Group in Thailand during the period between 18 to 22 August. To ensure the highest degree of coordination with the various regional groups, the TRA has also participated in the activities of the last meeting of the American Group, which was held in Argentina on 11 and 12 September and in the last meeting of the European Group in Germany during the period between 15 to 18 September. Besides, on 28 August, it has joined the informal second meeting of the regional groups in charge of the preparations for the conference. It should be noted that the United Arab Emirates has led, through the authority, the work of the Arab team in charge of preparations for the Plenipotentiary Conference 2014 in Korea.

The TRA has also participated in the International Telecom Exhibition (Union Telecom 2012), which was held in Doha during the period between December 7 to

10 and in the annual meeting of the Special Committee concerned with regulatory and procedural matters, which was held at ITU headquarters in Geneva from 1 to 5 December. The authority has also taken part in the International Conference on ICT, which was held in Georgia during November, and in the Telecommunications Regulatory Conference 2014, which was held during March and took place in Qatar and was titled "Next Generation of Fixed Broadband Network and Services: Challenges and Opportunities".

Participation in Regional Events:
The TRA participated in the first meeting of the GCC work group in charge of the eGovernment guiding initiatives management which was held in Kuwait late January. In March, the TRA participated in a joint meeting between the

eGovernment Executive Committee and the Ministerial Committee for Post, Telecommunications and Information Technology Undersecretaries and the meeting of eGovernment executive committee which was held in Kuwait. TRA also participated in the meeting of the GCC Ministerial Committee for Communications and in the work of the Steering Committee and the Technical Committee for Communications and Information Technology.

In the framework of the GCC and Arabic preparations for the World Telecommunication Development Conference and the ITU Plenipotentiary Conference, the TRA participated in the meeting of the GCC Team which was held in Bahrain in February and was followed by participation in the meetings of the Arab Working Group on this matter, the meeting of the Arab Permanent Committee for Communications and Information held

in Cairo during on March 2-5th and then TRA also participated in the meeting of the Arab/ Gulf Team in charge of preparation efforts for the Plenipotentiary Conference which was held in Bahrain in June and lasted one week.

In February, the TRA also participated in the sixth GCC meeting of the work group for the Communications Committees Restructuring which was held over two days in the Kingdom of Bahrain. And as an observer, the TRA also participated in the 35th Round of the Executive Bureau for Arab Telecommunications and Information Council of Ministers which was held in Cairo and submitted a working paper on the top level domain project (عرب.). With the end of 2014, the TRA took part in the Arab ICT Committee's 35th meeting which was held at the General Secretariat headquarters in Cairo and the 18th meeting of the Arab Telecommunications and Information and post Council of Ministers.

In order to enhance cyber security and exchange expertise and coordinate efforts in this area, the TRA participated in April in the 10th meeting of the national centers for computer emergency response committee and in the 6th meeting of the ICT Steering Committee which were both held in Kuwait. Prior to this, the TRA took part in Conformity and Interoperability Training for Arab Region held in Tunisia on March 17-22. In end of April, the TRA participated in the 12th meeting of the Arab ICT Regulators Network which was held in the Sultanate of Oman.

In April, the TRA participated in the 3rd meeting of the GCC team in charge of participation in the World Radiocommunication Conference 2015 and the 35th meeting of the GCC Technical Committee for Telecommunication Bureau

which was held in the Kingdom of Bahrain.

The TRA also participated in the 25th meeting of the GCC Ministerial Committee for Under-Secretaries of Post, Telecommunications and IT which was held in May in Kuwait, in addition to taking part in the 23rd meeting of the of the Ministerial

Committee for Post, Telecommunications and Information Technology which was held in June in Kuwait too.

The TRA participated in the 10th meeting of the GCC International Mobile Roaming Team as deputy head of the Gulf team, and in the 13th meeting of the ICT legislation and regulation committee held at the General Secretariat headquarters in Riyadh in June.

With regards to the Arabic Internet domains, the TRA has worked to coordinate efforts aimed at identifying the position of the GCC countries on the new TLDs. After becoming a member in the Steering Committee of key Arab TLDs projects, the TRA participated in the Committee's meeting which was held in Cairo between September 30 and October 1st as a member. The TRA also took part in the Cairo ICT conference and exhibition which was held in November where the United Arab Emirates was hosted as guest of honor.

In November, the TRA took part in the 8th meeting of the Arab Standardization Team which was held in Kuwait over a period of five days.

Hosting Events:
In February, the TRA hosted at its Abu Dhabi office the 9th meeting of the Mobile Roaming Working Group as well as a

workshop in collaboration with the World Bank to mark the launch of the World Bank's first report on broadband networks in the Middle East. The workshop focused on Accelerating the Growth of High-Speed Internet Services and it was held as a part of a tour conducted by the World Bank that included a number of countries in the region starting with the UAE.

At its Dubai office, the TRA hosted in March the 12th meeting of the online services applications working group where the TRA has chaired the Gulf team participating in this meeting.

World Telecommunication Development Conference:

This conference is one the most prestigious high level international conferences listed on the ITU agenda for the ITU-D Sector and it was hosted in the UAE for the first time. During its 6th edition held under the theme 'Broadband for Sustainable Development', the conference discussed a wide range of international resolutions and recommendations related to the ITU-D sector. The 74 key international resolutions put on table were the main focus of the conference agenda and discussions among its attendees and participants from all over the world who all gathered in Dubai. Preparations for the conference started with an inspection visit to the UAE by a delegation from the International Telecommunication Union. A contract was arranged with the Dubai World Trade Centre to host the conference. At the end of the conference, the TRA organized an honoring ceremony for the participating delegations on April 13.

International Coordination:

The TRA coordinated with the General Secretariat of the Arab League on concluding memoranda of understanding between the Arab Group and other regional groups in the field of ICT as well as international cooperation in all matters relating to international conferences. Coordination also included finalizing a memorandum of understanding with Senegal in the field of international cooperation. In this regard also, coordination efforts included the participation of the Authority in the conference preparatory meeting (CPM 15) which was held in Geneva on September 1-5. These coordination efforts were concluded with a visit by the ITU Secretary General to the UAE during September. Efforts also included working with the Executive Office in Dubai on supporting "Dubai Smart City" file at the International Telecommunication Union.

Winning memberships of the ITU Council and Radio Regulation Board

The UAE recorded a great achievement by winning memberships of both the ITU Council and Radio Regulation Board. The United Arab Emirates has won membership of the International Telecommunication Union (ITU) Council for the third time in a row. The elections witnessed strong competition from 18 countries on 13 memberships reserved for the Asia region out of 48 memberships constituting the ITU Council. Eng. Nasser bin Hammad, Senior Manager of International Affairs at the Telecommunication Regulation Authority, also won membership of the ITU Radio Regulations Board, one of the most important bodies at the ITU, adding another milestone for the U.A.E. delegation participating in the three-week Plenipotentiary Conference of the ITU in Busan, South Korea. Bin Hammad became the first representative from the GCC to win this position after 20 candidates representing different regions, competed for 12 seats constituting the entire board, while six candidates representing the Asia region competed on three seats reserved for this region.

The UAE received 120 out of 168 votes. Nasser bin Hammad gained 108 votes out of 167, thus garnering the second highest number of votes after the Japanese candidate who won 136 votes, reflecting the profound trust and confidence given by Asian states for the U.A.E. candidates.

This victory is also a great testament on the great efforts of the TRA team and management in establishing and strengthening relationships with ICT ministries and authorities in the Asian countries.

This great achievement came as a result of the efforts and work of the UAE national team which was formed based on a TRA decision and included representatives from the Ministry of Foreign Affairs, the UAE Armed Forces, Ministry of Interior, Etisalat, Du, Al Yahsat, Al Thurayya and the Civil Aviation Authority.

In the same context, the UAE chaired the Arab Team in charge of preparations for this conference in order to coordinate the Arab countries efforts and mobilize the needed support to ensure winning the highest number of votes for various Arab

countries candidates for positions at the ITU councils and boards. The TRA also participated at the meetings of other regional groups in order to ensure winning highest number of votes from various countries around the world.

The TRA's participation in the conference had witnessed submitting a number of work papers most of which focusing on very important topics at the international level.

Customer
Service
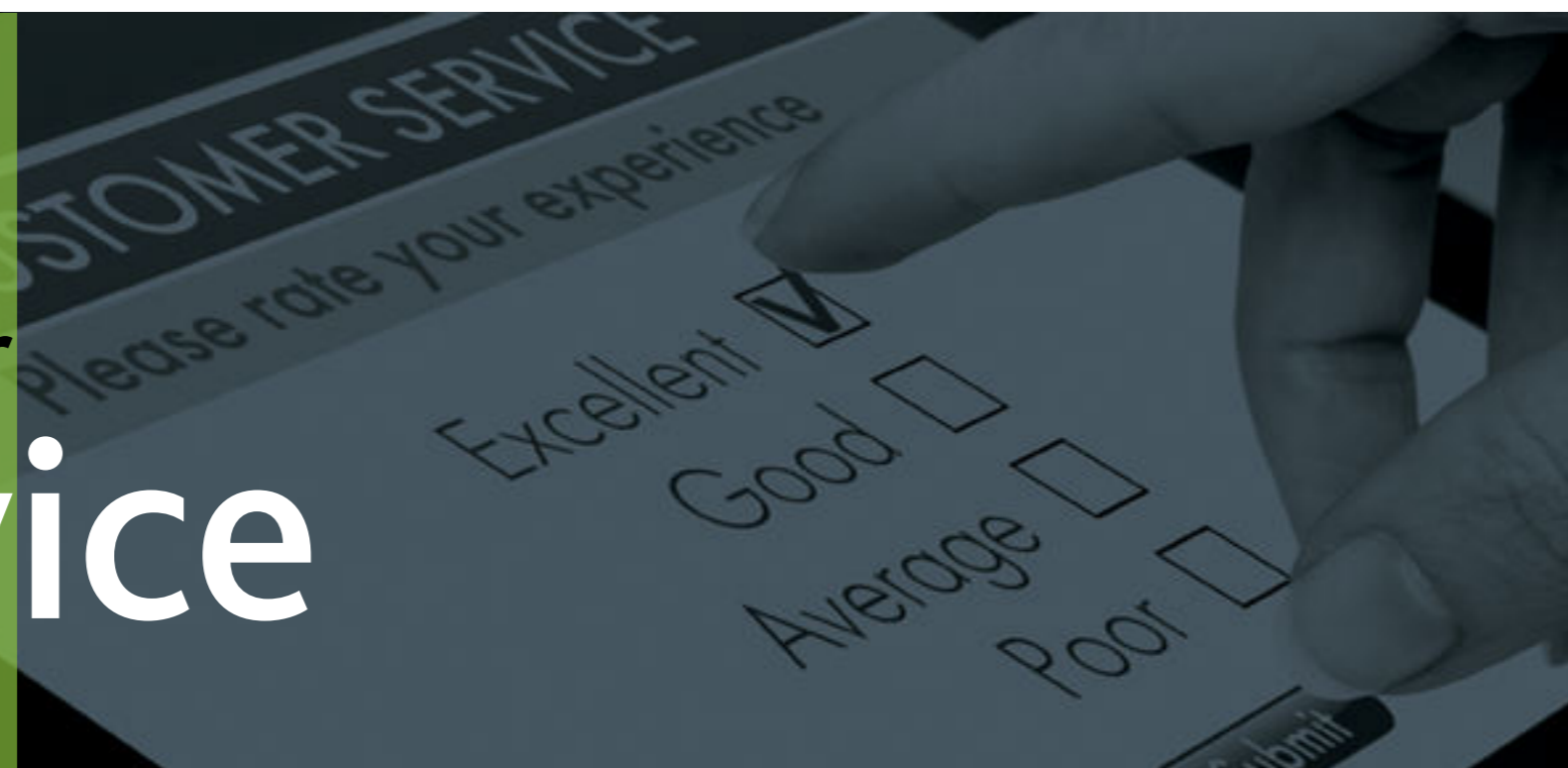
Driven by our keenness on providing premium services to our customers, and responding to their inquiries and questions in a professional and timely manner. TRA established a customer service department that brings under its roof a highly trained and experienced team that handles customer complaints professionally and ensures their satisfaction. TRA equipped the team with the latest technologies, and conducts regular workshops that aim at training them on handling complicated cases.

In this context, TRA has developed its Customer Service Charter which commits employees to respecting customers and providing them with fair and exceptional services through the appropriate channels

and around the clock. The charter obliges the team to commit to each service requirements including the time required to deliver it, in addition to simplifying all procedures to ensure the provision of prompt and smooth services. Aiming to build a good relation between the customer service agent and the client, the charter urges customers to commit to the instructions provided with the services including respecting others' rights to ensure the provision of fair services. The charter also obliges the customer to provide all required documents and answer all the customer service team's questions to ensure providing professional services in a timely manner. The charter also commits employees to report any error, change in details, or any condition

related to delivering the service. It also urges the customers to commit to using the designated communication channels for complains and inquiries.

The total number of complaints received by the customer service department during the first quarter of 2014 was 1064 complaints, 898 were closed on the exact time frame that was defined by the Customer Charter. Only 83 complains were closed after the specified time, while the number of complaints that are still ongoing is 68 complaints. Accordingly, 84% of the complains were closed during the first quarter. The number of inquiries that the department received reached 72 which represented 79%. The complaint's varied between operators' issues, weak coverage, billing issues, and outdated customer information. On the other hand, customers were also interested in topics like advertising on social media, legal inquiries, suppliers' registration, and readiness certificate inquiries.

The second quarter witnessed an increase in the complains' number as it reached 1832 complains which is a 29% increase in comparison to the first quarter. Despite this increase, the team was able to close 940 complains on time, which means that the efficiency percentage increased by 68%. In regards to inquiries, they amounted to 122 inquiries of which 85 were responded to on time, and this indicates an increase in the efficiency level by 70%. The complains encompassed billing issues, lines' activation issues and issues related to lines' suspension after transferring to another operator. The inquiries were mostly about blocking some websites, VOIP policies, type approval, and the Audio/Video protocol.

Financial statements
for the year ended
31 December 2014

Independent auditor's report to the Board of Directors of Telecommunications Regulatory Authority

We have audited the accompanying financial statements of Telecommunications Regulatory Authority (the "Authority"), which comprise the statement of financial position as at 31 December 2014, the statements of financial performance, changes in federal government account, cash flows and comparison of budget and actual amount for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with International Public Sector Accounting Standards, and for such internal controls as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. Those Standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of the Authority as at 31 December 2014, and its financial performance and cash flows for the year then ended in accordance with International Public Sector Accounting Standards.

Emphasis of matter

Without qualifying our opinion, we draw attention to Note 8 to the financial statements, which states that the Authority has a receivable from Emirates Telecommunication Corporation (Etisalat) amounting to AED 999.35 million (2013: AED 718 million), which pertains to amounts receivable towards the Information and Communication Technology (ICT) Fund, which are outstanding for all periods commencing from 2009. A majority of the outstanding amount is a percentage of the international revenue earned by Etisalat, which is currently under negotiations. The management of the Authority believes that the outstanding amount is fully collectable and hence no provision is required.

Other matter

The financial statements of the Authority as at and for the year ended 31 December 2013 were audited by another auditor whose report dated 13 October 2014 expressed an unqualified opinion on those financial statements.

Statement of financial position

	AED	As at 31 December	
	Note	2014	2013
ASSETS			
Non-current asset			
Property and equipment	6	305.917.762	230.638.868
Intangible assets	7	10.208.451	4.535.798
		316.126.213	235.174.666
Current assets			
Trade and other receivables	8	1.356.039.841	1.076.253.433
Advances to suppliers		3.975.374	9.325.237
Cash and bank balances	9	1.945.721.064	1.907.239.690
		3.305.736.279	2.992.818.360
Total assets		3.621.862.492	3.227.993.026
EQUITY AND LIABILITIES			
EQUITY			
Accumulated surplus – federal government account	10	3.438.533.435	2.994.412.161
LIABILITIES			
Non-current liabilities			
Employees' end of service benefits	11	9.280.838	7.636.448
Deferred revenue		9.581.535	9.165.072
		18.862.373	16.801.520
Current liabilities			
Deferred revenue	12	36.951.464	33.437.639
Trade and other payables		126.079.273	178.378.325
Retentions		1.435.947	4.963.381
		164.466.684	216.779.345
Total liabilities		183.329.057	233.580.865
Total equity and liabilities		3.621.862.492	3.227.993.026

Statement of financial performance

Statement of financial performance	AED Note	As at 31 December 2014	2013
Income			
Licenses and authorisations	13	436.528.567	419.644.094
ICT Fund contributions from licensees	16	610.052.400	496.525.580
Fines and penalties		1.583.687	1.400.000
Interest income		28.188.793	37.110.148
Other income		10.049.565	7.457.429
Gain on disposal of property and equipment		1.472.352	23.122
		1.087.875.364	962.160.373
Expenses			
Staff cost		185.257.051	165.888.465
ICT Fund grants and scholarships	16	187.615.321	187.779.540
Sponsorship, advertisement and exhibition		46.498.141	19.565.460
expenses		43.522.410	24.378.307
Consultancy fees	6.7	27.874.719	26.530.663
Training, business travel, seminars and publications		9.483.090	9.488.016
Other expenses		43.503.358	38.366.320
		543.754.090	471.996.771
Surplus for the year		544.121.274	490.163.602

Payment to UAE's Ministry of Finance

As at 1 January 2013	2.604.248.559	
Total surplus for the year	490.163.602	Accumulated surplus
At 31 December 2013	(100.000.000)	
Total surplus for the year	2.994.412.161	

Total surplus for the year	544.121.274	
Payment to UAE's Ministry of Finance	(100.000.000)	Accumulated surplus
At 31 December 2014	3.438.533.435	

Statement of cash flows

Statement of cash flows	AED Note	As at 31 December 2014	2013
Cash flows from operating activities			
Surplus for the year		544.121.274	490.163.602
Adjustments for:			
Depreciation and amortisation	7&6	27.874.719	26.530.663
Employees' end of service benefits	11	2.058.485	1.934.370
Interest income		(28.188.793)	(37.110.148)
Gain on disposal of property and equipment		(1.472.352)	(23.122)
Property and equipment written off		-	1.728.945
Operating cash flows before payment of employees' end of service benefits and changes in working capital		544.393.333	483.224.310
Employees' end of service benefits paid	11	(414.095)	(3.771.641)
Changes in working capital:			
Trade and other receivables		(285.126.971)	(230.641.747)
Deferred revenue		3.930.288	1.078.893
Trade and other payables		(52.299.052)	95.604.049
Net cash generated from operating activities		210.483.503	345.493.864
Cash flows from investing activities			
Purchase of property, equipment and intangible assets	7&6	(108.826.266)	(20.795.006)
Proceeds from the disposal of property and equipment	7&6	1.472.352	24.375
Retentions		(3.527.434)	134.815
Advances to suppliers		5.349.863	1.964.490
Interest received		33.529.356	42.859.163
Short term deposits	9	(157.000.000)	(178.068.875)
Net cash used in investing activities		(229.002.129)	(153.881.038)
Cash flows from financing activities			
Payment to UAE's Ministry of Finance		(100.000.000)	(100.000.000)
Net (decrease)/increase in cash and cash equivalents		(118.518.626)	91.612.826
Cash and cash equivalents, beginning of the year		121.239.690	29.626.864
Cash and cash equivalents, end of the year	9	2.721.064	121.239.690

Statement of comparison of budget and actual amounts	2014 (AED)		
	Original and final budget	Actual amount	Difference
Income	A	B	B - A
Licenses and authorisations	420.761.520	436.528.567	15.767.047
ICT Fund contributions from licensees	427.878.160	610.052.400	182.174.240
Fines and penalties	-	1.583.687	1.583.687
Interest income	12.000.000	28.188.793	16.188.793
Other income	3.963.478	11.521.917	7.558.439
Total income	864.603.158	1.087.875.364	223.272.206

Expenses	A	B	B - A
Staff cost	(207.000.000)	(185.257.051)	(21.742.949)
ICT Fund grants and scholarships Sponsorship, advertisement and exhibition expenses	(459.911.214)	(187.615.321)	(272.295.893)
Consultancy fees	(39.585.100)	(46.498.141)	6.913.041
Depreciation and amortization	(21.375.000)	(43.522.410)	22.147.410
Training, business travel,seminars and publications	(44.468.580)	(27.874.719)	(16.593.861)
Other expenses	(10.065.000)	(9.483.090)	(581.910)
	(44.989.983)	(43.503.358)	(1.486.625)
Total expenses	(827.394.877)	(543.754.090)	(283.640.787)

Capital expenditure	A	B	B - A
Property and equipment	(48.091.001)	(98.973.943)	50.882.942
Intangible asset	(14.000.000)	(9.852.323)	(4.147.677)
Total capital expenditure	(62.091.001)	(108.826.266)	46.735.265
Total expenses and capital expenditures	(889.485.878)	(652.580.356)	(236.905.522)

Notes to the financial statementsfor the year ended 31 December 2014

1-Legal status and principal activities
General Authority for Regulating the Telecommunication Sector, commonly named as Telecommunications Regulatory Authority (the "Authority") was established as a Federal independent public authority, for the purpose of regulating the telecommunication sector in the United Arab Emirates ("UAE"), under Article (6) of UAE Telecommunications Law (Federal Law by Decree No. 3 of 2003). The Authority is governed by Federal Law (Decree No. 3 of 2003 and its Executive Order). The registered office of the Authority is PO Box 26662, Abu Dhabi, UAE.

The Authority derives its strategic objectives from the UAE Telecommunications Law, the Executive Order, and the UAE National Telecommunications Policy. As such the Authority is mandated to: ensuring adequacy of telecommunications services throughout the UAE; achieving enhancement of services, both in terms of quality and variety; ensuring quality of service and adherence to terms of licenses by licensees; encouraging telecommunications and IT services within the UAE; promoting and developing the telecommunications sector in the UAE by training, development and the establishment of relevant training institutions; resolving any disputes between the licensed operators; establishing and implementing a regulatory and policy framework; promoting new technologies; ensuring that the UAE becomes the regional Information and Communication Technology (ICT) hub; developing the country's human capital; and encouraging research and development.

2-Summary of significant accounting policies
The accounting policies set out below have been applied consistently to all periods presented in these financial statements in dealing with items which are considered material in relation to the financial statements.

2.1 Basis of preparation
These financial statements have been prepared in accordance with the International Public Sector Accounting Standards ("IPSAS") or, where no such standards have yet been formulated, International Financial Reporting Standards ("IFRSs").

The financial statements have been prepared under the historical cost basis.

The preparation of financial statements in conformity with IPSAS requires management to make judgments, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. The area involving a higher degree of judgment or complexity, or area where assumptions and estimates are significant to the financial statements has been disclosed in Note 4.

(a) New standards and interpretations not yet effective

- Improvement on IPSAS 1 Presentation of Financial Statements (effective 1 January 2017);
- IPSAS 17 Property, Plant and Equipment (effective 1 January 2017);
- IPSAS 28 Financial Instruments: Presentation (effective 1 January 2017; and.
- IPSAS 31 Intangible assets (effective 1 January 2017).

The adoption of the above new IPSAS will have no material impact on the financial position or performance of the Authority. However, it will give rise to amendments to the presentation of the financial statements and additional or amended disclosures.

2.2 Foreign currency translation

The financial statements are presented in UAE Dirhams ("AED"), which is the Authority's functional and reporting currency.

Transactions in foreign currencies are translated to AED at the exchange rates at the dates of the transaction. Monetary assets and liabilities denominated in foreign currencies at the reporting date are retranslated to AED at the exchange rate at that date. The foreign currency gain or loss on monetary items is the difference between amortised cost in AED at the beginning of the year, adjusted for payments during the year, and the amortised cost in foreign currency translated at the exchange rate at the end of the year.

2.3 Financial instruments

2.3.1 Financial assets

Financial assets are recognised initially on the trade date at which the Authority

becomes a party to the contractual provisions of the instrument.

The Authority derecognises a financial asset when the contractual rights to the cash flows from the asset expire, or if it transfers the rights to receive the contractual cash flows on the financial asset in a transaction in which substantially all the risks and rewards of ownership of the financial asset are transferred.

The Authority's financial assets are classified into the loans and receivables category. Loans and receivables are financial assets with fixed or determinable payments that are not quoted in an active market. Such assets are recognised initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition, where the time value of money is material, loans and receivables are measured at amortised cost using the effective interest method, less impairment losses, if any.

Loans and receivables include cash and cash equivalents, and trade and other receivables. Cash and cash equivalents comprise cash balances and term deposits with original maturities of three months or less.

2.3.2 Financial liabilities

Financial liabilities are recognised on the trade date at which the Authority becomes a party to the contractual provisions of the instrument. Financial liabilities are recognised initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition these financial liabilities are measured at amortised

cost using the effective interest method. The Authority derecognises a financial liability when its contractual obligations

are discharged or cancelled or expire.

Financial assets and liabilities are offset and the net amount presented in the statement of financial position when, and only when, the Authority has a legal right to offset the amounts and intends either to settle on a net basis or to realise the asset and settle the liability simultaneously.

2.4 Property and equipment

Items of property and equipment are measured at cost less accumulated depreciation and accumulated impairment losses, if any.

Cost includes expenditure that is directly attributable to the acquisition or construction of the asset. When parts of an item of property and equipment have different useful lives, they are accounted for as separate items (major components) of property and equipment.

Gains and losses on disposal of an item of property and equipment are determined by comparing the proceeds from disposal with the carrying amount of property and equipment and are recognised net within other income in statement of financial performance.

The cost of replacing a component of property and equipment is recognised in the carrying amount of the related asset if it is probable that future economic benefits embodied within the component will flow to the Authority and its cost can be measured reliably. The costs of the day-to-day servicing of property and equipment are recognised in statement of financial performance as incurred.

Capital work-in-progress

The Authority capitalises all costs relating to assets as capital work-in-

progress, until the date of completion and commissioning of these assets. These costs are transferred from capital work-in-progress to the appropriate asset category upon completion and commissioning and depreciated over their useful economic lives from the date of such completion and commissioning i.e. when these assets are ready for use.

Depreciation is recognised in statement of financial performance on a straight-line basis over the estimated useful lives of each component of property and equipment. Depreciation methods, useful lives and residual values are reviewed at each reporting date and adjusted if appropriate.

The estimated useful lives for the current and comparative periods are as follows:

Buildings	7 - 25 years
Leasehold improvements	5 years
Computer hardware	3 years
Furniture and fixtures	5 years
Office equipment	4 years
Frequency monitoring equipment	5 years
Vehicles	4 years

2.5 Intangible assets

Intangible assets that are acquired by the Authority, which have finite useful lives, are measured at cost less accumulated amortisation and impairment losses, if any. The Authority's intangible assets are comprised of computer software.

Subsequent expenditure is capitalised only when it increases the future economic benefits embodied in the specific asset to which it relates. All other expenditure is recognised in statement of financial performance as incurred.

Intangible assets are amortised on a straight-line basis in statement of financial

performance over their estimated useful life, from the date they are available for use. The estimated useful life in respect of the intangible asset for the current and comparative period is one to three years.

2.6 Impairment of financial assets
A financial asset is assessed at each reporting date to determine whether there is any objective evidence that it is impaired. A financial asset is impaired if objective

evidence indicates that a loss event has occurred after the initial recognition of the asset, and that the loss event had a negative effect on the estimated future cash flows of that asset that can be estimated reliably. Objective evidence that financial assets are impaired can include default or delinquency by a debtor, restructuring of an amount due to the Authority on terms that the Authority would not consider otherwise, indications that a debtor will enter bankruptcy.

Losses are recognised in the statement of financial performance and reflected in an allowance account against receivables. When a subsequent event causes the amount of impairment loss to decrease, the decrease in impairment loss is reversed through the statement of financial performance.

2.7 Impairment of non-financial assets
The carrying amounts of the Authority's non-financial assets are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, then the asset's recoverable amount is estimated.

The recoverable amount of an asset or cash-generating unit is the greater of its value in use and its fair value less costs to sell. In assessing value in use, the estimated

future cash flows are discounted to their present value using a discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. An impairment loss is recognised if the carrying amount of an asset exceeds its estimated recoverable amount. Impairment losses are recognised in the statement of financial performance.

Impairment losses recognised in prior periods, if any, are assessed at each reporting date for any indications that the loss has decreased or no longer exists. An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

2.8 Employees' end of service benefits

Provision for employees' end of service benefits for expatriate staff is calculated based on the liability that would arise if the employment of such staff were terminated at the reporting date and is calculated in accordance with the provisions of the common HR policies for Federal entities issued by Federal Authority for Human Resources (FAHR), which is more avorable than the UAE Federal Labour Law. The expected costs of these benefits are accrued over the period of employment.

A defined contribution plan is a multi-employer pension plan under which Authority pays fixed contributions into a separate entity i.e. UAE Federal Pension Fund. The Authority has no legal or constructive obligations to pay further

contributions if the Fund does not hold sufficient assets to pay UAE National employees the benefits relating to employee service in the current or prior periods.

2.9 Provisions
A provision is recognised if, as a result of a past event, the Authority has a present legal or constructive obligation that can be estimated reliably, and it is probable that an outflow of economic benefits will be required to settle the obligation.

2.10 Operating leases
Lease of assets under which the lessor effectively retains all the risks and rewards of ownership are classified as operating leases. Payments made under operating leases are recognised in statement of financial performance on a straight-line basis over the term of the lease.

2.11 Revenue from government grants
Assets and revenue arising from transfer of assets from the government are recognised in the period in which the transfer arrangement becomes binding, except for some services in-kind. The Authority recognises only those services in-kind that are received as part of an organized program and for which it can determine a fair value by reference to market rates. Other services in-kind are not recognised. Where a transfer is subject to conditions that, if unfulfilled, require the return of the transferred resources, the Authority recognises a liability until the condition is fulfilled.

Assets and revenue recognised as a consequence of a transfer of assets are measured at the fair value of the assets recognised as at the date of recognition. Monetary assets are measured at their nominal value unless the time value of

money is material, in which case present value is used, calculated using a discount rate that reflects the risk inherent in holding the asset. Non-monetary assets are measured at their fair value, which is determined by reference to observable market values or by independent appraisal by a member of the valuation

profession. Receivables are recognised when a binding transfer arrangement is in place, but cash or other assets have not been received.

In the past, the Authority has received assets in the form of land, from the Government of Abu Dhabi and the Government of Dubai, to build its offices. Such land received is recognised in the financial statements at nominal value.

2.12 Licenses and authorisations
Income is measured at the fair value of the consideration received or receivable, and represents amount receivable for the licenses and authorisations. The Authority recognises income when the amount of income can be reliably measured; when it is probable that future economic benefits will flow to the entity; and when specific criteria have been met or each of the activities, as described below.

Spectrum fees
Spectrum fees are recognised when the basis for these fees can be measured reliably, in accordance with the relevant agreements, and it is probable that the economic benefits associated with such fees will flow to the Authority. Such fees are recognised in the statement of financial performance as defined in the agreement on a straight line basis over the period of the contract, with fees related to future periods classified as deferred revenue.

Numbering fees

Numbering fees are recognised in the statement of financial performance on allotment of numbers on a straight line basis over the period of the allotment term.

Domain name fees

Domain name fees are recognised in the statement of financial performance on a straight line basis when the basis for these fees can be measured reliably, in accordance with the relevant agreements, and when it is probable that the economic benefits associated with such fees will flow to the Authority.

Application fees

Application fees are recognized in the statement of financial performance when the application is received from the customer.

License and Registration fees

License and Registration fees are recognised in the statement of financial performance on straight line basis when the basis for these fees can be measured reliably, in accordance with the relevant agreements, and when it is probable that the economic benefits associated with such fees will flow to the Authority.

ICT Fund contributions

Contributions from licensees are recognized in the statement of financial performance on a yearly basis, based on a contribution by the telecom operators amounting to one percent of the gross revenue of the operators as disclosed in the audited financial statements.

Fines and penalties

Fines and penalties are recognised in the statement of financial performance in accordance with the relevant agreements, and when it is probable that the economic benefits associated with such fines and penalties will flow to the Authority.

Finance income

Finance income comprises interest income on funds invested and is recognised as it accrues in the statement of financial performance using the effective interest method.

2.13 ICT Fund grants and scholarships

ICT Fund grants and scholarship expenses are recorded in accordance with contractual terms between ICT Fund and the beneficiary and recognised in the statement of financial performance in the period in which the relevant obligations by the beneficiary are fulfilled.

2.14 Payment to UAE's Ministry of Finance

Payment to UAE's Ministry of Finance out of accumulated surplus is made as approved by the Board of Directors in accordance with the powers conferred upon them by the UAE Telecommunications Law and is recognised in the statement of changes in federal government account in the year in which amount is approved and paid.

3 Financial instruments and risk management

As a consequence of its operations, the Authority is exposed to the following financial risks:

* Credit risk
* Liquidity risk
* Market risk

The Authority's policy is not to speculate in financial risks. Accordingly, the Authority's financial management exclusively involves the management and mitigation of financial risks that arise as a direct consequence of the Authority's operations.

This note presents information about the Authority's exposure to risks arising from use of financial instruments and the Authority's objectives, policies and processes for measuring and managing such risks. Further quantitative disclosures are included throughout these financial statements.

Trade receivables

The ageing of trade receivables at the reporting date was as under:

Credit risk

Credit risk refers to the risk that counterparty will default on its contractual obligations resulting in financial loss to the Authority and arises principally from its trade receivables.

	Total	Neither past due nor impaired	Past due but not impaired	
			30 – 60 Days	61 days and above
2014	1.332.560.677	611.668.713	261.653	720.630.311
2013	1.047.441.799	512.228.980	102.503	535.110.316

Trade receivables mainly include amounts due from Emirates Telecommunication Corporation (Etisalat) and Emirates Integrated Telecommunications Company PJSC (Du), which are fellow Federal government entities (Note 8).

Management regularly reviews and assesses credit risk and, if required, establishes an allowance for impairment that represents its estimate of incurred losses in respect of its trade receivables. Given the Authority's relationship with Etisalat and Du and based on past experience, amounts past due are expected to be fully recoverable. Accordingly, no allowance for impairment is considered necessary by management, in respect of such receivables. The Authority has policies under which it places its

cash with reputable commercial banks. The maximum exposure to credit risk is represented by the carrying value of the financial assets on the statement of financial position.

Liquidity risk
Liquidity risk is the risk that the Authority will not be able to meet financial obligations as they fall due. The Authority's approach to managing liquidity is to ensure that it will have sufficient liquidity to meet its liabilities when due, under both normal and stressed conditions, without risking damage to the Authority's reputation. Typically the Authority ensures that it has sufficient cash on demand to meet expected operational expenses.

The table below summarises the maturity profile of financial liabilities at the reporting date.

AED	Less than 3 months	1 to 2 years	Total
31 December 2014			
Trade payables	48.892.772	-	48.892.772
Accrued liabilities	75.095.199	-	75.095.199
Retentions	-	1.435.947	1.435.947
	123.987.971	1.435.947	125.423.918

AED	Less than 3 months	1 to 2 years	Total
31 December 2013			
Trade payables	39.235.667	-	39.235.667
Accrued liabilities	137.483.653	-	137.483.653
Retentions	-	4.963.381	4.963.381
	176.719.320	4.963.381	181.682.701

Market risk
Market risk is the risk that changes in market prices, such as foreign exchange rates and interest rates will affect the Authority's income or the value of its holdings of financial instruments. The objective of market risk management is to manage and control market risk exposures within acceptable parameters, while optimising the return.

Currency risk
The Authority's currency risk is limited as a significant proportion of the transactions, monetary assets and liabilities are in AED.

Interest rate risk
Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Authority does not have any interest bearing liability and its interest bearing assets have fixed interest rates (Note 9).

Fair values
The fair values of financial assets and liabilities are not materially different from their carrying values at the statement of financial position date.

4 Accounting estimates and judgments
In the process of applying the Authority's accounting policies, which are described in note 2, management has used estimates and judgments in the following areas that have the most significant effect on the amounts of assets and liabilities recognised in the financial statements. Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Actual results may differ from these estimates. Estimates and underlying assumptions are

reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimates are revised and in any future periods affected. In particular, information about significant areas of estimation, uncertainty and critical judgement in applying accounting policies that have the most significant effect on the amounts recognised in the financial statements are described below.

Impairment of assets
At each reporting date, management assesses whether there is any indication that its assets may be impaired. If such an indication exists, then the asset's recoverable amount is estimated. Based on an assessment of conditions existing at the reporting date, management has concluded that there are no indications that its assets may be impaired.

Impairment losses on receivables
The Authority reviews its receivables to assess impairment at least on an annual basis. The Authority's credit risk is primarily attributable to its receivables and balances with banks. In determining whether an impairment loss should be recorded in statement of financial performance, the Authority makes judgments as to whether there is any observable data indicating that there is a measurable decrease in the estimated future cash flows. Accordingly, an allowance for impairment is made where there is an identified loss event or condition which, based on previous experience, is evidence of a reduction in the recoverability of the cash flows.

Useful lives of property, equipment and intangible assets
Management assigns useful lives and residual values to items of property, equipment and intangible assets based on the intended use and the expected economic

lives of those assets. Subsequent changes in circumstances such as prospective utilisation of the assets concerned could result in the actual useful lives or residual values differing from the initial estimates. Refer note 3(c) for estimated useful lives of property and equipment.

5-Notes to the statement of comparison of budget and actual amounts

(a) The Authority's budget is prepared on an accrual basis using a classification based on the nature of expenses and covers the same period (1 January to 31 December) as the financial statements. The budget was approved by the Board of Directors.

(b) Timing differences occur when the budget period differs from the reporting period reflected in the financial statements. There are no timing differences for the Authority.

(c) Additions to property and equipment and intangible assets are charged to budget at the time of capitalization of assets.

(d) Entity differences occur when the budget omits program/activity or an entity that is part of the entity for which the financial statements are prepared. There are no entity differences.

(e) The total difference between actual and budgeted amount is primarily due to the following reasons:

Income
The actual amount of income is higher than budgeted amount primarily due to the increased ICT Fund contribution by the operators due to higher revenues earned by them which was not anticipated at the time of preparing the budget.

Expenses and capital expenditure
The net underspent amount is mainly due to deferral of certain special projects expected to be funded from ICT Fund grants.
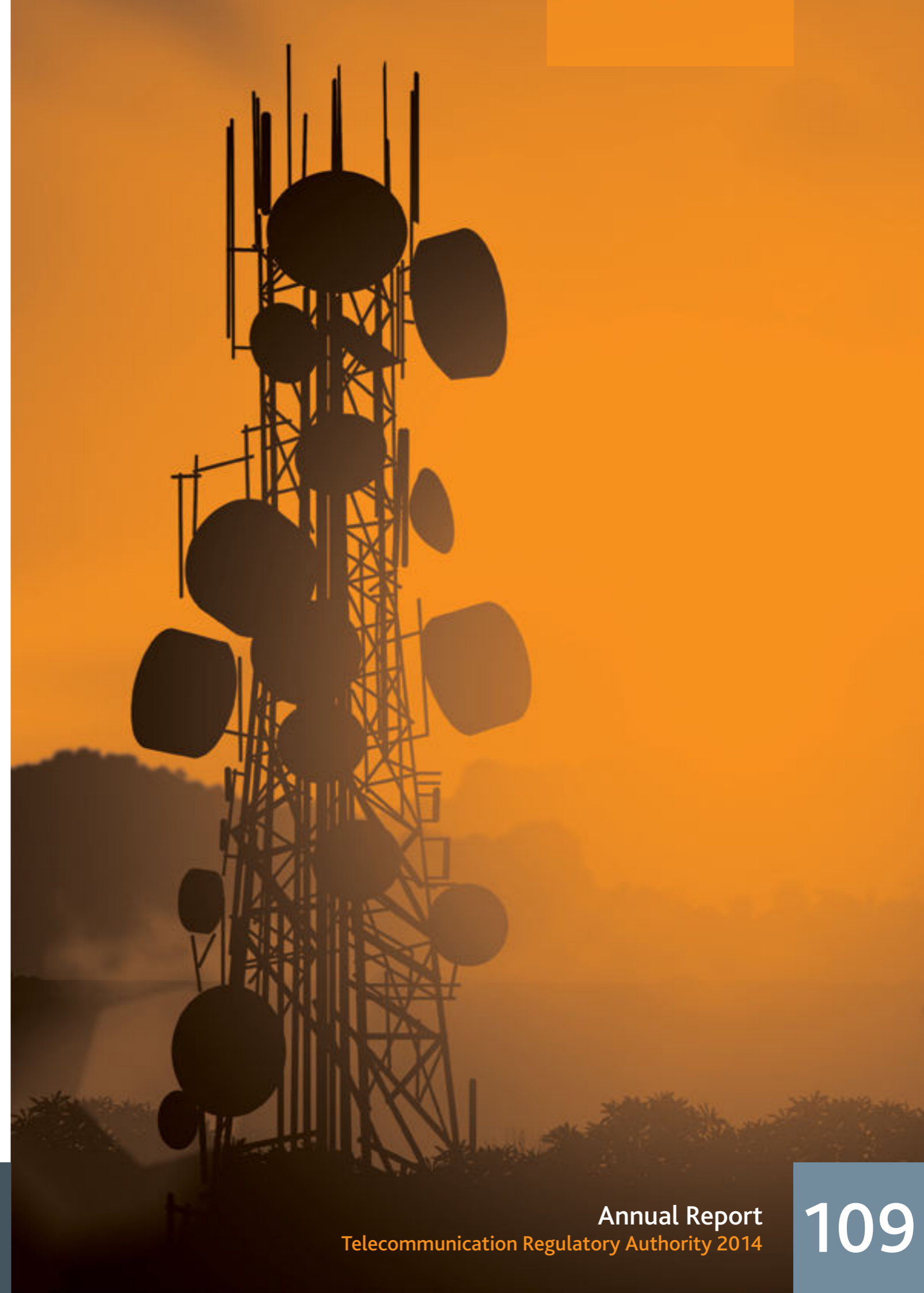
Property and equipment

Cost	Buildings AED	Leasehold improvement	Computer hardware	Furniture and fixtures	Office equipment	Frequency monitoring equipment	Vehicles	Capital work-in progress	Total
At 1 January 2013	213.779.539	6.739.389	21.022.964	16.651.938	13.193.033	21.603.446	518.200	838.499	294.347.008
Additions	5.651.198	-	6.834.028	2.022.988	1.365.304	-	158.000	540.985	16.572.503
Disposals	-	-	(2.375)	-	-	-	(79.200)	-	(81.575)
Write offs	-	(6.739.389)	(693.531)	(4.131.277)	(528.606)	-	-	(1.360.380)	(13.453.183)
At 31 December 2013	219.430.737	-	27.161.086	14.543.649	14.029.731	21.603.446	597.000	19.104	297.384.753
Additions	838.436	-	4.269.952	1.841.992	1.154.650	4.362.470	205.000	86.301.443	98.973.943
Disposals	-	-	-	-	-	(3.030.760)	-	-	(3.030.760)
At 31 December 2014	220.269.173	-	31.431.038	16.385.641	15.184.381	22.935.156	802.000	86.320.547	393.327.936

Accumulated depreciation

Cost	Buildings AED	Leasehold improvement	Computer hardware	Furniture and fixtures	Office equipment	Frequency monitoring equipment	Vehicles	Capital work-in progress	Total
At 1 January 2013	8.796.918	6.250.179	17.175.514	5.730.530	5.089.086	12.617.781	370.545	-	56.030.553
Charge for the year	10.095.855	321.613	2.718.204	2.908.294	2.841.301	3.558.916	75.709	-	22.519.892
Disposals	-	-	(1.122)	-	-	-	(79.200)	-	(80.322)
Write offs	-	(6.571.792)	(693.531)	(4.034.225)	(424.690)	-	-	-	(11.724.238)
At 31 December 2013	18.892.773	-	19.199.065	4.604.599	7.505.697	16.176.697	367.054	-	66.745.885
Charge for the year	10.044.110	-	4.566.966	2.986.555	2.924.864	3.089.262	83.292	-	23.695.049
Disposals	-	-	-	-	-	(3.030.760)	-	-	(3.030.760)
At 31 December 2014	28.936.883	-	23.766.031	7.591.154	10.430.561	16.235.199	450.346	-	87.410.174

Net carrying amount

	Buildings AED	Leasehold improvement	Computer hardware	Furniture and fixtures	Office equipment	Frequency monitoring equipment	Vehicles	Capital work-in progress	Total
At 31 December 2014	191.332.290	-	7.665.007	8.794.487	4.753.820	6.699.957	351.654	86.320.547	305.917.762
At 31 December 2013	200.537.964	-	7.962.021	9.939.050	6.524.034	5.426.749	229.946	19.104	230.638.868

In previous years, the Authority received the right to use certain plots of land from the Governments of Abu Dhabi and Dubai for constructing office buildings. No amounts have been paid by the Authority for use of the plots of land.

Capital work-in-progress mainly comprises of a warehouse building in Jebel Ali and development of infrastructure network in respect of the FEDnet project, which is initiated by the government to connect all Federal entities into one secured network.

Intangible assets	AED
At 1 January 2013	28.403.581
Additions	4.222.503
At 31 December 2013	32.626.084
Additions	9.852.323
At 31 December 2014	42.478.407

Amortisation	AED
At 1 January 2013	24.079.515
Charge for the year	4.010.771
At 31 December 2013	28.090.286
Charge for the year	4.179.670
At 31 December 2014	32.269.956

Net carrying amount	AED
At 31 December 2014	10.208.451
At 31 December 2013	4.535.798

Trade and other receivables	AED	2014	2013
Trade receivables (i)		1.332.560.677	1.047.441.799
Prepayments		6.339.820	5.978.593
Interest and other receivables		17.139.344	22.833.041
		1.356.039.841	1.076.253.433

The Authority has a receivable from Emirates Telecommunication Corporation (Etisalat) amounting to AED 999.35 million (2013: AED 718 million), which pertains to amounts receivable towards the ICT Fund, which are outstanding for all periods commencing from 2009.

A majority of the outstanding amount is a percentage of the international revenue earned by Etisalat, which is currently under negotiations. The management and Board of Directors of the Authority believes that the outstanding amount is fully collectable and hence no provision is required.

Cash and bank balances	AED	2014	2013
Cash in hand		36.000	36.000
Bank balances		2.685.064	121.203.690
Cash and cash equivalents for the purpose of the statement of cash flows		2.721.064	121.239.690
Bank balances		1.943.000.000	1.786.000.000
		1.945.721.064	1.907.239.690

Short term deposits represent fixed term deposits with maturity between 3 and 12 months and are placed with local banks in the UAE. The deposits earn annual interest in the range of 1.08% to 1.64%. (2013: 1.4% to 2.24%).

10- Accumulated surplus – federal government account
Included in accumulated surplus of AED 3,438,533,435 (2013: AED 2,994,412,161) is an amount of AED 2,909,706,339 (2013: 2,579,306,131) which is attributable to the Information and Communication Technology Fund (refer note 17). The Authority ensures that surplus attributable to the ICT Fund is available exclusively for meeting the objectives of the ICT Fund.

Employees' end of service benefits	AED	2014	2013
At I January		7.636.448	9.473.719
Charge for the year		2.058.485	1.934.370
Paid during the year		(414.095)	(3.771.641)
At 31 December		9.280.838	7.636.448

Trade and other payables	AED	2014	2013
Trade payables		48.892.772	39.235.667
Accrued liabilities		75.095.199	137.483.653
Advances from customers		2.091.302	1.659.002
		126.079.273	178.378.325

Licenses and authorisations	AED	2014	2013
Spectrum and related license fees		315.856.622	304.071.328
Numbering fees		100.691.438	97.691.001
Sale of domain names		11.724.268	10.460.694
Application and registration fee		4.441.192	3.784.421
License fee		3.815.047	3.636.650
		436.528.567	419.644.094

14- Related party transactions

Identity of related parties
As stated in Note 1, the Authority was established as a Federal independent public authority. The Authority in the normal course of business transacts with entities over which the Federal Government exerts control, joint control or significant influence.

In accordance with IPSAS 20,"Related Party Disclosures" the Authority has elected not to disclose transactions with various public sector entities. The nature of the transactions that the Authority has with such related parties is income from

licenses, authorisations and receipt of ICT Fund contributions. These transactions are consistent with normal operating relationships between the entities, and are undertaken on terms and conditions that are normal for such transactions in these circumstances.

Compensation of key management personnel
The remuneration of directors, trustees and other members of key management during the year was as follows:

	AED	2014	2013
Short-term benefits		11.988.402	10.910.714
Post-employment benefits		527.953	661.418
		12.516.355	11.572.132

15- Commitments

Capital expenditure commitments	AED	2014	2013
Committed and contracted		70.000.000	10.000.000

Operating lease commitments

Future minimum rental payable under operating leases at the reporting date was:

AED	2014	2013
Payable within 1 year	335.000	315.000

16- Information and Communication Technology Fund

The Supreme Committee for Supervision on Communication Sector in their decision number 1 of 2005 has set up an Information and Communication Technology Fund (the "ICT Fund") for the promotion of telecom research in the UAE. The ICT Fund is financed by a contribution by the telecom operators i.e. Etisalat and Du, amounting to one percent of the gross revenue of the operators.

The following are the financial details of the ICT Fund in the books of the Authority:

AED	2014	2013
Income	610.052.400	496.525.580
Interest income pertaining to ICT Fund	23.457.294	24.399.923
Expenditure (see below)	(303.109.48)	(198.642.930)
Surplus	330.400.208	322.282.573
Receivables	1.328.498.106	1.024.791.868

Expenses for the year comprise the following:

AED	2014	2013
Staff cost	5.952.266	5.753.939
Grants and scholarships	187.615.321	187.558.700
Other expenses	109.541.899	5.330.291
	303.109.486	198.642.930

Other expenses include network infrastructure expenses incurred to connect all Federal entities into one secured network and consultancy expenses. The amounts pertaining to capital expenditure have been capitalised for the purpose of the Authority's financial statements while operating expenses have been included in the Authority's statement of financial performance.

The movements in the balance of accumulated surplus pertaining to the ICT Fund are as follows:

AED	2014	2013
At 1 January	2.579.306.131	2.257.023.558
Surplus for the year	330.400.208	322.282.573
At 31 December	2.909.706.339	2.579.306.131

18 Financial instruments by category

The accounting policies for financial instruments have been applied to the line items below:

Financial assets AED	2014	2013
Trade and other receivables	1.349.700.021	1.070.274.840
Cash and bank balances	1.945.721.064	1.907.239.690
	3.295.421.085	2.977.514.530

Financial liabilities AED	2014	2013
Trade and other payables	123.987.971	176.719.320
Retentions	1.435.947	4.963.381
	125.423.918	181.682.701

For the purpose of the above disclosure, prepayments amounting to AED 6,339,820 (2013: AED 5,978,593) were excluded from trade and other receivables. Customer advances amounting to 2,091,302 (2013: AED 1,659,005) were excluded from trade and other payables.

19 Comparative figures

Certain comparative figures have been reclassified in order to conform to current year presentation. In particular, 2013 retentions were reclassified to current liabilities to conform to the current year presentation. Management believe that the current year presentation provides more meaningful information to the readers of the financial statements. The reclassifications did not have any impact on the current or prior year's net surplus.